



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

RE: Vandagraph : Power button & Returns

1 message

P'eau Sommer <gm@divesupply.com>

5 August 2025 at 09:02

To: ryan.swaine@vandagraph.co.uk, Kanokwan <gm-asst@divesupply.com>

Cc: Michael Lamb <michael.lamb@vandagraph.co.uk>, "Sommer, Frank" <frank@divesupply.com>

Hi Ryan,

Well noted that you will ship our repaired sensor separately and at your cost. Thank you.

We confirm the proforma. Please go ahead and ship it as well as charging our credit card on file.

Kind regards,

P'eau

From: Ryan Swaine [mailto:ryan.swaine@vandagraph.co.uk]**Sent:** 30 July 2025 22:51**To:** Kanokwan**Cc:** Michael Lamb; P'eau Sommer; Sommer, Frank**Subject:** Re: Vandagraph : Power button & Returns

Hi Ning - Kanokwan Aramrak

I am sorry for the delay. I have been looking into the carriage costs. It is not beneficial to try and pack the returned analysers and your order into one consignment.

We will send them separately, we will cover all the charges associated with the repaired analysers.

Please find your proforma invoice attached for your order.

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, 28 Jul 2025 at 11:32, Kanokwan <gm-asst@divesupply.com> wrote:

Dear Ryan,

Please see our new order below and please ship the repaired units along.

Item #	Supplier Item #	Item Name	
MVA0110217	0110217	O2Sensor R-17VAN	5
MVA7910111-EXT@	7910110 & 9730210	O2Analyzer VN202mkII, EXT	5
MVA7910201-INT	7910201	O2Analyzer Tek-ox Auto, INT	10

As usual, please send us the proforma invoice.

Best Regards,

Ning - Kanokwan Aramrak

089-1952189

From: Ryan Swaine [mailto:ryan.swaine@vandagraph.co.uk]
Sent: Thursday, July 24, 2025 8:43 PM
To: Sales Manager
Cc: Workshop Manager; Michael Lamb; P'eau Sommer; Sommer, Frank
Subject: Re: FW: Power button & Returns

Dear Rob

In regards to the returned devices, they are ready for return when you are ready.

Is there a test rig available to easily fault find units?

Unfortunately not, but we can try and help with instruction where required

Are there hardware or software fixes we can we do here in Phuket?

We could look towards supplying you with some spare parts and PCB's

Would you be able to support us with switches and PCB boards and cable to provide this option?

Yes

Could refurbished warranty units be returned to us FOC as loan units for customers to use while their unit is being repaired?

I will look into this for you, I am sure we can put some service exchange models together so you can offer loan units.

Best regards

Ryan

Ryan Swaine

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On Fri, 18 Jul 2025 at 11:49, Sales Manager <sales.mgr@divesupply.com> wrote:

Hi Ryan ,

Attached is our excel lists of the returned units with your engineers report added into the 1st column. (1st tab is summary , 2nd tab is detail)

Listed at the top are the 6 ongoing cases, 5 of which the report shows as repaired and 1 as unfinished. If this unfinished unit cannot be repaired I assume it will be replaced?

Will these 6 ongoing warranty units be ready to return with our next order?

The remaining 7 units at the bottom of the sheet are already replaced or credited to our end user customers so we would need a supplier credit for these units.

Vandagraph advertises an excellent warranty for the Analyzer line and for customers in the UK I'm sure this works well.

For those unfortunate enough to have experienced issue here in Thailand the processing has taken some time, often resulting in the units being returned multiple times before an eventual solution is completed.

Going forward can we work on a way to implement the offered warranty to our customers without the inconvenience of multiple returns to the service centre in Phuket or back to the UK, especially for known issues ?

Some ideas and questions below.

Is there a test rig available to easily fault find units?

Are there hardware or software fixes we can we do here in Phuket?

Would you be able to support us with switches and PCB boards and cable to provide this option?

Could refurbished warranty units be returned to us FOC as loan units for customers to use while their unit is being repaired?

We note that Analox offer a graded warranty on their Oxygen sensors (details below)

9220 sensor (O2EII):

Up to 12 months - Free replacement

12 to 18 months - 75% credit

18 to 24 months - 50% credit

24 to 36 months - 25% credit

Is this or similar something you would consider to offer in our market?

Looking forward to hearing your thoughts.

Best Regards,

Rob Batchen

Sales Manager

Dive Supply Co., Ltd.

88/5 Moo 10, Patak Road,

T. Chalong, A. Muang

Phuket 83130,

THAILAND

From: Ryan Swaine [mailto:ryan.swaine@vandagraph.co.uk]
Sent: Friday, July 4, 2025 12:13 AM
To: Workshop Manager
Cc: Michael Lamb; sales.mgr@divesupply.com; P'EAU Sommer; Sommer, Frank
Subject: Re: FW: Power button & Returns

Hi Ian

Apologies for the delay in my response, it's been a hectic few weeks, and our engineer has also been away on leave.

