



Michael Lamb <viamed.michael.lamb@gmail.com>

FW: Ref DS 72961 Tek-OX analyser

Workshop Manager <service@divesupply.com>

9 November 2024 at 06:04

To: ryan.swaine@vandagraph.co.uk

Hi Ryan,

Ok thank you, our customer will be happy we can exchange the analyser immediately.

The faulty analyser has the serial number 03286, and we are replacing it with serial number 03337.

I will start the ball rolling with regards to sending the faulty unit back to you.

Best Regards

Ian

Ian Wells

Workshop Manager

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From: Ryan Swaine [mailto:ryan.swaine@vandagraph.co.uk]

Sent: 08 November 2024 18:59

To: Workshop Manager

Subject: Re: FW: Ref DS 72961 Tek-OX analyser

Hi Ian

The device is still within warranty, but due to the age we would normally ask for it to be returned for repair.

However, I understand the time frame involved in returning items from your location, so I would be happy for you to replace the device (without sensor) to keep your customer happy and then return it to us for replacement.

Please can you supply a serial number and I will issue a return reference?

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