



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

Re: Tek-Ox Oxygen Analyser

1 message

Rick Beckley <rick.beckley@hotmail.co.uk>
To: ryan.swaine@vandagraph.co.uk

17 April 2025 at 13:19

Hi Ryan,

A secure link should be fine.

Thanks

Rick

On 17 Apr 2025 11:17, Ryan Swaine <ryan.swaine@vandagraph.co.uk> wrote:

Hi Rick

I can send you a secure link for card payment, I can call you and do it over the phone or you can make a bank transfer.

Please just let me know what works best for you.

Best regards
RyanRyan 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, 16 Apr 2025 at 21:34, Rick Beckley <rick.beckley@hotmail.co.uk> wrote:

Yes please,

What's the best way to pay?

Thanks

Rick

On 16 Apr 2025 11:21, Ryan Swaine <ryan.swaine@vandagraph.co.uk> wrote:

Hi Rick

Sorry for the delay in getting back to you.

The instability in the readings is purely down to the sensor, but it is due for replacement (>3 years old). I have asked my colleagues to test the device thoroughly with a different sensor and I am pleased to report that there is no fault with the analyser.

Please find the costs below if you would like us to replace the sensor for you:

R-17VAN = £50

P&P = £7

Total including VAT = GBP £68.40

I will await your reply.

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 Wed, 16 Apr 2025 at 09:06, Rick Beckley <rick.beckley@hotmail.co.uk> wrote:
Hi Ryan,

Any progress on this?

Cheers

Rick

On 8 Apr 2025 13:01, Rick Beckley <rick.beckley@hotmail.co.uk> wrote:
Hi Ryan,

I've put the reference on the label, after the address. It should be delivered tomorrow before 1pm by royal mail.

Tracking reference is VE170223395GB

Cheers

Rick

On 7 Apr 2025 16:21, Ryan Swaine <ryan.swaine@vandagraph.co.uk> wrote:
Hi Rick

It came back to us last September, as the device would sometimes not turn on.
There was some residue from a potential battery leak on the battery contacts, we cleaned up the contacts and this resolved the problem.

Please can you add the following reference to the parcel: SRS69095

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
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On Mon, 7 Apr 2025 at 15:03, Rick Beckley <rick.beckley@hotmail.co.uk> wrote:
Hi Ryan,

You have had the device in last year I believe. It is the club analyser for Pontefract Scuba club and would have been sent in by Andrew Walters who was the equipment officer at the time. I'm not sure why it was sent in to you as Andrew has since left the club.

Anyway if you find the analyser details already on your system under Andrew's name then that's why.

My details are:
Rick Beckley
[3 Queen Margarets Drive](#)
[Brotherton](#)
Knottingley
WF11 9HR

Phone 07894 601016

Analyser serial number is TX3583

I'll post it tomorrow.

Thanks for the prompt reply

Rick

On 7 Apr 2025 13:29, Ryan Swaine <ryan.swaine@vandagraph.co.uk> wrote:

Hi Rick

Thank you for your email.

I'm not entirely sure that the sensor itself is the issue – it could be an intermittent connection problem or a faulty calibration dial. Would it be possible for you to send the device to us for inspection?

If so, please could you provide your full address, telephone number, and the serial number of the device so I can set you up in our system.

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, 7 Apr 2025 at 11:06, Rick Beckley <rick.beckley@hotmail.co.uk> wrote:

Hi,

I have a Tek-Ox auto switch off analyser and I think it needs a new Oxygen sensor but before I order one I just want to confirm that the symptoms do point towards it being the sensor that needs replacing. The symptoms are as follows:

1. After calibrating it to 20.9, if I lightly tap the side of the unit at the bottom the reading will change up or down by 5 or 6%. it usually reverts back to the original reading after several seconds.
2. Sometimes this behaviour happens just while holding the analyser although the change is then only about 2% but can be up to 6%

Is this indicative of needing a new sensor or is it likely to be some other fault?

Thanks

Rick Beckley