



Main Account &lt;viamedinbox@gmail.com&gt;

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**Re: Faulty Sensor**

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**Ryan Swaine** <ryan.swaine@vandagraph.co.uk>  
Reply-To: ryan.swaine@vandagraph.co.uk  
To: Damien MACDONALD <damiem@dmdconcepts.com.au>  
Cc: Aqib Majeed <aqib.majeed@vandagraph.co.uk>

26 May 2026 at 14:59

Hi Damien

This is very strange. I can confirm that we are still testing all the sensors for output and zero offset that we supply to you.

Normally we ask for faulty senses to be returned, but I understand that this would not be viable in your case, so we are happy to send you a replacement sensor with your next order if this works for you?

I will await your confirmation.

Kind regards, Ryan

Ryan Swaine  
General Manager  
VANDAGRAPH Ltd.  
<http://www.vandagraph.co.uk>  
Email [ryan.swaine@vandagraph.co.uk](mailto:ryan.swaine@vandagraph.co.uk)  
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On Mon, 25 May 2026 at 13:29, Damien MACDONALD <damiem@dmdconcepts.com.au> wrote:

Hi Ryan and Aqib,

Just wanted to follow up and check if you are still testing these sensors prior to sending them out, one of the sensors from the last order seems to be faulty and is only putting out about 7mV instead of the 25mV when at atmosphere. The sensor serial is 335329 B6.

Please check your records if it was tested and if it was ok at your end.

Please advise of next steps.

I will be most likely placing another order in a week or so.

Regards

Damien MacDonald



PO Box 22 Shepparton East, Vic 3631 Australia | ACN: 134480952  
( Mob: 0419 108820  
\* Email: [damien@dmdconcepts.com.au](mailto:damien@dmdconcepts.com.au)

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**From:** Damien MACDONALD  
**Sent:** Friday, 15 May 2026 4:04 PM  
**To:** Aqib Majeed <[aqib.majeed@vandagraph.co.uk](mailto:aqib.majeed@vandagraph.co.uk)>; [ryan.swaine@vandagraph.co.uk](mailto:ryan.swaine@vandagraph.co.uk)  
**Subject:** RE: Sensor Order

Hi,

Money has been transferred, please provide tracking details once known. Please post at your earliest convenience (ASAP Please)

Regards

Damien MacDonald



PO Box 22 Shepparton East, Vic 3631 Australia | ACN: 134480952  
( Mob: 0419 108820  
\* Email: [damien@dmdconcepts.com.au](mailto:damien@dmdconcepts.com.au)

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**From:** Aqib Majeed <[aqib.majeed@vandagraph.co.uk](mailto:aqib.majeed@vandagraph.co.uk)>  
**Sent:** Thursday, 14 May 2026 11:02 PM  
**To:** Damien MACDONALD <[damien@dmdconcepts.com.au](mailto:damien@dmdconcepts.com.au)>; [ryan.swaine@vandagraph.co.uk](mailto:ryan.swaine@vandagraph.co.uk)  
**Subject:** Re: Sensor Order

Hello,

Good afternoon.

Thank you for your proforma request with my colleague Ryan, please accept my reply on behalf of him.

Please see proforma attached, it is valid for 30 days. Can you have a look at the invoice and delivery address and confirm if they are correct?

We currently have these products in stock so if you would like to proceed, please make payment via bank transfer or call us to pay via credit card.

Please let me know if you require any changes to be made.

Kind Regards

Aqib Majeed

Vandagraph Ltd

[aqib.majeed@vandagraph.co.uk](mailto:aqib.majeed@vandagraph.co.uk)

<http://www.vandagraph.co.uk>

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From: **Damien MACDONALD** <[damien@dmdconcepts.com.au](mailto:damien@dmdconcepts.com.au)>

Date: Thu, 14 May 2026 at 12:08

Subject: Sensor Order

To: Ryan Swaine <[ryan.swaine@vandagraph.co.uk](mailto:ryan.swaine@vandagraph.co.uk)>, Michael Lamb <[michael.lamb@vandagraph.co.uk](mailto:michael.lamb@vandagraph.co.uk)>

Hi Ryan & Michael,

I trust you are both well, Can I please order another 10 R-33S1 sensors with shipping to Australia. Please send through the quote for me to make payment.

Regards

Damien MacDonald



8 School Road, Shepparton East, Vic 3631 Australia | PO Box 22 Shepparton East, Vic 3631 Australia |

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\* Email: [damien@dmdconcepts.com.au](mailto:damien@dmdconcepts.com.au)

