



Michael Lamb &lt;viamed.michael.lamb@gmail.com&gt;

**Vandagraph New Order (11th November 2024) - Dive Supply Thailand**

P'eau Sommer &lt;gm@divesupply.com&gt;

11 November 2024 at 09:36

To: ryan.swaine@vandagraph.co.uk

Cc: Kanokwan &lt;gm-asst@divesupply.com&gt;, "Sommer, Frank" &lt;frank@divesupply.com&gt;

Dear Ryan,

Please see our new order below, which we would like to ship ASAP with your preferred courier.

Item #	Supplier Item #	Item Name	Order
MVA0110217	0110217	O2Sensor R-17VAN	20
MVA0110429-EXT	0110429	O2Sensor for Maxtec-250E	1
MVA7910201-INT	7910201	O2Analyzer Tek-ox Auto, INT	5

Also, we didn't receive the 1 x warranty O2 cell in our last shipment. Which we have already replaced with our stock.

As usual, please email us the proforma invoice at your convenience.

Kind regards,

**P'eau Sommer**

General Manager

**Dive Supply Co., Ltd.**

88/5 Moo 10, Patak Road,

T. Chalong, A. Muang,

Phuket 83130, Thailand

**Office** +66 (0)76 - 383 414 ext. 26**Fax** +66 (0)76 - 281 525**Web** www.divesupply.com



----- Forwarded message -----

From: Ryan Swaine <viamedinbox@gmail.com>  
To: David <service@divesupply.com>  
Cc: "P'eau Sommer" <gm@divesupply.com>  
Bcc:  
Date: Tue, 2 Apr 2024 19:53:04 +0700  
Subject: Re: Tek-O2  
Hi David

I am sorry to hear that.  
Unfortunately the amount we use them, does not really determine how long a sensor lasts.  
There are other factors such as temperature.

The sensor is outside of the 12 month warranty, but as a good will gesture we can offer you a replacement. Can you replace your client's sensor from your stock and I will add one to your next order?

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)  
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On Fri, 29 Mar 2024 at 06:04, David <[service@divesupply.com](mailto:service@divesupply.com)> wrote:

Hi Ryan,

We have a customer who is a bit upset as they purchased a Tek-O2 analyser in Dec22 and the O2 cell is expired even though they have hardly used the analyser.

The maximum O2% that can be achieved is 7%.

They were expecting the O2 cell to last longer than just over a year, especially with minimum use.

The analyser looks like new, it still has the original film on display.

The serial number of the Analyser is 3829 & the O2 cell S/N: is 107030.



Best Regards  
David Ottaway

Workshop Manager

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Opening hours: HIGH SEASON

Mon to Fri 0900 -1800

Sat 0900 - 1300

Sun Closed





**Re: Tek-O2.eml**

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