



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

Oxygen Sensor Failure & Request for Quotation – R-17VAN Cells

4 messages

Lee.Metcalf596@mod.gov.uk <Lee.Metcalf596@mod.gov.uk>
To: "sales@vandagraph.co.uk" <sales@vandagraph.co.uk>

21 October 2025 at 10:23

To Whom It May Concern,

I hope this message finds you well.

Allow me to introduce myself—my name is Lee Metcalfe, and I work with the British Army in Cyprus, delivering scuba diving instruction to Service Personnel and managing associated equipment.

We currently use the Tek-Ox analyser, and I've recently experienced issues with two oxygen cells that have failed within a relatively short period. Both were installed in Tek-Ox units for no more than seven months. The most recent failure occurred today with a cell installed in June (Serial Number: 109985).

Could you please investigate the manufacturing date of this cell and advise on its expected shelf life and operational lifespan?

Additionally, I would like to place an order for the following:

- 6 x R-17VAN oxygen cells

As this purchase involves public funds, I kindly request a VAT-exempt quotation, including courier delivery costs to the following address (highlighted below):

Air freight Delivery Address**Contact Details for Cyprus shipping handlers**

<u>Deliver to:</u> JSATWC BFCGS Dhekelia Station C/O JSPU Larnaca International Airport 7130 Cyprus	<u>Contact:</u> CPPC Logistic Group of Company's Limassol New Port Tel: +35725827132 Fax: +35725827121 Email: sp@cppcgroup.com
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Sea/Land Freight Delivery Address**Contact Details for Cyprus shipping handlers**

<u>Deliver to:</u> JSATWC Dhekelia Station 58 BFCGS C/O JSPU Limassol New Port Limassol 3045 Cyprus	<u>Contact:</u> CPPC Logistic Group of Company's Limassol New Port Tel: +35725827132 Fax: +35725827121 Email: sp@cppcgroup.com
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BFPO Ruislip Delivery Address**Contact Details for Cyprus shipping handlers**

<u>Deliver to:</u> JSATWC BFCGS/JSPU BFPO 58 C/O BFPO HQ WEST END ROAD, RUISLIP HA4 6DQ UK	<u>Contact:</u> CPPC Logistic Group of Company's Limassol New Port Tel: +35725827132 Fax: +35725827121 Email: sp@cppcgroup.com
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Billing Address

JSATWC
Joint Service Adventurous Training Wing Cyprus
Dhekelia Station
BFPO 58

British Forces Cyprus

EORI number is: 99999701M

Please see the guidelines as listed below:

- Commercial mail for JSATWC as a British Forces Overseas Organisation is VAT exempt under UK VAT Law when using British Forces Post Office. Customs Declaration Form CN22/CN23 is required.
- All commercial mail for JSATWC will be cleared through Sovereign Base Area Administration (SBAA) Customs authority as VAT free under the post-Brexit agreement for the Republic of Cyprus (ROC) & Treaty of Establishment 1960.
- JSATWC through SBAA Fiscal Office will no longer supply EU Vat Exemption Certificates (VEC) to UK suppliers. Only for EU suppliers.
- All commercial mail should be supported with 'Tracking Ref' for customs clearance in Cyprus and sent to my email.
- It is not required to use Customs Declaration Form CN22/CN23 for Direct Delivery by Sea or Air.
- **Please do not use personal names for commercial mail Delivery address/Billing Address to JSATWC.**

Please let me know if you require any further information to process this request.

Kind Regards,

L Metcalfe

Lee Metcalfe | Scuba Diving Instructor | Sub Aqua Branch | Joint Service Adventurous Training Wing (Cyprus) | Dhekelia Station | BFPO 58

Mil: 94120 4867 | Civ: 00357 2474 4867 | Mob: 07787 607565 | MODNET:
lee.Metcalfe596@mod.gov.uk

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Lee.Metcalfe596@mod.gov.uk <Lee.Metcalfe596@mod.gov.uk>
To: "ryan.swaine@vandagraph.co.uk" <ryan.swaine@vandagraph.co.uk>

22 October 2025 at 05:59

Ryan,

Unfortunately I disposed of the first just putting it down to a one of that happens. After the second failure It suggested to me that this isn't quite right as I have never had them fail that quickly before so I thought I would write to you directly.

The cells were purchased from Aquanauts in Plymouth in Jan 25.

Kind Regards,

L Metcalfe

Lee Metcalfe | Scuba Diving Instructor | Sub Aqua Branch | Joint Service Adventurous Training Wing (Cyprus) | Dhekelia Station | BFPO 58

Mil: 94120 4867 | Civ: 00357 2474 4867 | Mob: 07787 607565 | MODNET: lee.Metcalfe596@mod.gov.uk

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

Sent: 21 October 2025 18:31

To: Metcalfe, Lee Contractor (BFC-DHK-JSATWC-SubaquaStores) <Lee.Metcalfe596@mod.gov.uk>

Subject: Re: Oxygen Sensor Failure & Request for Quotation – R-17VAN Cells

Dear Lee

Thank you for your email.

I am very sorry you are seeing a problem with the R-17VAN sensors. Please can you let me know the serial numbers for the other failed sensor/s.

Please can you let me know when you purchased them?

Best regards

Ryan

Ryan Swaine

General Manager
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[Quoted text hidden]

Lee.Metcalf596@mod.gov.uk <Lee.Metcalf596@mod.gov.uk>
To: "ryan.swaine@vandagraph.co.uk" <ryan.swaine@vandagraph.co.uk>

22 October 2025 at 11:21

Hi Ryan,

Yes please that would be great.

As you probably appreciate I need to keep spares in reserve for immediate replacement as it can take over a month to go through the convoluted ordering process and then wait for items to arrive and clear customs. Would you recommend spares to be stored in the fridge whilst still sealed in the packaging.

Kind Regards,



Lee Metcalfe | Scuba Diving Instructor | Sub Aqua Branch | Joint Service Adventurous Training Wing (Cyprus) | Dhekelia Station | BFPO 58

Mil: 94120 4867 | Civ: 00357 2474 4867 | Mob: 07787 607565 | MODNET: lee.Metcalf596@mod.gov.uk

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

Sent: 22 October 2025 12:28

To: Metcalfe, Lee Contractor (BFC-DHK-JSATWC-SubaquaStores) <Lee.Metcalf596@mod.gov.uk>

Subject: Re: Oxygen Sensor Failure & Request for Quotation – R-17VAN Cells

Hi Lee

It's unusual, while the sensors are guaranteed for 12 months, we would typically expect them to last at least 2 years. That said, in tropical climates where analysers are exposed to high temperatures for extended periods, sensor life can be significantly reduced.

There is a noticeable difference in lifespan between sensors used outdoors on boats, exposed to sun and environmental conditions and those kept in cooler, controlled environments like dive centres.

All sensors of this type contain a thin layer of liquid between the sensing membrane and the cathode. When exposed to high temperatures or direct sunlight, this liquid can gradually evaporate through the membrane. Once it has fully evaporated, the sensor will cease to function.

We recommend putting sensors into use within 6 months of purchase to make the most of the warranty period.

I'm happy to replace sensor SN 109985 free of charge. Would you like me to send you a quotation for 5 sensors, plus 1 free-of-charge replacement (6 in total)?

Best regards

Ryan

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[Quoted text hidden]

Ryan Swaine <ryan.swaine@vandagraph.co.uk>
Reply-To: ryan.swaine@vandagraph.co.uk
To: Michael Lamb <michael.lamb@vandagraph.co.uk>

22 October 2025 at 15:01

Ryan Swaine
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