



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

Re: 回覆: problem on Tek-Ox

1 message

張 阿循 <jouhnny@hotmail.com>

31 October 2025, 12:19

To: "ryan.swaine@vandagraph.co.uk" <ryan.swaine@vandagraph.co.uk>

Hello Ryan

User send me attached pic for the serial number

Greg



從我的iPhone傳送

張 阿循 <jouhnny@hotmail.com> 於 2025年10月31日 18:53 寫道:

Hi Ryan,
We don't have sensor in stock but have new analyzer.
Maybe we could take one from it.

Greg

寄件者: Ryan Swaine <ryan.swaine@vandagraph.co.uk>
寄件日期: 2025年10月31日 下午 06:33
收件者: 張 阿循 <jouhnny@hotmail.com>
主旨: Re: problem on Tek-Ox

Hi Greg

Do you have any stock, so you can replace the sensor to your client?

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 Fri, 31 Oct 2025 at 10:28, 張 阿循 <jouhnny@hotmail.com> wrote:

Hello Ryan
I asked for the number but haven't got it yet.
I'll push for it and maybe send it to you in Monday.

Best regards
Greg
從我的iPhone傳送

Ryan Swaine <ryan.swaine@vandagraph.co.uk> 於 2025年10月31日 17:22 寫道:

Hi Greg

Please can you supply us with the serial number for the faulty sensor?
We can provide you with a replacement sensor, do you have one in stock that you can send to your client?

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 Fri, 31 Oct 2025 at 02:46, 張 阿循 <jouhnny@hotmail.com> wrote:

Hello Ryan,
I asked user to test them for me, and luckily they cooperated.
It looks like the issue is on the sensor.

Best regards
Greg Chang
SEA&SEA Corp.
No. 252 Chang An West Road
Taipei 10341, Taiwan
886-2-25554360

寄件者: Ryan Swaine <ryan.swaine@vandagraph.co.uk>
寄件日期: 2025年10月30日 下午 07:42
收件者: 張 阿循 <jouhnny@hotmail.com>
主旨: Re: problem on Tek-Ox

Hi Greg

I am very sorry. Is your client able to switch the sensors over between the devices and see if it is the sensor or the analyser that is causing the problem?

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 Thu, 30 Oct 2025 at 02:29, 張 阿循 <jouhnnny@hotmail.com> wrote:

Dear Ryan,
Greg from SEA&SEA Corp. Taiwan here.
I hope you everything are well.

We just received a complaint from customer.
He bought two sets of Tek-OXs which we import from you three month ago.
And he found one of his completely new Tek-OX could only be adjusted toward near 14%.
Please refer to attached video.
Would you please suggest what we should do?

Best regards
Greg Chang
SEA&SEA Corp.
No. [252 Chang An West Road](#)
Taipei 10341, Taiwan
886-2-25554360