



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

Re: Returns for Repair

1 message

Lester Kwok - Orpheus Dive <godiving@orpheusdive.com>
Reply-To: Lester Kwok - Orpheus Dive <godiving@orpheusdive.com>
To: ryan.swaine@vandagraph.co.uk

29 April 2025 at 06:26

Hi Ryan,

Once you have some updates on the unit we sent it, please put together the following items for us as well.

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7910201

TEK-OX Oxygen Analyser (inc. Sensor/Quick-Ox/Dry Box) - Auto switch-off

To Order : 4 units

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110224

R-33DE (Analox O2EII, O2EII Pro, 9100-9220-9B)

To Order : 4 units

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110217

R-17VAN (VN202, TEK-OX, Miniox, MD300, AD300, Nuvair 9506, GOEL 370)

To Order : 6 units

For us to serve you better, please send us a message using this link <https://od.sg/wa>

Best Regards Lester Kwok



PADI 5 STAR IDC CENTRE
AUTHORIZED SERVICING CENTRE

Lester Kwok

PADI Master Instructor | PADI TecRec Deep Instructor

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2020 Dive Shop Operating Hours

Monday : By Appointments Only

Tuesday to Friday : 12pm to 8pm

Weekends, Eve of Public Holidays and Public Holidays : 10am to 6pm

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PADI Courses - <http://www.orpheusdive.com/scuba-diving-courses/>

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Namaste | ओं मणिपद्मे हूं, | Ahisma | अहिंसा

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PADI 5 Star Dive Centre | TecRec Centre

PADI Courses > Dive Travel > Equipment Sales, Servicing and Rental

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All travel arrangements, accommodation, right of passage on any conveyance, transfers, land sea and air ticketing, are made by Eurydice Travel Pte Ltd (Partner Company of Orpheus Dive), TA 03053.

Please note that all dive centres in Singapore are required by law to be registered with Singapore Tourism Board. Failure to do so is an offense and divers might have problems with their insurance claims should anything happen.

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Address : [16 Zion Road Singapore 247733](#)

Landline : +65 6887 3631

What's App : +65 8030 6522

Email : godiving@orpheusdive.com

Website : www.orpheusdive.com

Website : www.eurydicetravel.com

Facebook : www.facebook.com/orpheusdive

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This is an official email from Orpheus Dive Private Limited and is protected by a disclaimer.

On Mon, 28 Apr at 7:37 PM , Ryan. swaine <ryan.swaine@vandagraph.co.uk> wrote:
Hi

Yes, I can confirm your device has arrived.
Thank you, 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, 28 Apr 2025 at 12:00, Orpheus Dive <godiving@orpheusdive.com> wrote:
Ryan;

Good morning sir, could you let us know if you have received the unit and if we can place some orders?

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If you would like to receive more information about dive trips, dive equipment promotions or general diving news, please visit [Facebook](#) and subscribe to our e-news today!

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Orpheus Scuba Dive Team
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Landline : +65 6887 3631

Mobile | What's App : +65 9375 7122 |

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Website : www.orpheusdive.com

Facebook : www.facebook.com/orpheusdive
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On Thu, Apr 24, 2025 at 4:38 PM Ryan Swaine <ryan.swaine@vandagraph.co.uk> wrote:
Hi

Thank you, it looks like it will arrive this afternoon.

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, 24 Apr 2025 at 07:45, Orpheus Dive <godiving@orpheusdive.com> wrote:
Ryan;

So sorry that we took so long to send this unit in. It is on the way to you now, tracking information is https://www.ups.com/track?track=yes&trackNums=1Z6V1A520408762385&loc=en_US&requester=ST/trackdetails

Once you have received it, let me know and we will place in orders for some sensors as well.

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On Tue, Oct 1, 2024 at 6:18 PM Ryan Swaine <ryan.swaine@vandagraph.co.uk> wrote:

Dear Lester

The address is correct, please use reference SRS68819

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 Oct 2024 at 02:36, Lester Kwok - Orpheus Dive

<godiving@orpheusdive.com> wrote:

Hi Ryan;

We understand that we need to contact you before sending a unit back to you. The device is 03328 (VN202 MKII) . Let us if we need to send the unit back to you? There is no battery leak and no corrosion nor rust. But it just can't be turned on.

According to our last correspondence, the unit was sold to us in Jan this year. If so, is the address below the right address to send it back to you for investigation?

Vandagraph Ltd. Returns
Department SRS*****
15 Station Road Cross Hills,
Keighley West Yorkshire
BD20 7DT

For us to serve you better, please send us a message using this link

<https://od.sg/wa>

Best Regards Lester Kwok



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