



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

Re: Order Lumbalumba Resort 2025

1 message

Lumbalumba Resort - Manado <info@lumbalumbaresort.com>

To: ryan.swaine@vandagraph.co.uk

Dear Ryan,

Arrived and settled again in the Netherlands.

Is it possible you can send the warranty sensors and cable to the following address:

Roel Jong
[Meenteweg 3](#)
9625 TD Overschild
Netherlands.

And can you please add one extra cable and sensor?

Best payment method would be with credit card, so if you can also send me the link.

Then, I have 2 broken sensors here with me.

Let me know the address and I will send them to you.

Best wishes,
Roel

Roel Jong
[Meenteweg 3](#)
9625 TD Overschild
Netherlands.

On 7/1/2026 19:30, Ryan Swaine wrote:

Dear Roel

Thank you, there is no need to return the cable, you can dispose of it.

Safe travels, 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 Wed, 7 Jan 2026 at 08:10, Lumbalumba Resort - Manado <info@lumbalumbaresort.com> wrote:

Dear Ryan,

Ok, thanks for the reply.

All good. I will send the faulty cable and sensors later when I am in Holland and probably also one analyser.

I fly out tomorrow but probably will take me a few days to settle in again.

If the analyzer is fine then I will also order one more extra sensor.

I will contact you again later.

Best wishes,
Roel

On 6/1/2026 23:43, Ryan Swaine wrote:

Dear Roel

Thank you.

I believe the problem is with the sensors, not the analysers, but I am happy to take a look at one for you if you would like.

In regards to the sensors:

110303 & 110304 - These sensors were purchased on 15/05/24, so unfortunately they are no longer within warranty, unfortunately there is little I can do with them.

111659 & 111753 - Please give me the delivery address and I will send you FOC replacements. If you can post the faulty sensors back to me for evaluation it would be not essential.

I will also add a replacement cable for Analyser 03301

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 Tue, 6 Jan 2026 at 00:48, Lumbalumba Resort - Manado <info@lumbalumbaresort.com> wrote:

Dear Ryan,

Ok,

Here are the numbers:

- Analyzer and sensor left: #03470 and #110304.
- Analyzer and sensor middle: #03301 and #111659.
- Analyzer and sensor right: #03330 and # 110303.
- Sensor dead: 111753.

I am leaving for Holland on Wednesday.
So if you want me to bring things with me for later sending to you to test, I need to know before.

Please also note that I cannot bring all as I still need to do some analyzing in the next weeks.

Let me know:

Best wishes,
Roel

On 5/1/2026 19:09, Ryan Swaine wrote:

Dear Roel

Thank you very much for your email and the videos.

I see a couple of potential problems.

- 1) It seems you have an intermittent break in the cable on the middle monitor. This can be rectified with a new cable.
- 2) I believe there are gas bubbles in the sensors, this can cause the change in output when the sensors are turned through 180°. It is not unusual to have a small change, but I feel the sensors need replacing and evaluating.

- Q1) Please can you give me the serial number from the device with the faulty cable?
Q2) Please can you give me the serial numbers for the O2 sensors in your video?
Q3) Please can you give me the serial number for the new sensor that is giving zero output?

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 Sat, 3 Jan 2026 at 02:47, Lumbalumba Resort - Manado <info@lumbalumbaresort.com> wrote:
Dear Ryan,

I have send you 2 more video's. this time via Smash, as the files were getting too big for email.

It is 2 video's as I was not sure what you wanted me to test, but I think it is covered now.

In the end you can also clearly see what my issue is when the oxygen value starts fluctuating out of nowhere with the 2023 analyzer in the middle.

As I mentioned it in the video, shortly before I really thought (again) it was just the cable, but when I exchanged it with other analyzer it did not happen.

I can not track the problem down to just one cable, one analyzer or one sensor. They all seem to do it now and then.

The only constant factor is the new sensor that shows 0.0 on all the analyzers.

Look forward hearing from you.

