



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

Re: Faulty O2 analyser

1 message

Petra Kliempt <pkliempt@gmail.com>
To: ryan.swaine@vandagraph.co.uk

9 June 2025 at 10:37

Hi Ryan

please go ahead. We would be grateful if it could be fixed and returned to us this week.

Many thanks.

Kibd regards

Petra

Sent from my iPhone

On 9. Jun 2025, at 09:54, Ryan Swaine <ryan.swaine@vandagraph.co.uk> wrote:

Hi Petra

Your analyser has suffered from a battery leak, there is corrosion on the battery contacts and wiring loom.
We can fix this for you, the cost would be as follows:VN202 battery contact and wiring replacement = £15
Postage = £7
Total with VAT = £26.40

Please let me know if you are happy to proceed and I will have it done today.

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 907117On Fri, 6 Jun 2025 at 20:46, Petra Kliempt <pkliempt@gmail.com> wrote:

Dear Ryan

any news on our O2 analyser?

Best regards
PetraOn 30 May 2025, at 17:20, Ryan Swaine <ryan.swaine@vandagraph.co.uk> wrote:

Dear Petra

Please return the device to the following address and add the returns reference to the parcel:

Vandagraph
15 Station Road
Cross Hills
Keighley
BD20 7DT

ref: SRS69140

Please have a great weekend,
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 907117On Fri, 30 May 2025 at 15:26, Petra Kliempt <pkliempt@gmail.com> wrote:

Hi Ryan

Excellent, thank you. We would like to proceed please.

Dr Petra Kliempt
HBOTT Oxygen Helpline
[5 Balruddery Meadows](#)
Flocklones
Invergowrie DD2 5LJ

Mobile 07719685710

Kind regards

Petra

On 30 May 2025, at 11:42, Ryan Swaine <ryan.swaine@vandagraph.co.uk> wrote:

Hi Petra

We can nearly always fix analysers economically, including some that are over 20 years old. I can't say for certain what the costs would be, but if you return the device we can give you a quote with no obligation to proceed with the repair.

If you are happy to proceed, please let me know the following information and I will send you a returns reference:

- Organisation name, if applicable
- Billing address
- Delivery address, if different
- Telephone number

Best regards
Ryan

Ryan Swaine
General Manager
VANDAGRAPH Ltd.
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Tel: +44 (0)1535 634900
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On Thu, 29 May 2025 at 23:08, Petra Kliempt <pkliempt@gmail.com> wrote:

Hi Ryan

thank you for the explanation. Is it the case that it would be more expensive to fix it rather than buy a new one since we are needing it fairly urgently. Obviously you can not tell without seeing it but you have perhaps a rough idea what can go wrong and costs involved.

Kind regards

Petra

On 29 May 2025, at 18:19, Ryan Swaine <ryan.swaine@vandagraph.co.uk> wrote:

Hi Petra

Unfortunately not, if the sensor is depleted or faulty, you would still have something like 00.0 displayed.
If you have tried new batteries then it could be a fault with the device. I am sure it is fixable, but we would need to get the device back for evaluation.

Best regards
Ryan

Ryan Swaine
General Manager
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On Thu, 29 May 2025 at 17:59, Petra Kliempt <pkliempt@gmail.com> wrote:

Dear Ryan

a blank screen so maybe a sensor problem.

Petra

On 29 May 2025, at 17:53, Ryan Swaine <ryan.swaine@vandagraph.co.uk> wrote:

Dear Petra

When the power button is pressed, is anything displayed or is it a blank screen?

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, 29 May 2025 at 16:22, Petra Kliempt <pkliempt@gmail.com> wrote:
Good afternoon

I have just spoken to you about our faulty analyser. It does not switch on despite new batteries, contacts cleaned etc.

I can not identify from the box which one it is because you sent one separately at the time because the supplied one was broken.

We look after the charity network of oxygen centres in the UK.
I am looking forward to hearing from you because we need to order a new one urgently.

Many thanks

Dr Petra Kliempt

Sent from my iPhone