



Main Account &lt;viamedinbox@gmail.com&gt;

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**Re: Tek-Ox display blank**

1 message

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**Kemi Olaofe** <divestuff@kemisola.me.uk>  
To: ryan.swaine@vandagraph.co.uk

18 August 2025 at 15:45

Hi Ryan,

Yes, I can post my TekOx to you.

My address is 75 Delamere Road, Manchester M19 3NZ

My telephone number is 07402 450588

Kind regards,  
Kemi

On Mon, 18 Aug 2025 at 10:12, Ryan Swaine <[ryan.swaine@vandagraph.co.uk](mailto:ryan.swaine@vandagraph.co.uk)> wrote:

Dear Kemi

I am very disappointed to hear about your TEK-OX.  
It sounds like it could be a battery contact issue.

We would be happy to take a look at it for you, would you be able to post it to us?  
If so, please can you give me your complete address and telephone number and I will set up a repair file and issue you with a reference?

Kind regards  
Ryan

Ryan Swaine  
General Manager  
VANDAGRAPH Ltd.  
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On Sat, 16 Aug 2025 at 20:23, Kemi Olaofe <[divestuff@kemisola.me.uk](mailto:divestuff@kemisola.me.uk)> wrote:

Hi,

I have a Tek-Ox (serial number TX3275) and I cannot get the display to show anything. I took it to my local dive shop and they tested it with two sets of batteries. I have also tested it with two additional sets of new batteries to no avail - the display does not show anything at all.

It has only been used a couple of times and not for a couple of years now, but it has been kept in its case and that has been in my (dry) dive box in the house so it has been stationary the whole time since I last used it.

I assumed it was the batteries but it seems not and I have been advised to get in touch with yourselves.

Can you please advise?

Thank you

| | Kemi Olaofe