Best wishes,
Roel

On 2/1/2026 23:06, Ryan Swaine wrote:

Dear Roel

Thank you for the video, it is very helpful.
Please can I ask if you calibrate the sensor in the upright position (cable connection at the top) does the reading change if you then rotate the sensor 180° (without shaking) so the sensor connector is at the bottom?

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, 2 Jan 2026 at 06:26, Lumbalumba Resort - Manado <info@lumbalumbaresort.com> wrote:
Dear Ryan,

Hope you had a good Christmas celebration and wish you health and happiness for 2026.

Following up on our previous correspondece, I have made a short video of the main problem with the analyzers and sensors.
The 3 anazers are from left to right bought in 2025, 2023 and 2024.

Let me know what you think.

Best wishes,
Roel

On 25/12/2025 09:15, Lumbalumba Resort - Manado wrote:

Dear Ryan,

Ok, thanks for this.

Yes, would be good to use your UPS account.
I stay somewhere in an AirB&B in the north of Holland near a town called Winschoten. There seems to be a UPS access point.

But we can all sort this after Christmas.

Best wishes,
Roel

On 24/12/2025 19:53, Ryan Swaine wrote:

Dear Roel

Please add the following reference to the parcel, so my colleagues can identify it and will know that it is urgent: SRS69319

How will you send the goods from the Netherlands to us?
Do you have a courier?
It may be possible for you to use our UPS account, if we can create the label and invoice for you, would you be able to drop it off at a UPS office?

We can look into this in a bit more detail after Christmas.

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 Wed, 24 Dec 2025 at 07:28, Lumbalumba Resort - Manado <info@lumbalumbaresort.com> wrote:

Dear Ryan,

Thanks for the fast response.

I am in the tropics so higher temperatures are unavoidable for me.
25 - 30 is pretty normal here. That is also why I can accept a 6 month live span.
But never dry air. Our humidity is pretty normal between 70 and 95% and I don't store them in air conditioning.

I have only 3 sensors left of which one is the one that failed after 4 tanks. The others work on and off as described earlier.
The one that failed after 4 tanks I will send to you together with one or two analyzers.
The other, old sensors I threw away unfortunately.

I can not send all the analyzers and sensors as we have guests in January and they are all using Nitrox. I have to leave at least 2 units behind.

I will send them from the Netherlands somewhere in January.
I am still in Indonesia now but from the 10th of January onwards I will be a few weeks in Europe for the dive shows in Germany and Holland.

The problem is also that my time frame is not so big.
I always order this period so I can take the ordered items back with me beginning of February.
And even though the Netherlands and UK is close by, the past years have been a nightmare with the sending and custom clearing causing bad delays.

So it must be sure that the items I will send to you for checking will be back in time for me to take back to Indonesia. They cannot be back in Holland, later than February 2 or 3.
Other wise I have an even bigger problem.

For now first wish you a good Christmas and we keep in touch.

Best wishes,
Roel

On 24/12/2025 00:15, Ryan Swaine wrote:

Dear Roel

This is very strange and concerning. Our sensors typically last 2 years or more, sometimes up to 4 years.
Higher temperatures (above 20°C), long exposure to >21% O2, long exposure to very dry air or being left in the sunshine will reduce the life span. However, from what you are saying, I can't understand why you are having to replace the sensors every 6 months.

Please can I ask you if they are left in an air conditioned environment? Although the temperature may be good for them, the long exposure to very dry air is likely to cause some problems; There is a thin layer of liquid between the sensing membrane and the cathode, in very dry air, this can evaporate and if this happens the sensor will fail prematurely.

Would you be able to post me some faulty sensors and the device you think is faulty?

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 Tue, 23 Dec 2025 at 01:02, Lumbalumba Resort - Manado <info@lumbalumbaresort.com> wrote:

Hi Ryan,

Yes, that was also my first idea, but actually all the cables are doing it now and then. And I have 3 of them.

I bought 3 complete sets in the last 3 years and they all show the same symptoms. When testing, the cable(s), I can also not really find a bad spot or something.

