



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

Re: Defective sensor

1 message

Ryan Swaine <ryan.swaine@vandagraph.co.uk>
Reply-To: ryan.swaine@vandagraph.co.uk
To: Dive Factory Stef <divefactory.be@gmail.com>
Cc: Dive Factory <info@divefactory.be>

15 January 2026 at 16:25

Hi Stefan

Thank you very much and all the very best to you too.

Firstly, I apologise for the late reply, as I have been away from the office.
I am very sorry to hear about the problem with your sensor. It is a very unusual problem, as faulty sensors would nearly always show low values rather than high values.

I would be happy to send you a replacement sensor, do you want it sending out straight away or adding to your next order?

I would like to receive the faulty sensor back from you for evaluation if possible. If so, please send it by airmail and add the following reference to the parcel: SRS69337

The company name we have on your account is Dive Factory by Harmony SPRL, does this need changing to HARMONY SRL?

I will await your reply.

Best regards
Ryan

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On Mon, 12 Jan 2026 at 16:13, Dive Factory Stef <divefactory.be@gmail.com> wrote:

Hello Ryan,

I would like extend our best wishes for the coming year from our team to yours.

I have a defective Oxygen sensor that was installed in one of the Tex-Ox analyzers that we bought last time. We did multiple tests and found out that the original R-17VAN sensor (SN: 113277) was showing too much oxygen than what the gas really was.

Since this is (I think) the first time we've had a defective sensor. Could you tell me what the procedure for an RMA would be?

Our company name is HARMONY SRL.

Thank you,
Best regards,
Stefan