



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

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

Gerald Loo <gerald@opstechnologies.com>

To: Michael Lamb <michael.lamb@vandagraph.co.uk>

Cc: "tatiana@opstechnologies.com" <tatiana@opstechnologies.com>

Hi Michael,

Thank you for your proforma. I just realised that we are short on R-17VAN sensors as well.

Can we add 4pcs into this order?

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 19/3/2025 8:45 pm, Michael Lamb wrote:

Good afternoon,

I have attached our most recent price list. We haven't made any changes since last year yet. If we do, we'll send out an updated price list to our customers.

I have also attached proforma invoice MAN155720,

If you are happy with the attached proforma we can sort payment and have our warehouse send your order out to you by the start of next week at the latest.

If you have any questions please do not hesitate to contact us.

Kind regards

Michael

Michael Lamb

Vandagraph Ltd.

<http://www.vandagraph.co.uk>Email michael.lamb@vandagraph.co.uk

Tel: +44 (0)1535 634900

On Wed, 19 Mar 2025 at 07:21, Gerald Loo <gerald@opstechnologies.com> wrote:

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

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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,

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

On Tue, 7 May 2024 at 14:14, Ryan Swaine <ryan.swaine@vandagraph.co.uk> wrote:

Dear Gerald

Thank you for your order.
We have received your analyser, it is currently with our engineer for evaluation.

Please find your proforma invoice attached, please let me know when the payment has been made.

Kind 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, 6 May 2024 at 07:18, Gerald Loo <gerald@opstechnologies.com> wrote:

Hi Ryan,

I believe you should have received the analyser we have sent back last Friday.

Please do update me once it has been evaluated. We would like to purchase the following sensors to be sent back with the analyser once it has been repaired.

0110226 - R-33van - 15 pcs
0110217 - R-17van - 10 pcs
7910110 - Oxygen Analyser VN202mkII Manual - 1set
9730210 - Quick Ox Sampler - 1pc

Thank you.

Best Regards,

**CMP TECHNOLOGIES PTE LTD**

Gerald Loo / Business Manager
/ Gerald@opstechnologies.com

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On 29/4/2024 4:18 pm, Ryan Swaine wrote:

Hi Gerald

No problem and I can confirm the address is correct.

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, 29 Apr 2024 at 07:11, Gerald Loo <gerald@opstechnologies.com> wrote:

Hi Ryan,

Apologies for the late response, I just got back from my military reservist.

May I just confirm this is the address to send the faulty set back to?

Vandagraph Ltd.
15 Station Road
Cross Hills
Keighley
West Yorkshire
BD20 7DT
United Kingdom

Thank you.

Best Regards,



CMP TECHNOLOGIES PTE LTD

Gerald Loo / Business Manager
/ Gerald@opstechnologies.com

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On 5/4/2024 7:54 pm, Ryan Swaine wrote:

Hi Gerald

It definitely sounds like a problem with the device. Please can you return it to us, we do not need the sensor, batteries or any accessories.

I have opened a file on the fault for our engineers, please add the following reference to the parcel: SRS68752

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 Fri, 5 Apr 2024 at 01:54, Gerald Loo <gerald@opstechnologies.com> wrote:

Dear Ryan,

No worries about it, we have been selling Vandagraph products for many years through AquaLung previously and your products has been reliable aside from some sensor issues which occur once in a blue moon, but we understand that the sensors are very delicate, so we do just keep extra stocks to replace for customers if that happens.

We did try to put on another 2 sensors from other units, so including the original sensor, we have tried 3 different sensors but still same issue. The original sensor works well on other units too.

Best Regards,



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Gerald Loo / Business Manager
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On 5/4/2024 12:08 am, Ryan Swaine wrote:

Dear Gerald

I am sorry to hear that you have an issue with one of our products.

Please can you switch the O2 sensor on the device with one from another unit and try your test again. Please let me know the results, I would like to identify if it is the analyser or it the sensor?

