



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

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## Re: Analyser Issue

1 message

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**Tofo Scuba** <info@tofoscuba.com>

8 January 2025 at 12:02

To: "ryan.swaine@vandagraph.co.uk" <ryan.swaine@vandagraph.co.uk>

Hi Ryan,

Please send to:

James Patterson (Tofo Scuba)

26 main road, Hursley, Winchester, SO21 2JW

Please can you overnight it / first class delivery

Thanks

Ross



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**From:** Ryan Swaine <[ryan.swaine@vandagraph.co.uk](mailto:ryan.swaine@vandagraph.co.uk)>

**Sent:** 08 January 2025 12:41

**To:** Tofo Scuba

**Subject:** Re: Analyser Issue

Hi Ross

Please can you give me the delivery address and I will send you the invoice.

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, 8 Jan 2025 at 06:06, Tofo Scuba <[info@tofoscuba.com](mailto:info@tofoscuba.com)> wrote:

Hi Ryan,

OK no worries, yes please add a cable and just the 4 sensors please.

If you can send me an invoice we will pay asap

Thanks

Ross



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**From:** Ryan Swaine <[ryan.swaine@vandagraph.co.uk](mailto:ryan.swaine@vandagraph.co.uk)>

**Sent:** 07 January 2025 19:26:59

**To:** Tofo Scuba

**Subject:** Re: Analyser Issue

Hi Ross

I am sorry for the late reply.

We have not been able to find a problem with your analyser. It may be the cable, but we did not get that back from you. Should we add a cable to your order (GBP £11+VAT)?

You mentioned a couple of R-17VAN sensors, are they in addition to the 4 you wanted previously or is it 2 in total?

Please let me know the address in the UK and I will have it put together for you.

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, 6 Jan 2025 at 08:47, Tofo Scuba <[info@tofoscuba.com](mailto:info@tofoscuba.com)> wrote:

Hi Ryan

Any news on this?

We also need 2 new R-17 O2 sensor.

I have friends leaving the uk this week so if we can get it to them that would be great

Thanks

Ross



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**From:** Ryan Swaine <[ryan.swaine@vandagraph.co.uk](mailto:ryan.swaine@vandagraph.co.uk)>

**Sent:** 26 November 2024 12:41:59

**To:** Tofo Scuba

**Subject:** Re: Analyser Issue

Hi Ross

It may be the cable, if you have an intermittent break it can make the reading flicker when the cable is moved.

I will ask our engineer to give it a second check over.

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 Sun, 24 Nov 2024 at 07:16, Tofo Scuba <[info@tofoscuba.com](mailto:info@tofoscuba.com)> wrote:

Hi Ryan,

Strange, it was giving us funny readings and flickering up and down quite a lot.

Thanks

Ross



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**From:** Ryan Swaine <[ryan.swaine@vandagraph.co.uk](mailto:ryan.swaine@vandagraph.co.uk)>

**Sent:** 21 November 2024 19:32:29

**To:** Tofo Scuba

**Subject:** Re: Analyser Issue

Hi Ross

I hope this message finds you well.

Our engineer has been testing the VN202 you returned but has not identified any faults. Could you please provide more details about the issue you experienced?

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 Tue, 5 Nov 2024 at 06:18, Tofo Scuba <[info@tofoscuba.com](mailto:info@tofoscuba.com)> wrote:

Hi Ryan,

OK great. Hope fully it should be with you in a day or so.

Can you please add onto the bill

4 x R-17VAN O2 sensor

Thanks

Ross



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**From:** Ryan Swaine <[ryan.swaine@vandagraph.co.uk](mailto:ryan.swaine@vandagraph.co.uk)>  
**Sent:** 30 October 2024 11:56:44  
**To:** Tofo Scuba  
**Subject:** Re: Analyser Issue

Hi Ross

No problem, I have opened a repair file. Please add the following reference to the parcel if possible: SRS68943

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, 30 Oct 2024 at 06:12, Tofo Scuba <[info@tofoscuba.com](mailto:info@tofoscuba.com)> wrote:

Hi Ryan,

Its the VN202, il see if i can get the serial number, but our guests may have already packed it.

Thanks

Ross



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**From:** Ryan Swaine <[ryan.swaine@vandagraph.co.uk](mailto:ryan.swaine@vandagraph.co.uk)>

**Sent:** 29 October 2024 16:03:53

**To:** Tofo Scuba

**Subject:** Re: Analyser Issue

Hi Ross

What model is the device and can you let me know the serial number so I can set up a repair file?

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 Tue, 29 Oct 2024 at 11:42, Tofo Scuba <[info@tofoscuba.com](mailto:info@tofoscuba.com)> wrote:

Hi Ryan,

Im sending our other analyser back, i think its just a general corrosion issue.

Thanks

Ross



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