



Michael Lamb <viamed.michael.lamb@gmail.com>

Re: New customer message on June 23, 2025 at 8:40 am

3 messages

張 阿循 <jouhnnny@hotmail.com>

23 June 2025 at 12:52

To: "ryan.swaine@vandagraph.co.uk" <ryan.swaine@vandagraph.co.uk>

Cc: "viamed.ryan.swaine@gmail.com" <viamed.ryan.swaine@gmail.com>

Hello Ryan,
Greg here. I'm going to use my alternative mail for now.

Thanks a lot for your reply.
Like you said, returning is definitely way more expensive.
We can totally replace/repair it here in Taiwan.
Our technician is very experienced.
He could totally do it.

Best regards
Greg

從我的iPhone傳送

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Ryan Swaine <ryan.swaine@vandagraph.co.uk> 於 2025年6月23日 19:02 寫道:

Hi Greg

I'm sorry to hear your emails aren't getting through. You can CC the following address, which may help:
viamed.ryan.swaine@gmail.com

Unfortunately, the E4 error relates to the PCB. You have the following options:

- You can return the device to us for testing and repair.
- Alternatively, as postage costs may be high, you might prefer to carry out the repair yourself. If we send you a new PCB along with instructions on how to disassemble the device and fit it, would you be happy to undertake this?

Please let me know which option you would prefer.

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 Mon, 23 Jun 2025 at 08:49, Vandagraph (Shopify) <mailer@shopify.com> wrote:

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

Country Code:

TW

Name:

Greg Chang

Email:

greg@seaandsea.com.tw

Phone Number:**Message:**

Hello,

This is Greg Chang from SEA&SEA Corp in Taiwan.

Good morning.

I tried to send you guys an mail but it seems my mail keep getting blocked.

Anyway, I have a question.

We have a customer's Tek-OX showing E4 on the screen.

Would you please suggest the meaning?

Best regards

Greg Chang

SEA&SEA Corp.

No. 252 Chang An West Road

Taipei 10341, Taiwan

Ryan Swaine <ryan.swaine@vandagraph.co.uk>
Reply-To: ryan.swaine@vandagraph.co.uk
To: Michael Lamb <michael.lamb@vandagraph.co.uk>

23 June 2025 at 17:44

Ryan Swaine
General Manager
VANDAGRAPH Ltd.
<http://www.vandagraph.co.uk>
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張 阿循 <jouhnnny@hotmail.com>
To: "ryan.swaine@vandagraph.co.uk" <ryan.swaine@vandagraph.co.uk>, Michael Lamb
<michael.lamb@vandagraph.co.uk>, Greg <greg@seaandsea.com.tw>

24 June 2025 at 02:42

Helle Ryan,
Understood.

Thanks a lot for your support.

Best regards
Greg

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

寄件日期: 2025年6月24日 上午 01:00

收件者: 張阿循 <jouhnny@hotmail.com>

主旨: Re: New customer message on June 23, 2025 at 8:40 am

Hi Greg

I am going to be working away for a few days, so my colleague Michael is going to have a PCB programmed and sent out to you.

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

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