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, 4 Apr 2024 at 06:40, Gerald Loo <gerald@opstechnologies.com> wrote:

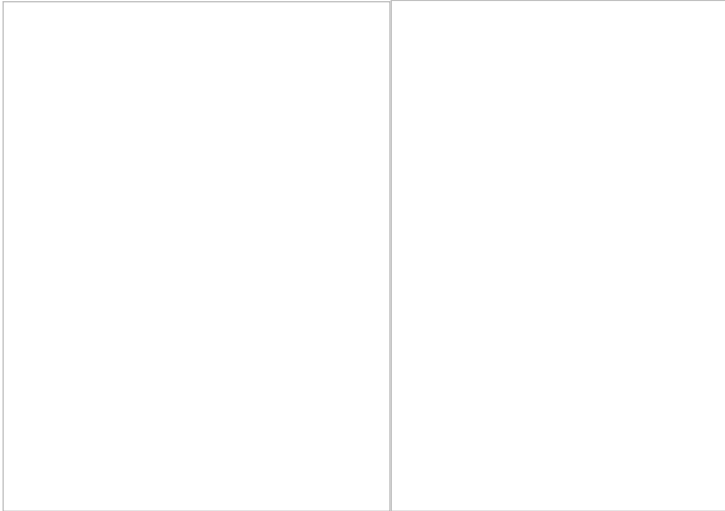
Dear Ryan,

How are you doing?

1 of the VN202 analysers that we have delivered to the Singapore Police had some issues. The users told us they cant seem to get the analyser to read above 98.X% when testing 100% Oxygen bottles.

After some troubleshooting advise we gave them, including taking note of our humidity, and letting the sensor rest for a while, they still had this issues.

So we brought all 8 units that we delivered back to them to test at our workshop using a few different sensors and found that the unit they complained about is really unable to go above 98.X%, and if we try to increase the flow by opening the bottle valve slightly larger, it will show an E4 error. Can you please advise how do we rectify this? Do we send this unit back to you to repair or can we do something about it from our end. Thank you.



Best Regards,



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Gerald Loo / Business Manager
/ Gerald@opstechnologies.com

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On 25/10/2023 5:41 pm, Ryan Swaine wrote:

Thank you Gerald

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 Wed, 25 Oct 2023 at 08:54, Gerald Loo <gerald@opstechnologies.com> wrote:

Dear Ryan,

Thank you. Please find our purchase order and payment slip attached.

Best Regards,



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Gerald Loo / Business Manager
/ gerald@opstechnologies.com

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On 20/10/2023 9:23 am, Gerald Loo wrote:

Dear Ryan,

Thank you for the reminder. Yes, can you please add 8pcs of Quick-Ox into the quote.

We will send you a PO once we get the amended quotation.

Best Regards,



CMP TECHNOLOGIES PTE LTD

Gerald Loo / Business Manager
/ gerald@opstechnologies.com

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On 19/10/2023 10:47 pm, Ryan Swaine wrote:

Dear Gerald

Thank you very much for your email, I hope you are keeping well.

Please find your quotation attached. Please note that your VN202's do not include a sampling device such as the Quick-Ox or DinKit, please let me know if you would like me to add these.

All the items are available from stock and would be ready for dispatch within a couple of days of receipt of payment.

I look forward to hearing from you.

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, 19 Oct 2023 at 03:57, Gerald Loo <gerald@opstechnologies.com> wrote:

Dear Sales,

Can you please quote us the following with courier to Singapore:

- 1. 750110 - VN202 include sensor - 8pcs
- 2. 0110217 - R-17VAN - 12pcs
- 3. 0110226 - R-33VAN - 5pcs

Delivery address:
CMP Technologies Pte Ltd
1 Ubi View #03-16
Focus One Building
Singapore 408555

Thank you.

Best Regards,



CMP TECHNOLOGIES PTE LTD

Gerald Loo / Business Manager
/ Gerald@opstechnologies.com

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On 10/2/2023 7:58 pm, Vandagraph Ltd wrote:

Vandagraph Pricing Update (10/02/2023)

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