



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

Re: ORDER

1 message

Ryan Swaine <ryan.swaine@vandagraph.co.uk>
Reply-To: ryan.swaine@vandagraph.co.uk
To: Tehnopol <tehnopol@evj-kabel.net>

12 December 2025 at 12:34

Dear Petra

I apologise that I have not seen your previous emails.
I am sorry you are having some issue with one of our devices. I can arrange to send a replacement analyser straight away, once you receive it, would you be able to send the faulty unit back?

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, 12 Dec 2025 at 06:30, Tehnopol <tehnopol@evj-kabel.net> wrote:

Hello Vandagraph team,

Since December 8th, we have sent you several emails regarding **the issues** we are experiencing with **the analyzer from our latest order** (invoice RAN159925-1), but we still have not received any response. We are resending this message to all email addresses we have on file for your team.

In our first message to Michael, we also forwarded a video of the issue recorded by our customer, showing that the device does not turn on.

To recap: The brand-new analyzer fails to switch on during its very first use, neither with the batteries supplied nor with completely new ones.

We kindly request your **urgent feedback on what the issue might be**, whether it can be resolved remotely, or if the analyzer needs to be returned. Please advise on the correct next steps, as we have never encountered such a case before. We have promised our customer a quick solution, as they have received a new analyzer that is not functioning.

Given the seriousness of the situation and the ongoing delay in communication, we ask that you treat this matter as a priority and respond as soon as possible so we can resolve the issue without further impact on our customer.

best regards
Petra

Lep pozdrav!
Best Regards!

Petra Polovšek

Tehnopol d.o.o.
SI-1215 Slovenija-EU
T:00386 1 3616750
e-mail: tehnopol@evj-kabel.net

Tehnopol je 10.12.2025 ob 12:37 napisal:

----- Posredovano sporočilo -----

Zadeva:Re: last order - issue - O2 analyser

Datum:Wed, 10 Dec 2025 09:04:31 +0100

Od:Tehnopol <tehnopol@evj-kabel.net>

Za:Michael Lamb <michael.lamb@vandagraph.co.uk>

Hello Michael,

hope you've received our mail from 8.12. Please can you send us the information, as soon as possible, what will be the problem with the analyser from the last order.

The customer used the included batteries and later brand new ones, but the analyzer does not work.

Thank you for your prompt reply.

Lep pozdrav!

Best Regards!

Petra Polovšek

Tehnopol d.o.o.

SI-1215 Slovenija-EU

T:00386 1 3616750

e-mail: tehnopol@evj-kabel.net

Tehnopol je 8.12.2025 ob 15:45 napisal:

Hello Michael,

we have an issue with the analyser from the last order. The customer has received the package and try to use it but it doesn't work. He attached the video.

The customer used the included batteries and later brand new ones, but the analyzer still does not work.

Please advice what to do.

best regards

Petra

Lep pozdrav!

Best Regards!

Petra Polovšek

Tehnopol d.o.o.

SI-1215 Slovenija-EU

T:00386 1 3616750

e-mail: tehnopol@evj-kabel.net

Hello,

Having an issue with the VN202 oxygen analyser. It's not turning on at all, also i'm having trouble understanding where it should be connected to.

I attached a video of what's happening with the Analyser.

All the best,