



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

Re: New customer message on 4 May 2026 at 15:46

1 message

leigh hanks <leighhanks@aol.com>
To: ryan.swaine@vandagraph.co.uk

9 June 2026 at 16:14

Well done,

That's correct 9pd, my auto correct took over 🙄

Thanks
LeighLundy Diving
IlfracombeOn 9 Jun 2026, at 15:06, Ryan Swaine <ryan.swaine@vandagraph.co.uk> wrote:

Thank you Leigh

Can I double check the postcode, as we have it listed as EX34 9PD?

Kind regards
RyanRyan 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 907117On Tue, 9 Jun 2026 at 14:44, leigh hanks <leighhanks@aol.com> wrote:

Hi Ryan,

That sounds brilliant, I'll make sure you get plenty of promotion on the boat when the customers need it.

Could you make the invoice out to: Lundy diving, 3 mount view, Ilfracombe, ex34 9pn.

And I'll sort the payment out.

Many thanks again

Leigh
Lundy diving
IlfracombeOn 9 Jun 2026, at 14:19, Ryan Swaine <ryan.swaine@vandagraph.co.uk> wrote:

Hi Leigh

I am really sorry, if we had got to it sooner we could have maybe saved the pcb and electronics.

In 2021 we charged you £110 EXW for the service exchange, using your box and quick ox. I feel a bit bad for you, would £100 for the same work?

Kind regards
RyanRyan 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 907117On Tue, 9 Jun 2026 at 13:57, leigh hanks <leighhanks@aol.com> wrote:

Hi Ryan ,

That's a bit of a bugger.

A service exchange is probably the only way to go now, what would be the cost if we went with that?

Cheers

Leigh

Lundy Diving
Ilfracombe

On 9 Jun 2026, at 10:36, Ryan Swaine <ryan.swaine@vandagraph.co.uk> wrote:

Hi Leigh

Unfortunately it is not good news; the damage from the leak is extensive and has spread throughout the wiring and made it to the PCB. There is little we can salvage from inside of the device. I believe we have offered you a service exchange in the past, would this be of interest to you again?

Kind regards
Ryan

Ryan Swaine
General Manager
VANDAGRAPH Ltd.
<http://www.vandagraph.co.uk>
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Tel: +44 (0)1535 634900
Mob: +44 (0)7803 907117

On Tue, 9 Jun 2026 at 09:43, leigh hanks <leighhanks@aol.com> wrote:

Hi Ryan,

Just wondering if you have had chance to look at my analyser yet?
Many thanks

Leigh

Lundy Diving
Ilfracombe

On 6 May 2026, at 15:43, Ryan Swaine <ryan.swaine@vandagraph.co.uk> wrote:

Hi Leigh

No problem, please post the device to us and we will take a look at it for you.
Please add the following reference to the parcel: SRS69425

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 Wed, 6 May 2026 at 15:37, leigh hanks <leighhanks@aol.com> wrote:

Hi Ryan

Thank you so much for your help.
I've tried cleaning it again but still nothing, I'm probably doing something really stupid.
The unit hasn't been used much at all, we keep it onboard our charter boat just in case any divers haven't analysed before coming out with us.
If I could send it to you to be checked that would be wonderful. The serial number is TX 3284
I'm sure the cell will need changing but I want to make sure the unit works before I buy one.

Thanks again
Leigh
Lundy Diving
Ilfracombe
N. Devon

On 5 May 2026, at 09:52, Ryan Swaine <ryan.swaine@vandagraph.co.uk> wrote:

Hi Leigh

I am sorry to hear that. Please can you check the battery contacts and maybe give the ones on the base plate a wipe with a cloth and see if that makes any difference?

If this does not help, we can repair the device for you, we would be happy to take a look at it with no obligation. Please send me the serial number.

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

You received a new message from your online store's contact form.

Country Code:

GB

Name:

Leigh hanks

Email:

leighhanks@aol.com

Phone Number:

Message:

Hi, I have one of your tek-ox analysers.
It was fine last year and before the winter I removed the batteries and sensor as usual and when I replaced them this year, I'm getting nothing on the screen.
Are there any serviceable parts inside? Or are these dead if they don't work?

Any advice is greatly appreciated

Leigh
Lundy diving

<RAN130893-1.pdf>