If it happens, I change the sensor around the different analyzers until I get a stable reading again. But it get more and more an unreliable feeling about what I am doing.

I mean this is supposed to be a rather exact matter. It is also responsibility towards our guests. We cannot have 3 complete different readings from the the same tank.

And then I have the issue that I go way too fast through my sensors lately.

For obvious reasons I try to have enough of them on stock
But then my last sealed, brandnew sensor, stopped working after analyzing only 4 tanks.
And the ones before also did not last very long.

So far in 3 years I had only one sensor that worked fine for about 14 month.
This is not something I would assume and is a real record for me. But I should expect at least a life span of 6 months.

Believe me also that I am very carefull with this equipment.
I am the only one touching it.
During rare moments when guests and/or staff have to use it, (nitrox course or something), it is never without me being present and supervising.
And also never on the boat.
It is always on land, dry and under controlled conditions.

My bottom line is that I need a a reliable analyser.
Is there maybe a different, better sensor I can use with my analyzer?

Any ways, I think my problems are clear enough and hope you can advice on how to move forward with this.

Bst wshs,
Roel

On 22/12/2025 21:31, Ryan Swaine wrote:

Dear Roel

I am sorry you are experiencing some difficulties with our products.
I can't be sure, but it sounds like you may have an intermittent break in the cable.
As you move the sensor, the readings change quite dramatically, this could indicate that a break in the cable is the problem.

Do you have another cable you can use to check?

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 Sat, 20 Dec 2025 at 06:35, Lumbalumba Resort - Manado <info@lumbalumbaresort.com> wrote:

Hi Ryan,

Hope all well.

I am about to order again but want to take up something else first.

Ordering over the last years 3 years I have now 3 VN 202 analysers.
Also went through 7 or 8 spare sensors.

The extra analysers I bought were just for back-up if one failed.
I am not sure if one of the analysers is broken but what I noticed last year is that often the reading is just not good. Sometimes you just know it is off and can't be correct.

If I then put the sensor in a different analyser, the reading became ok again.
Same sensor, different analyzer but all VN202.
But only for a few days and then off again.
Sometimes it helped if I cleaned the connecting cable with contact spray, but I don't know why because they are not dirty at all.

I also always keep the analysers dry and indoor. They are never used on he boat and I am the only one using them.

What is also weird is that when I calibrate and the reading is stable then out of nowhere the reading often flips and goes up and down from 11 to 36 or something.
If you hold the sensor steady in your hand the reading is stable but you only have to move your hand and it is off again.
You would then think the sensor is then gone, but a day later it is Ok again, or if I put the sensor in a different analyser.

And it also happens if I use a complete new sensor.

Just this morning I opened my last spare sensor eventhough the last one is in use only a month. But I could nor get a normal reading out the one month old, anymore.

Then, the new sensor worked fine, but only with analyzing 4 tanks and then it went to 0.0 on all the analyzers.

This is a big headache because I have no more spare ones now.
I went through 4 sensors this year where I normally can do at least 6-7 months with one.

Some worked only a month and the one I freshly opened this morning only 5 minutes.

What is wrong here?

I have to say that I was immediatly happy when I discovered the Vandagraph equipment.

Before I have been using Greissinger, NRC and Nuair.
But with all I had reliability issues I did not experience with Vandagraph.

That is to say until now. I need my analyse equipment but scratch my head a bit on what to do.

Let me know your thoughts.

Best wishes,
Roel

Hi Ryan,

I like to order another oxygen analyser and spare sensor.
- VN202 7910110
- R-17VAN 0110217

It can be send to:

Roel Jong
[Meenteweg 3](#)
9625 TD Overschild
Netherlands.

Best is creditcard payment again.
I hope customs will not make it so difficult as last time..

Look forward tp hear from you.

Best wishes,

Roel

--

Roel Jong
Lumbalumba Resort - Manado
North Sulawesi, Indonesia
Website: www.lumbalumbaresort.com
Email: info@lumbalumbaresort.com
Mobile/WA: +62 (0)812 430 2974

Connect to: [Instagram](#) | [Facebook](#)