The report has not yet been finalised, but I've reviewed the engineer's notes and compiled the key points in the attached document.

One issue that appears to be causing problems is residue on the battery, sensor, and cable contacts. This is not something we encounter often in Europe, but I suspect the climate in your region may be a contributing factor; tropical environments can be particularly harsh on sensors and electronics.

We've installed the TEK-OX PCB into a sealed compartment to provide some protection against environmental conditions. However, this won't prevent residue from forming on the battery and sensor contacts, which can lead to the device failing to power on or providing no sensor output.

The most effective solution is to clean the contacts using a suitable contact or PCB cleaner. I've attached a photo of one we use, although there are various alternatives available on the market.

I look forward to hearing back from and please let me know if you have any questions.

Best regards
Ryan

Ryan Swaine

General Manager
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On Thu, 3 Jul 2025 at 07:55, Workshop Manager <service@divesupply.com> wrote:

Hi Ryan,

Did you finalise the report of the units we returned?

The email below is my reply to you from when you told me you would be out of the office.

But briefly, the Tek-Ox button is a yellow one, please send the replacement over with either our next order or returning the units in for test, whichever should happen first.

Thanks & Best Regards

Ian

Ian Wells

Service Centre Manager

Dive Supply Co.,Ltd

88/5 Patak Road, Chalong Bay

Phuket 83130, Thailand

Tel: +66 76 383414 EXT 21

Mob: +66 81 894 2406

Webpage : www.divesupply.com

Online catalogue:

<https://www.divesupply.com/wp-content/uploads/2025/06/Catalogue-2025-Jul.pdf>

Dive Supply - Phuket Opening Hours: 1st May 2025 to 30th September 2025.

Monday – Friday: 09:00 - 18:00

Saturday: Closed

Sunday: Closed

From: Workshop Manager [mailto:service@divesupply.com]

Sent: 24 June 2025 14:25

To: 'ryan.swaine@vandagraph.co.uk'

Cc: 'Michael Lamb'; 'sales.mgr@divesupply.com'; 'Sommer, Frank'; 'P'eau Sommer'

Subject: RE: Power button & Returns

Hi Ryan,

Please send your report upon your return to the office, but do not return any analysers yet, as we would like to see the report before anything is sent.

The colour of the button that needs to be replaced is from a Tek-Ox and is yellow, so if you would send that with our next shipment that would be great.

Looking forward to seeing the report.

Best Regards

Ian

Ian Wells

Service Centre Manager

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<https://www.divesupply.com/wp-content/uploads/2025/03/Catalogue-Apr-2025.pdf>

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From: Ryan Swaine [mailto:ryan.swaine@vandagraph.co.uk]

Sent: 23 June 2025 23:39

To: Workshop Manager

Cc: Michael Lamb; sales.mgr@divesupply.com; Sommer, Frank; P'eau Sommer

Subject: Re: Power button & Returns

Hi Ian

We can send you a power button with your next order. Is it yellow or green?

Regarding the analysers you returned, I apologise for not getting in touch sooner. All the devices have been repaired and are currently undergoing testing. They will be ready to return to you by the end of the week.

I am working away for a few days but will send you the report once I return, if that's alright.

Best regards

Ryan

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On Mon, 23 Jun 2025 at 03:59, Workshop Manager <service@divesupply.com> wrote:

Hi Ryan,

Do you have any update on the faulty units we sent back to you?

With regards to the power button I mentioned in my last email, we can repair that here if we just need to solder a new button in place.

Also, if any of the units we returned were able to be repaired by replacing faulty parts, please let us know if this is something we could do here.

Best Regards

Ian

Ian Wells

Service Centre Manager

Dive Supply Co.,Ltd

[88/5 Patak Road, Chalong Bay](#)

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From: Ryan Swaine [mailto:ryan.swaine@vandagraph.co.uk]

Sent: 28 May 2025 22:53

To: Workshop Manager

Cc: Michael Lamb; sales.mgr@divesupply.com

Subject: Re: Power button & Returns

Hi Ian

I am sorry for the delay in my reply.

I am not sure how your client has managed to do that, but it will require a new power switch fitting. This requires some soldering, is this something you would like to undertake or would you prefer to return it?

We should have all your returned analysers done this week, I will come back to you with our findings once they are all complete.

Best regards

Ryan

Ryan Swaine

General Manager
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On Tue, 27 May 2025 at 04:41, Workshop Manager <service@divesupply.com> wrote:

Hi Ryan,

A customer has brought in their Tek-Ox that the power button cover is missing, photo attached, is this possible to repair without returning to the UK?

Also, do you have any update/feedback from the Tex-Ox and VN202 MKII units we returned?

Best Regards

Ian

Ian Wells

Service Centre Manager

Dive Supply Co.,Ltd

[88/5 Patak Road, Chalong Bay](#)

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