



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

Re: Mixchek Broken display

1 message

Tek <tek@pinguimsub.pt>
To: ryan.swaine@vandagraph.co.uk
Cc: nuno.godinho@live.com

Dear Ryan

Good Morning.

Please send only the repaired Mixchek with new cell to the Uk address.(no batteries)

Mr Nuno Godinho

[12 Faringdon Road,](#)

[Earley, Reading, RG6 1FP](#)

His phone number is 7747 464062 (just in case)

1 invoice for Mixchek

Than send us 2 x R-17VAN sensors to Portugal.

make another invoice .

Is this OK for you Ryan?

let us Know.

Best Regards

*João Rosário
Pinguim Sub Lda
Urb. da Raminha Lote 1
8500-579 Portimão - Portugal*

Tef: + 351 917 209 235 (24/7 & WhatsApp)

Office: + 351 282 485 784

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E-mail: joao.rosario@pinguimsub.pt

Assistência & Salvação Marítima - www.pinguimsub.pt

Online Shop www.pinguimsub.com

" Quality means doing it right when no one is looking since 1993 "

(Este documento não carece de assinatura transmitido electronicamente)

Às 17:00 de 17/06/2025, Ryan Swaine escreveu:

Dear Joao

I apologise for the delay in getting back to you.

Any items we deliver to a UK address requires UK VAT (20%) adding, it does not matter where they are invoiced or if they are to be exported at a later date. Unless we can show in the form of an airway bill, we are legally bound to add the VAT.

Please can you provide us with the UK address and confirm which items you would like us to send to you in Portugal and which items you would like us to deliver to the UK addre

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, 17 Jun 2025 at 11:43, Tek <tek@pinguimsub.pt> wrote:

Resend 17 Jun

Good morning Ryan.

Às 12:55 de 11/06/2025, Tek escreveu:

Dear Ryan

Thank you very much for the email.

Thank you for repairing the analyzer.

Yes, it is to add a new O2 cell to the Analyzer

The billing address is the company in Portugal PINGUIM SUB Lda Vat PT503 017 876 and should not be charged VAT.

If you send me the repaired analyzer directly to us, we will have to pay customs duties as if the equipment were new.

That is why we ask that you send it to the UK address.

If you want, send us all the cells including the cell O2 for the analyzer cell by post and charge for all , so that there is no doubt that the equipment is to be kept in the UK

As we know, the equipment does not work without the cell.

And send the analyzer to the UK address.

The invoice that you send us with the cells includes the repair.

But you do not send us the analyzer with the cells to our address in Portugal.

Just send the cells.

I would appreciate it if you could let me know.

Thank you

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Às 11:49 de 10/06/2025, Ryan Swaine escreveu:

Dear Joao

I hope this email finds you well.

We have replaced the display on the Mixchek analyser you returned.

The O2 sensor has expired, please can you let me know if you would like us to replace it?

You also mentioned ordering some more R-17VAN sensors?

I understand you would like us to send it to a UK address, but please note that we will have to add the UK VAT (20%).

I will await to hear from you.

Best regards

Ryan

Ryan Swaine
General Manager
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Tel: +44 (0)1535 634900
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On Thu, 22 May 2025 at 13:14, Tek <tek@pinguimsub.pt> wrote:

Thank you Ryan

Yes please so that I can pay it all before you send it out

Have nice weekend

João Rosário
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Às 13:02 de 22/05/2025, Ryan Swaine escreveu:

Hi Joao

I will let you know when it is ready.

Thank you, Ryan

Ryan Swaine
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On Thu, 22 May 2025 at 12:26, Tek <tek@pinguimsub.pt> wrote:

Dear Ryan

When ready before sending it back let me know going to need some cells R -17 Van

best regards

João Rosário
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Às 11:57 de 19/05/2025, Ryan Swaine escreveu:

Dear Joao

Thank you.

I can confirm that we have received your analyser.
We will be in contact as soon as we have had the chance to evaluate it.

Best regards
Ryan

Ryan Swaine
General Manager
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On Fri, 16 May 2025 at 18:09, Tek <tek@pinguimsub.pt> wrote:

It was send to you 2 days ago from outside london.

it has got a Uk address where it should be returned to. So someone can bring it over.

We will make payment when you say.

Warm Greetings from Algarve & Have nice weekend

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Às 14:52 de 16/05/2025, Ryan Swaine escreveu:

Dear Joao

Thank you, if it has arrived today at our warehouse, I expect it will be booked in and sent through to our technician on Monday.

Best regards
Ryan

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On Fri, 16 May 2025 at 14:33, Tek <tek@pinguimsub.pt> wrote:

Dear Ryan

Good morning

Should have received today by posta our MixChek for repair.

please let me Know

best Reghards

Boa tarde

João Rosário
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Às 17:40 de 11/11/2024, Tek escreveu:

Dear Ryan

hope all is good .

I traveled to England for a short stay to attend a funeral and took the MixChek with me, left it with a friend in Reading (near London).

How can I get it to you to be repaired?

What do you suggest is the best way?

Once repaired, it will be sent back to the same address so that it can carry luggage on the next trip to Portugal for one of my friends.

let me Know.

Kind regards

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Às 15:05 de 12/11/2023, Ryan Swaine escreveu:

Dear Joao

I am very well, thank you. I hope you are too.

We can replace the display in the MixChek, the cost for this would be GBP £65 for parts and labour, this does not include return carriage costs.

If you would be happy to proceed, please let me know the serial number of the device and we will set up a repair file for you and issue you with a reference.

Please let me know if you have any questions.

Kind regards
Ryan

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On Sat, 11 Nov 2023 at 15:08, Tek <tek@pinguimsub.pt> wrote:

Dear Ryan

Hope all is good

We have got a Mixchek with a broken display.

Send of image.

Please advise what can be done.

Have good weekend.

Best regards

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