



Aqib Majeed <viamed.aqib.majeed2@gmail.com>

Fwd: Mysign

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

Mon, May 11, 2026 at 11:52 AM

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 put an order on for 1x OOM111 sensor for Ecoclinic Ltda (CID33563).
It is a free of charge order as the sensor is being provided as a warranty replacement.

Please add a memo: Value for customs purposes only GBP 5.00

Thank you, Ryan

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: <aretamal@ecoclinic.cl>
Date: Fri, 8 May 2026 at 20:45
Subject: RE: Mysign
To: <ryan.swaine@vandagraph.co.uk>

Dear Ryan,

I'm sending you photos and a video of the sensor reading. Everything indicates that the sensor is faulty, which is what I mentioned in my previous email so you could replace it under warranty.

Best regard

Alan Retamal L

Depto Comercial

Ecoclinic Ltda

Fono: (56-2) 229587055

(56-2) 229181969



De: Ryan Swaine <ryan.swaine@vandagraph.co.uk>
Enviado el: miércoles, 22 de abril de 2026 9:30
Para: aretamal@ecoclinic.cl
Asunto: Re: Mysign

Dear Alan

It is not our policy to send parts under warranty, but we may do this if we were certain of the fault.

We can either assist in diagnosing the issue remotely, or you may return the goods for testing. I appreciate that returning the items can be both costly and time consuming, so I would prefer to first try to determine whether the issue lies with the sensor or the cable.

You have indicated that you believe the sensor is at fault, however without testing we cannot be certain. Measuring the mV output of the sensor would help us establish whether the issue is with the sensor itself or the cable.

Kind regards

Ryan

Ryan Swaine

General Manager
VANDAGRAPH Ltd.

<http://www.vandagraph.co.uk>
Email ryan.swaine@vandagraph.co.uk
Tel: +44 (0)1535 634900
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On Wed, 22 Apr 2026 at 14:19, <aretamal@ecoclinic.cl> wrote:

Hi Ryan

There's not much point in doing this test since the sensor works in frequency ranges and, in the best-case scenario, will only give you a mV reading. However, this isn't working because the sensor doesn't register on the screen when the device is turned on, and it does register correctly after calibration. This shows that it's working intermittently. It's not that the sensor isn't outputting mV.

Unfortunately, I don't have another MySign oximeter, nor the sensor or cable to replace it, and it was returned to the customer awaiting replacement parts. That's why I asked you to send me the replacement parts under warranty.

Warranty steps:

1) Send me the sensor and cable so I can replace them in the device. If it works, that was the problem; otherwise, the next step is:

2) Replace the device.

I hope I don't have to replace the device.

Best regard

Alan Retamal L

Depto Comercial

Ecoclinic Ltda

Fono: (56-2) 229587055

(56-2) 229181969



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

Enviado el: miércoles, 22 de abril de 2026 5:18

Para: aretamal@ecoclinic.cl

Asunto: Re: Mysign

Hi Alan

If the device is not calibrating then it would normally be the sensor or the cable that is the problem. Because you mentioned that you could sometimes calibrate it and then the signal would disappear when the device is moved, this pointed towards it being an intermittent break in the cable.

Do you have another Mysign device, you can switch the sensor and/or cable with?

If not, we need to try and diagnose which one is at fault.

It is not so easy, but can you test the mV output from the sensor (instructions attached)?

Kind 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, 21 Apr 2026 at 18:02, <aretamal@ecoclinic.cl> wrote:

Hi Ryan

How are you? I hope you're well.

When I turn on the device, it performs a self-test and doesn't recognize the oxygen cell. Pressing OK on the screen continues the process.

The device's user manual, page 41, states that when this happens, the cell must be replaced. The cable was tested with a multimeter to check its continuity and whether it transmits an electrical signal, and there was no problem. However, when I move it, the signal is lost randomly. The connector is secure. I think the cell and the cable should be replaced first. If the problem persists, it would be the device itself. That's why I asked you to contact Envitec so they can confirm the fault and which parts they would replace under warranty, since the client is requesting it.

Best regard

Alan Retamal

Depto Comercial

Fono: (+562) 29587055

(+562) 29181969



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

Enviado el: martes, 21 de abril de 2026 4:31

Para: aretamal@ecoclinic.cl

Asunto: Re: Mysign

Dear Alan

It sounds like there could be an intermittent break in the cable. To test it you could turn on the device and calibrate, then move the cable around to see if the signal is lost?

Kind 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, 21 Apr 2026 at 00:28, <aretamal@ecoclinic.cl> wrote:

Hi Ryan,

How are you? I hope you're doing well.

Today we went to the hospital to check out the ambient oximeter that was reported to us, and we noticed that the problem with the Mysign ambient oximeter is that it gives intermittent readings. When we turn it on, the device doesn't recognize the sensor (photos 1 and 2). If you press OK on the screen, it calibrates and works, but if it moves, it loses the connection. What could be the problem?

- Is the galvanic oxygen cell malfunctioning?

- Or is the device defective?

I don't know if you can contact the manufacturer to find out what the problem is and have them replace the part under warranty.

Best regard

Alan Retamal L

Depto Comercial

Ecoclinic Ltda

Fono: (56-2) 229587055

(56-2) 229181969



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

Enviado el: viernes, 17 de abril de 2026 4:13

Para: aretamal@ecoclinic.cl

Asunto: Re: Mysign

Dear Alan

Please can you let me know what the problem is?

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 Thu, 16 Apr 2026 at 17:35, <aretamal@ecoclinic.cl> wrote:

Dear Ryan,

I'm writing because we have an Envitec Mysign ambient pulse oximeter that the hospital says is having reading errors. The device is under warranty (2 years from the manufacturer). How can we proceed with its repair or replacement?

Oxygen measuring device MySign® O

10 Warranty

As of the purchase date, EnviteC offers a two year warranty for faults arising from material or manufacturing defects. Faults that are covered by warranty will be corrected within the framework of our warranty conditions. EnviteC offers no warranty if the operator endangers the functioning of the device through failure to heed this operating manual, inappropriate handling, improper use or unauthorised modifications or repair attempts. In these cases, the liability is transferred to the operator!

Transport to customer service and back for repairs not covered under warranty takes place at the customer's expense.

Please contact your dealer if you wish to make a warranty claim!

To return the unit directly to EnviteC under the warranty, you will need an RMA (Return Material Authorisation) number (please always state this number in all of your correspondence!).

This number can be obtained from our website, www.envitec.com, under Service / Returns. Once you have obtained this number, please send the unit along with all accessories to the following address:

EnviteC-Wismar GmbH
Service
Alter Holzhafen 18
D-23966 Wismar
Germany

Best regard

Alan Retamal

Depto Comercial

Fono: (+562) 29587055

(+562) 29181969



3 attachments



Foto n° 1 sensor.jpeg
145K



Foto n°2 sensor.jpeg
269K

 **Video sensor n° 1.mp4**
1864K