



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

Fwd: Oxygen sensor

3 messages

Kate Griffiths <kate.griffiths@vandagraph.co.uk>
To: Michael Lamb <michael.lamb@vandagraph.co.uk>

21 September 2025 at 20:52

Kind regards

Kate Griffiths
Vandagraph Ltd.
<http://www.vandagraph.co.uk>
Email kate.griffiths@vandagraph.co.uk
Tel: +44 (0)1535 634900

----- Forwarded message -----

From: **Helen Howard-Jones** <helenhowardjones@yahoo.co.uk>
Date: Sun, 21 Sept 2025 at 14:30
Subject: Oxygen sensor
To: <kate.griffiths@vandagraph.co.uk>

Hi Kate
Customer ref: VANWEB2724

I recently ordered an oxygen sensor believing it to be the correct one for the analox analyser but sadly it not compatible.
Please may I return this one in replacement for the correct one?
Thanks for your help
Helen



Best wishes

Helen

Kate Griffiths <kate.griffiths@vandagraph.co.uk>
To: Helen Howard-Jones <helenhowardjones@yahoo.co.uk>

22 September 2025 at 09:08

Good morning Helen,

Thank you for your email.

I have asked my colleague Michael Lamb to contact you.

Kind regards

Kate Griffiths
Vandagraph Ltd.
<http://www.vandagraph.co.uk>
Email kate.griffiths@vandagraph.co.uk
Tel: +44 (0)1535 634900

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Michael Lamb <michael.lamb@vandagraph.co.uk>
To: Helen Howard-Jones <helenhowardjones@yahoo.co.uk>
Bcc: viamedinbox@gmail.com

25 September 2025 at 21:30

Good evening,

My apologies for the delay in response,

The sensor you purchased is the R-22DEM but the sensor require is the R-33DE

R-22DEM - £57

R-33DE - £68

If you can arrange to have the R-22DEM returned back to us we can send our a R-33DE at no extra cost as a goodwill gesture just put SRS69249 somewhere on and inside the packaging,

Please let me know once you have arranged the return and i'll let our warehouse know to dispatch you out the correct sensor.

Kind regards
Michael

Michael Lamb
Vandagraph Ltd.
<http://www.vandagraph.co.uk>
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Tel: +44 (0)1535 634900

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