



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

Re: Serial Number TX4404 - Cannot Turn On

1 message

Yang Yihao <yihao.yang@divebox.com.sg>
To: ryan.swaine@vandagraph.co.uk

6 January 2026 at 05:30

Hi Ryan,

We did the check this morning, and there were no corrosion.

The device is faulty, as we tried the base plate that holds the sensor to another unit, and it works - vice versa.

Should we issue 1 of our inventory to her under warranty or?

Here is our new stocking order:

10 x 7910201

10 x 0110217

Thank you.

Regards
Yang Yihao

Contact Details:
(+65) 9191 1618
www.divebox.com.sg

On 5 Jan 2026, at 20:19, Ryan Swaine <ryan.swaine@vandagraph.co.uk> wrote:

Dear Yang

I am very sorry to hear this.

I can confirm that the item was shipped to you at Dive Box on 23 November 2023.

I would advise checking the battery compartment for any signs of corrosion.

If corrosion is present, I recommend returning the unit to us for repair.

If there are no signs of corrosion, it may be worth switching the battery cover with another device, if you have one available, to see whether this resolves the issue.

If this rectifies the problem, we can supply a replacement part. If not, I would again advise returning the unit to us for repair.

Best regards
Ryan

Ryan Swaine
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On Mon, 5 Jan 2026 at 03:46, Yang Yihao <yihao.yang@divebox.com.sg> wrote:

Hi Ryan,

We received a unit from a diver of serial number TX4404 that could not turn on.

Can you check if this unit was shipped to us at Dive Box? Can you advise how do we go about for such an issue? New batteries were changed but still unable to turn on.

Thank you.

Regards
Yang Yihao

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