



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

AW: Defektes Tek-Ox Gerät

1 message

sandra@divefactory.ch <sandra@divefactory.ch>
To: ryan.swaine@vandagraph.co.uk

1 April 2025 at 14:03

Hello Ryan

Yes Please the manuall off

Best regards

Sandra

Sandra Krüsi

Dein Tauchcenter / Deine Tauchschule



DIVE FACTORY GmbH
[Im Grund 15, 5014 Gretzenbach](#)

store@divefactory.chwww.divefactory.ch

F +41 62 212 19 89



Öffnungszeiten:

Montag Geschlossen

Dienstag 12:00 – 18:30 h

Mittwoch	12:00 – 18:30 h
Donnerstag	12:00 – 20:00 h
Freitag	08:00 – 18:30 h
Samstag	08:00 – 17:00 h
Sonntag	Geschlossen

MEH ERLEBEN – DIVE FACTORY

Dein Tauchcenter

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

Gesendet: Dienstag, 1. April 2025 15:02

An: sandra@divefactory.ch

Betreff: Re: Defektes Tek-Ox Gerät

Hi Sandra

Brilliant, we can sort that out for you, glad you have managed to identify the problem.

Before we proceed, please can I just check that you want to order 4x 7910210 (manual off TEK-OX) and not the 7910201 (auto off TEK-OX), as we sell very few of the manual off versions?

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, 1 Apr 2025 at 13:51, <sandra@divefactory.ch> wrote:

Hi Ryan

So, we just tried it out with one of our working devices.

It works just fine. So if you could send us just the Battery cap, that would be great.

We would also like to add 4x The Tek-Ox NR. 7910210

Best regards

Sandra

Sandra Krüsi

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MEH ERLEBEN – DIVE FACTORY

Dein Tauchcenter

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

Gesendet: Dienstag, 1. April 2025 13:30

An: sandra@divefactory.ch

Betreff: Re: Defektes Tek-Ox Gerät

Hi Sandra

Do you know if it is in relation to the battery door contacts? If so, would a new battery door resolve the problem?

If not, please send us the device.

Best regards

Ryan

Ryan Swaine

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

Email ryan.swaine@vandagraph.co.uk

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On Tue, 1 Apr 2025 at 11:53, <sandra@divefactory.ch> wrote:

| Hello Ryan

We found out that the device loses contact and therefore turns off.

Should we send it in?

Best regards

Sandra

Sandra Krüsi

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[MEH ERLEBEN – DIVE FACTORY](#)**Dein Tauchcenter**

Von: Ryan Swaine <ryan.swaine@vandagraph.co.uk>**Gesendet:** Freitag, 28. März 2025 16:34**An:** sandra@divefactory.ch**Betreff:** Re: Defektes Tek-Ox Gerät

Hi Sandra

Please can you arrange to send us the device and we will take a look at it for you?

Please can you add the following reference to the parcel: SRS69088

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, 28 Mar 2025 at 15:25, <sandra@divefactory.ch> wrote:

Hallo Ryan

Jada's device could be switched on, then it runs for about 1 min.

After that, the device could no longer be switched on after several presses.

After a break, it works again with switching on.

Best regards

Sandra

Sandra Krüsi

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Dein Tauchcenter

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

Gesendet: Freitag, 28. März 2025 15:24

An: sandra@divefactory.ch

Betreff: Re: Defektes Tek-Ox Gerät

Hi Sandra

Is the device turning on?

If it is, how long does it stay on for?

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

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On Fri, 28 Mar 2025 at 14:12, <sandra@divefactory.ch> wrote:

Hello Ryan

Unfortunately, it didn't work with cleaning the contacts, the device is still spinning.

What else could we try?

Best regards

Sandra

Sandra Krüsi

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Dein Tauchcenter

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

Gesendet: Donnerstag, 27. März 2025 11:57

An: sandra@divefactory.ch

Betreff: Re: Defektes Tek-Ox Gerät

Hi Sandra

I am sorry to see you are having a problem with a TEK-OX.

Our first checks would be the batteries and then the battery contacts. If you have replaced the batteries, please take a look at the contact and give them a wipe with a soft cloth to remove any potential residue. If this still does not resolve the problem, please let us know.

Best regards

Ryan

Ryan Swaine

General Manager
VANDAGRAPH Ltd.

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Email ryan.swaine@vandagraph.co.uk

Tel: +44 (0)1535 634900

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On Thu, 27 Mar 2025 at 07:02, <sandra@divefactory.ch> wrote:

Hallo Michael

Ich habe ein Teck-OX Analyser hier, welcher sich kurz nach dem einschalten wieder ausschaltet, und teilweise gar nicht eingeschaltet werden kann. Kennst du dieses Problem?

Im Anhang die Bilder vom Gerät mit Seriennummer.

Herzliche Grüsse

Sandra

Sandra Krüsi

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