



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

RE: Analyzer with ER4 code

1 message

Rashid - MA SERVICES Pvt Ltd <rashid@maservices.com.mv>
To: ryan.swaine@vandagraph.co.uk

28 August 2025 at 13:24

Dear Ryan,

We have followed your instructions but the result is same – please see the attached video

Kindly provide two replacement PCBs (one for this unit and one spare PCB)

We look forward hearing from you soon.

Best regards

A.Rashid

MA SERVICES Pvt Ltd
G. Veyoge
Husnuheenaa Magu
Male' 20118
Maldives

☎ Phone: +960 3310935 | 📠 Direct: +960 3016722 |

📱 Mobile : +960 7784028

<http://www.maservices.com.mv>,

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<https://www.facebook.com/maservices.pvt.ltd>, https://www.instagram.com/maservices_maldives/



From: Rashid - MA SERVICES Pvt Ltd <rashid@maservices.com.mv>
Sent: Wednesday, August 27, 2025 4:40 PM
To: 'ryan.swaine@vandagraph.co.uk' <ryan.swaine@vandagraph.co.uk>
Subject: RE: Analyzer with ER4 code

Dear Ryan,

Thank you.

I have forwarded your email to our technician and I am expecting to receive a feedback tomorrow.

Surely I will let you know asap.

How is our PO is processing?

Best regards

A.Rashid

MA SERVICES Pvt Ltd

G. Veyoge

Husnuheenaa Magu

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

Sent: Wednesday, August 27, 2025 2:55 PM

To: Rashid - MA SERVICES Pvt Ltd <rashid@maservices.com.mv>

Subject: Re: Analyzer with ER4 code

Dear Rashid

Please find the instructions for PCB removal and replacement attached.

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, 25 Aug 2025 at 07:01, Rashid - MA SERVICES Pvt Ltd <rashid@maservices.com.mv> wrote:

Dear Mr. Ryan,

I hope this message finds you well.

Please find attached the analyzer utilized in our service center.

It is currently not displaying the correct O2 percentage once it exceeds 20.9%; instead, it presents an error code ER4.

Could you kindly provide clarification regarding the meaning of the error code ER4 and the steps we can take to resolve this issue?

We look forward to your prompt response.

Thank you for your ongoing cooperation.

A.Rashid

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