



Ryan Swaine &lt;viamed.ryan.swaine@gmail.com&gt;

**Re: Repair reference: SRS68719**

1 message

**bertrand.bourgeois@ird.fr** <bertrand.bourgeois@ird.fr>  
To: ryan swaine <ryan.swaine@vandagraph.co.uk>

11 October 2024 at 00:39

Hello, Ryan,

Thanks for the good news. I should have sent the cable which must have been the cause of the reading fault all along (displaying a 1 all the time but I'm not too sure anymore). As for the oxygen cell, I've put in several and I don't think they're to blame (I can't give you the part number as I'm out of town).

Can you send me a quote for a new cable and an oxygen cell, including postage to Noumea and excluding tax? For payment, we usually proceed by purchase order (on receipt of goods). But I'll see if I can pay by credit card. Can you give me your bank's account number?

Thank you and see you soon  
Bertrand

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**De:** "ryan swaine" <[ryan.swaine@vandagraph.co.uk](mailto:ryan.swaine@vandagraph.co.uk)>  
**À:** "bertrand bourgeois" <[bertrand.bourgeois@ird.fr](mailto:bertrand.bourgeois@ird.fr)>  
**Envoyé:** Mercredi 9 Octobre 2024 00:49:32  
**Objet:** Re: Repair reference: SRS68719

Dear Bertrand  
We have tested your analyser and we have not been able to find a fault.

It may be that the fault lies with your sensor or cable, but you did not return these parts so it is difficult to verify.

Please can you let me know the problems you were experiencing?

Please can you give me the serial number of the sensor you were using?

Best regards  
Ryan

Ryan Swaine  
General Manager  
VANDAGRAPH Ltd.  
<http://www.vandagraph.co.uk>  
Email [ryan.swaine@vandagraph.co.uk](mailto:ryan.swaine@vandagraph.co.uk)  
Tel: +44 (0)1535 634900  
Mob: +44 (0)7803 907117

On Mon, 9 Sept 2024 at 10:47, Ryan Swaine <[ryan.swaine@vandagraph.co.uk](mailto:ryan.swaine@vandagraph.co.uk)> wrote:

Dear Bertrand

Thank you, it finally arrived with us last week. I will let you know once our engineer has taken a look at it.

Best regards

Ryan

Ryan Swaine  
General Manager  
VANDAGRAPH Ltd.  
<http://www.vandagraph.co.uk>  
Email [ryan.swaine@vandagraph.co.uk](mailto:ryan.swaine@vandagraph.co.uk)  
Tel: +44 (0)1535 634900  
Mob: +44 (0)7803 907117

On Mon, 9 Sept 2024 at 00:01, <[bertrand.bourgeois@ird.fr](mailto:bertrand.bourgeois@ird.fr)> wrote:

Hello, Ryan,

My parcel was sent on 08 August. You may already have received it ?

Best regards  
Bertrand

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**De:** "Ryan Swaine" <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)>  
**À:** "bertrand bourgeois" <[bertrand.bourgeois@ird.fr](mailto:bertrand.bourgeois@ird.fr)>  
**Envoyé:** Mercredi 29 Mai 2024 19:24:03  
**Objet:** Re: Repair reference: SRS68719

Hi Bertrand  
I guess it is good that it has been found, hopefully we will receive it soon.

Best regards  
Ryan

Ryan Swaine  
General Manager  
VANDAGRAPH Ltd.  
<http://www.vandagraph.co.uk>  
Email [ryan.swaine@vandagraph.co.uk](mailto:ryan.swaine@vandagraph.co.uk)  
Tel: +44 (0)1535 634900  
Mob: +44 (0)7803 907117

On Wed, 29 May 2024 at 04:34, <[bertrand.bourgeois@ird.fr](mailto:bertrand.bourgeois@ird.fr)> wrote:

Hello, Ryan,

On enquiry, the parcel never left Noumea. It was left in an office! I hope the necessary steps will be taken soon.

Best regards  
Bertrand

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**De:** "Ryan Swaine" <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)>  
**À:** "bertrand bourgeois" <[bertrand.bourgeois@ird.fr](mailto:bertrand.bourgeois@ird.fr)>  
**Envoyé:** Mercredi 15 Mai 2024 20:07:40  
**Objet:** Re: Repair reference: SRS68719

Hi Bertrand

I am sorry, I can confirm that we have not yet received your analyser.

Best regards  
Ryan

Ryan Swaine  
General Manager  
VANDAGRAPH Ltd.  
<http://www.vandagraph.co.uk>  
Email [ryan.swaine@vandagraph.co.uk](mailto:ryan.swaine@vandagraph.co.uk)  
Tel: +44 (0)1535 634900  
Mob: +44 (0)7803 907117

On Mon, 13 May 2024 at 02:04, <[bertrand.bourgeois@ird.fr](mailto:bertrand.bourgeois@ird.fr)> wrote:

Hello, Ryan,

Have you received the oxygen analyser ?  
I'm still waiting for a quotation for repairs, or a quotation for a new analyser.  
When do you plan to carry out the work ?

Best regards  
Bertrand Bourgeois

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**De:** "Ryan Swaine" <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)>  
**À:** "bertrand bourgeois" <[bertrand.bourgeois@ird.fr](mailto:bertrand.bourgeois@ird.fr)>  
**Envoyé:** Jeudi 7 Mars 2024 20:37:11  
**Objet:** Re: Repair reference: SRS68719

Thank you Bertrand

Ryan Swaine  
General Manager  
VANDAGRAPH Ltd.  
<http://www.vandagraph.co.uk>  
Email [ryan.swaine@vandagraph.co.uk](mailto:ryan.swaine@vandagraph.co.uk)  
Tel: +44 (0)1535 634900  
Mob: +44 (0)7803 907117

On Wed, 6 Mar 2024 at 23:55, <[bertrand.bourgeois@ird.fr](mailto:bertrand.bourgeois@ird.fr)> wrote:

Hello, Ryan,

I'm sending my analyser off tomorrow. When it arrives at your workshop, can you send me a repair estimate?  
If it's too expensive, could you send me a quote for a new analyser?  
Thank you

Here's the return address (which I'll also include in the parcel with your repair reference):

Bertrand Bourgeois  
Institut de Recherche pour le Développement  
[101, Promenade Roger Laroque](#)  
BP A5

98 8048 Nouméa  
Nouvelle Calédonie

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**De:** "Ryan Swaine" <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)>  
**À:** "bertrand bourgeois" <[bertrand.bourgeois@ird.fr](mailto:bertrand.bourgeois@ird.fr)>  
**Envoyé:** Vendredi 1 Mars 2024 02:08:35  
**Objet:** Vandagraph VN202 Repair

Dear Bertrand Bourgeois

I am very sorry to hear that you are having problems with your VN202.

You are welcome to send it directly to us for evaluation and repair. Our address is as follows:

Vandagraph  
15 Station Road  
Cross Hills, Keighley  
BD20 7DT  
United Kingdom

Please can you email me with your return address details and add the following repair reference to the parcel: SRS68719

Kind regards  
Ryan

Ryan Swaine  
General Manager  
VANDAGRAPH Ltd.  
<http://www.vandagraph.co.uk>  
Email [ryan.swaine@vandagraph.co.uk](mailto:ryan.swaine@vandagraph.co.uk)  
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