



Ryan Swaine <viamed.ryan.swaine@gmail.com>

RE: An order please!

1 message

Scapa Scuba <diving@scapascuba.co.uk>
To: ryan.swaine@vandagraph.co.uk

18 November 2024 at 17:40

Great stuff – please can we order 4 of the cables.

The company will pay the P&P so if Special Delivery isn't crazy money then please can you do that

Thanks ever so much Ryan

Sara

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Outdoor & Marine - Chandlery - Dive Shop - Servicing & Repair



Sara Turner

Scapa Scuba

Lifeboat House

Stromness

Orkney

KW16 3DA

Tel : +44 (1856) 851218

Email: diving@scapascuba.co.uk

Web: www.scapascuba.co.uk

From: Ryan Swaine

Sent: 18 November 2024 15:57

To: Scapa Scuba <diving@scapascuba.co.uk>
Subject: Re: An order please!

Hi Sara

The cables are £11 each (trade) EXW.

Best regards

Ryan

Ryan Swaine

General Manager
VANDAGRAPH Ltd.

<http://www.vandagraph.co.uk>
Email ryan.swaine@vandagraph.co.uk
Tel: +44 (0)1535 634900
Mob: +44 (0)7803 907117

On Mon, 18 Nov 2024 at 15:41, Scapa Scuba <diving@scapascuba.co.uk> wrote:

Hiya

Given what you wrote below – it's looking like a new cable is needed

Please can you let me have a price for the new cable and I'll check with the company and see what they say

Thank you!

We might need 3 cables as we think the customer has 3 analysers all doing the same thing

If you could give me a price then I'll take it to them

Thank you!

Sara

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Scapa Scuba - Red Shed logo with Stromness.jpg

Sara Turner

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Tel : +44 (1856) 851218

Email: diving@scapascuba.co.uk

Web: www.scapascuba.co.uk

From: Ryan Swaine

Sent: 15 November 2024 14:17

To: Scapa Scuba <diving@scapascuba.co.uk>

Subject: Re: An order please!

Hi Sara

Very unusual, it may be the sensor cable that has a fault or an intermittent break.

If you remove the sensor, turn the calibration clockwise, turn on the device, wet your finger and touch the jack connector on the end of the cable. Random numbers should appear on the display, if they do not then I would recommend replacing the cable. If the device is a MK1 type with a fixed cable then we can conduct the replacement for you.

I will wait for your response.

Best regards

Ryan

Ryan Swaine

General Manager
VANDAGRAPH Ltd.

<http://www.vandagraph.co.uk>

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Tel: +44 (0)1535 634900

Mob: +44 (0)7803 907117

On Thu, 14 Nov 2024 at 16:29, Scapa Scuba <diving@scapascuba.co.uk> wrote:

Hi there Ryan

Just a heads up –

Of the 3 sensors that you sent up to us, 2 were sold to a commercial dive operation called RockSalt – and we kept one here in the shop

RockSalt had bought a sensor from us the week before too

The divers are saying that the 2 new sensors are faulty and only read 0 – and that the one bought last week worked for 24 hours and then stopped working.

We are getting the 3 sensors – and their analysers returned to us in the next couple of days for Ben to look at

Ben is thinking that the problem is their analyser – it is an VN202 mkII.

Apparently they have 4 and then sensors won't work in any ..

Ben will try and sort it – but I wanted to let you know

Any advice gratefully received!

Thank you

Sara

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Lifeboat House

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From: Ryan Swaine
Sent: 07 November 2024 17:50
To: Scapa Scuba <diving@scapascuba.co.uk>
Cc: Michael Lamb <michael.lamb@vandagraph.co.uk>
Subject: Re: An order please!

Thank you Sara

Best regards

Ryan

Ryan Swaine

General Manager
VANDAGRAPH Ltd.

<http://www.vandagraph.co.uk>
Email ryan.swaine@vandagraph.co.uk
Tel: +44 (0)1535 634900
Mob: +44 (0)7803 907117

On Thu, 7 Nov 2024 at 17:17, Scapa Scuba <diving@scapascuba.co.uk> wrote:

Hi there Ryan

Just got a call from someone desperate for 3 x R-17VAN Oxygen sensors

Please can you post up to us?

I can pay asap!

Thanks ever so much

Sara

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