



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

Re: Claim TX3840 / TX4824

1 message

Ryan Swaine <ryan.swaine@vandagraph.co.uk>

31 March 2025 at 13:26

Reply-To: ryan.swaine@vandagraph.co.uk

To: Joffrey | Aquamaster <jtissier@aquamaster.net>

Cc: Michael Lamb <michael.lamb@vandagraph.co.uk>, service@aquamaster.net, keang@aquamaster.net

Hi Joffrey

We would normally request that you return the units, but I appreciate that this is costly and inefficient. I'd like to explore a better way to resolve the issue.

I understand you have some technicians on site, so if I were to send you a device without the sensor and accessories, could you proceed as follows:

- Remove the PCB/display unit from the new device and use it to replace the one in TX4824; or alternatively,
- Use the display from TX3840 in TX4824
- Then use the new device to replace TX3840, either by using its existing PCB or by transferring the PCB from TX3840 to the new unit.

Please let me know your thoughts.

Best regards
Ryan

Ryan Swaine
General Manager
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On Mon, 31 Mar 2025 at 12:40, Joffrey | Aquamaster <jtissier@aquamaster.net> wrote:

Hi Ryan,

Thank you for your email, and I apologize for the lack of details. Please see my comments below:

- **TX3840 (Random Information Displayed):**
The customer has brought the unit back to us twice, but we have not found clear evidence of the malfunction. However, one of my staff noticed that when slight pressure was applied to the sensor, the unit displayed incorrect information. This suggests a possible issue with the connection between the unit and the sensor. We have also tested the unit with a different sensor, and we could reproduce the reading number changing when applying a bit a pressure on the sensor. Therefore we believe that it came form the unit.
- **TX4824 (Black Screen):**
The batteries were replaced, but this did not resolve the issue. To clarify, when turned on, the LCD lights up and remains black without information on the screen. I have attached a video for further reference.

Please let me know your thoughts. Thank you.

Best regards,

Joffrey



Watersport Distributor & Wholesaler

Scuba Diving | Snorkeling | Swimming

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From: Ryan Swaine <ryan.swaine@vandagraph.co.uk>

Sent: Monday, March 24, 2025 9:32 PM

To: Joffrey | Aquamaster <jtissier@aquamaster.net>

Cc: Michael Lamb <michael.lamb@vandagraph.co.uk>; service@aquamaster.net;
keang@aquamaster.net

Subject: Re: Claim TX3840 / TX4824

Hi Joffrey

I hope you are well.

- TX3840: The device that was displaying random information, please can you give me more information? Was it just random O2% or was there other information on the display? Was the sensor changed and if so, did this fix the problem?
- TX4824: The device with the black screen, I assume the batteries were changed and this did not fix the problem? Just to confirm, there is nothing on the screen and it will not turn on?

Best regards

Ryan

Ryan Swaine

General Manager
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On Thu, 20 Mar 2025 at 02:58, Joffrey | Aquamaster <jtissier@aquamaster.net> wrote:

Hi Michael,

Thank you for your response. However, given the high cost of returning the unit from Thailand, it doesn't seem practical for a warranty claim. Do you have a courier account we could use for the return?

Additionally, we have a technical center where we have previously repaired dive computers and Analox units. With some guidance, we may be able to provide the necessary information or even carry out the repairs locally. Please let us know the best way forward.

Looking forward to your advice. Thank you.

Best regards,
Joffrey



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

Sent: Thursday, March 20, 2025 1:14 AM

To: Joffrey | Aquamaster <jtissier@aquamaster.net>

Cc: service@aquamaster.net; keang@aquamaster.net

Subject: Re: Claim TX3840 / TX4824

Good Evening,

My apologies for the late reply,

Unfortunately my colleague Ryan who normally deals with Repairs / Returns is away on annual leave at the moment.

Normally we would need the units returned to us to see if they are repairable before we consider sending replacement units out.

would it be possible to have them shipped back to us at vandagraph for our engineers to take a look?

Kind regards

Michael

Michael Lamb

Vandagraph Ltd.

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On Mon, 17 Mar 2025 at 10:46, Joffrey | Aquamaster <jtissier@aquamaster.net> wrote:

Dear Michael,

I hope you're doing well.

I need your assistance with a customer experiencing repeated issues with the TEK-OX Unit. Below is the history of the problem:

1. **First unit** (Serial: TX3840) purchased on **11/12/23** – Failed on **07/10/24**, displaying random information. We replaced it with a new unit TX4824 (excluding the sensor).
2. **Replacement unit** (Serial: TX4824) – Failed again on **21/02/25**, with the screen going black and the unit becoming unresponsive.

I have attached the invoice and the picture of both units. As per the 1Y warranty, would it be possible to include replacements for both units in our next order?

Please let me know if you need any further details. Thank you in advanced for your support.

Best regards,
Joffrey



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