



Sophie Lines <viamed.sophie.lines@gmail.com>

Fwd: Oxygen sensor is not working (SN 112098 M4, Class R-17VAN Oxygen sensor)

1 message

Ryan Swaine <ryan.swaine@vandagraph.co.uk>

23 March 2026 at 14:10

Reply-To: ryan.swaine@vandagraph.co.uk

To: Aqib Majeed <aqib.majeed@vandagraph.co.uk>, Michael Lamb <michael.lamb@vandagraph.co.uk>, Kate Griffiths <kate.griffiths@vandagraph.co.uk>, Sophie Lines <sophie.lines@vandagraph.co.uk>, Emily Morton <emily.morton@vandagraph.co.uk>

Hi, please can we add an order for 1x R-17VAN - Free of Charge
Please add the following to the sensor memo, so it appears on the invoice:

Free of Charge Warranty Replacement
Value for customs purposes = GBP 5.00

Please add a memo for Goods Out: Taxes and duties to be billed to Vandagraph

Thank you, 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

----- Forwarded message -----

From: **Susan Wolff** <wolffsusan421@gmail.com>

Date: Mon, 23 Mar 2026 at 13:42

Subject: Re: Oxygen sensor is not working (SN 112098 M4, Class R-17VAN Oxygen sensor)

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

Hi Ryan,

thank you for your email and kind offer.

Could you please send the replacement sensor to this address:

Christine Wolff
Kirchstr. 3, Haus 3
15859 Storkow (Mark)
Germany

Thank you again.

Kind regards,

Susan Wolff

Ryan Swaine <ryan.swaine@vandagraph.co.uk> schrieb am Mo., 23. März 2026, 19:12:

Hi Susan

Thank you for your email, and I apologise that you are experiencing some difficulties with our sensors.

R-17VAN sensors should last considerably longer than 12 months when kept in their sealed packaging. Although

they are covered by a 12-month warranty, we recommend that sensors are put into use within six months of purchase. I understand that this is not always possible due to location.

Although your sensor is just outside the warranty period, I would be happy to send you a replacement. Please could you provide the delivery address for where we should send it?

I look forward to hearing from you.

Kind regards
Ryan

Ryan Swaine
General Manager
VANDAGRAPH Ltd.
<http://www.vandagraph.co.uk>
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Tel: +44 (0)1535 634900
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On Sat, 21 Mar 2026 at 03:36, Susan Wolff <wolffsusan421@gmail.com> wrote:

Dear Vandagraph-team,

we purchased two Tek-Ox analysers including two spare Oxygen sensors last year.

Both analysers were working fine, I had to change one sensor due to the use in tropical climate.

Today I needed to change again but unfortunately the spare sensor is showing 0,0 when put in the analyser.

Do you have any suggestions?

I am looking forward to your email.

Thank you very much.

Kind regards,

Susan Wolff