



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

Re: Vandagraph Ltd - Trade Price List valid from 1st March 2023

Gerald Loo <gerald@opstechnologies.com>

To: ryan.swaine@vandagraph.co.uk

Cc: Michael Lamb <michael.lamb@vandagraph.co.uk>, "tatiana@opstechnologies.com" <tatiana@opstechnologies.com>

Dear Ryan,

May I have the 2025 trade pricelist please?

We are looking to purchase 4 sets of 7910110 - VN202mikII, can you quote us with courier fees please?

Thank you.

Best Regards,

Gerald Loo / Business Manager

/ Gerald@opstechnologies.com

CMP Technologies Pte Ltd / OPS Technologies Pte Ltd Office: (65) 63820060 / Fax: (65) 63826676

1 Ubi View #03-16 Focus One Singapore 408555

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On 1/6/2024 2:25 am, Ryan Swaine wrote:

Hi Gerald

I can confirm the fees include the replacement analyser.

I am currently away from the office, but my colleague Michael will take care of it.

Best regards

Ryan

On Fri, 31 May 2024, 03:14 Gerald Loo, <gerald@opstechnologies.com> wrote:

Hi Ryan,

Thank you for your evaluation, it is certainly strange that it is functioning properly again.

We will take up your goodwill to swap the device please. Really appreciate your support on this.

May I check if the UPS courier fees stated in the proforma invoice is inclusive of the return of this set?

We will make the payment after we get your confirmation.

Best Regards,


TECHNOLOGIES PTE LTD

Gerald Loo / Business Manager

/ Gerald@opstechnologies.com

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On 30/5/2024 11:12 pm, Ryan Swaine wrote:

Hi Gerald

I hope this email finds you well.

We have tested the VN202 you returned on multiple occasions with various gas mixtures and 100% O2.

We have been unable to replicate the problem; the analyser is functioning correctly.

We would normally return the device, but if your client is worried about it, then I would be happy to swap it as a good will gesture.

Please let me know how you would like us to proceed?

Best regards

Ryan

Ryan Swaine

General Manager

VANDAGRAPH Ltd.

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