



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

Re: New customer message on 12 April 2025 at 4:19 am

1 message

Salang Bay Divers Tioman Island <salangbaydivers@gmail.com>
To: ryan.swaine@vandagraph.co.uk

18 April 2025 at 13:03

And also please correct some mistake for my address on ur quotation

Salang Bay Divers

A-6-23, 162 RESIDENCY SELAYANG,
KM12 [JALAN IPOH RAWANG](#),
BATU CAVES 68100, SELANGOR,
MALAYSIA

Contact No : +60193555499

On Fri, 18 Apr 2025, 20:00 Salang Bay Divers Tioman Island, <salangbaydivers@gmail.com> wrote:

Hi, i decide to purchase 2 unit. Once transfer done will share all detail. Thanks

On Wed, 16 Apr 2025, 21:51 Ryan Swaine, <ryan.swaine@vandagraph.co.uk> wrote:

Hi Tash

Our bank details are listed at the bottom of the proforma invoice or I can send you a link if you prefer to pay by card.

We recommend putting sensors in to use within 6 months of purchase in order to make the most of your 12 months warranty. For this reason I would not recommend purchasing a spare sensor until you need it or for at least a few years.

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 13:21, Salang Bay Divers Tioman Island <salangbaydivers@gmail.com> wrote:

And also, how long i can keep the spare sensor if i order it together for spare? Thanks

On Wed, 16 Apr 2025, 20:18 Salang Bay Divers Tioman Island, <salangbaydivers@gmail.com> wrote:

Thanks. I will ask my my shop if need too so i can purchase 2 unit. And for payment method, do u have wise transfer? If not please give me full information about ur bank account for transfer. Using wise transfer will be easy for me

On Wed, 16 Apr 2025, 18:31 Ryan Swaine, <ryan.swaine@vandagraph.co.uk> wrote:

Hi Tash

Please find the proforma for 1x device, unfortunately the carriage costs are the same.

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 09:12, Salang Bay Divers Tioman Island <salangbaydivers@gmail.com> wrote:

Please update if can only one unit. And if cant, explain me payment method? Do u accept wise Transfer? Thanks

On Tue, 15 Apr 2025, 18:29 Salang Bay Divers Tioman Island, <salangbaydivers@gmail.com> wrote:

Ok noted. What if only 1 unit?

On Tue, 15 Apr 2025, 17:51 Ryan Swaine, <ryan.swaine@vandagraph.co.uk> wrote:

Hi Tash

Yes, I can confirm the offer is for 2 units.
Please note that the currency is GBP.

Best regards
Ryan

Ryan Swaine
General Manager
VANDAGRAPH Ltd.
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On Tue, 15 Apr 2025 at 10:36, Salang Bay Divers Tioman Island <salangbaydivers@gmail.com> wrote:

Hi, your quotation mention 2 unit?

On Tue, 15 Apr 2025, 17:31 Ryan Swaine, <ryan.swaine@vandagraph.co.uk> wrote:

Dear Tash

Please find a proforma invoice attached. I am happy to offer you our trade pricing, as you are a dive company.

Please let me know if you have any questions. If you would like to proceed with an order, you can make your payment to the details listed at the bottom of the invoice or I can send you a secure payment link if you would prefer to pay by card.

I look forward to your response.

Best regards
Ryan

Ryan Swaine
General Manager
VANDAGRAPH Ltd.
<http://www.vandagraph.co.uk>
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Tel: +44 (0)1535 634900
Mob: +44 (0)7803 907117

On Mon, 14 Apr 2025 at 20:07, Salang Bay Divers Tioman Island
<salangbaydivers@gmail.com> wrote:

Salang Bay Divers
Address : A-6-23, 162 RESIDENCY SELAYANG, KM12 [JALAN IPOH RAWANG, BATU CAVES 68100, SELANGOR, MALAYSIA](#)

Please quote me a price. Thanks

On Mon, 14 Apr 2025, 23:04 Ryan Swaine, <ryan.swaine@vandagraph.co.uk> wrote:
Dear Tash

For cylinder testing I would recommend the TEK-OX. If you want to connect it to a mixing panel, then the VN202 may be better, as the sensor is separated from the device via a cable.

Please can you give me the details of your company and/or your billing and delivery address and I will send you a quotation?

I look forward to hearing from you.

Kind regards
Ryan

Ryan Swaine
General Manager
VANDAGRAPH Ltd.
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On Mon, 14 Apr 2025 at 09:54, Salang Bay Divers Tioman Island
<salangbaydivers@gmail.com> wrote:

Hi, thanks for replying. Can u recommend me the better unit for this 2 for dive center usage. And how to make order?

On Mon, 14 Apr 2025, 16:34 Ryan Swaine, <ryan.swaine@vandagraph.co.uk> wrote:
Dear Tash

Thank you for your message.
Both of our analysers, the TEK-OX and the VN202 have a replaceable sensor and both use the R-17VAN, please find the details below and some information attached.

[Tek-Ox with Quick Ox \(Auto Switch-Off\) \(7910201\) – Vandagraph](#)

[VN202 mkII Oxygen Analyser – Vandagraph](#)

[R-17VAN Oxygen Sensor \(0110217\) – Vandagraph](#)

The TEK-OX and VN202 are supplied as standard with a sensor, so there is no need to purchase one straight away, as the original is guaranteed for 12 months and we would expect it to last 2+ years.

Please let me know if you have any further questions.

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 Sat, 12 Apr 2025 at 04:19, Vandagraph (Shopify) <mailer@shopify.com> wrote:

You received a new message from your online store's contact form.

Country Code:

MY

Name:

Tash

Email:

salangbaydivers@gmail.com

Phone Number:

0060193555499

Message:

Hi, need recommendations for analyser that able to replace o2 sensor when needed. And also please us the model of the analyser together with o2 model code for that model. Thanks in advance