



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

Fwd: Vandagraph Invoice RAN164090-1 Reference VANWEB3060

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

Tue, Jun 30, 2026 at 11:04 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 add an order to account CID9820 for 1x DIN KIT (9730215)
Royal Mail International Tracked and Signed
Both the DIN KIT and the postage is to be free of charge as a good will gesture.
Please add a memo: Value for customs purposes only = GBP 10.00

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: <info@scubacanarias.com>

Date: Tue, 30 Jun 2026 at 09:39

Subject: AW: Vandagraph Invoice RAN164090-1 Reference VANWEB3060

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

Hello Ryan,

Thank you for not charging again the shipment cost.

We will need the complete DIN Kit. Does this come with the Flow Diverter (9711000), which was also missing in the shipment?

Regards

Thomas Christoph

General Manager WOBEGONG S.L.

WHEN ANSWERING, PLEASE LEAVE OUR TEXT ATTACHED!
Otherwise we have no reference to former mails, as we answer a lot of requests daily.

Dive Centre ATLANTIK in Tenerife since 1994 Scuba diving and professional scuba training from beginner to instructor PADI 5 Star Gold
Palm Instructor Development Course Resort CMAS All Star Centre Phone: (+34) 922 36 28 01

From: Ryan Swaine <ryan.swaine@vandagraph.co.uk>**Sent:** Monday, June 29, 2026 12:09**PM To:** info@scubacanarias.com**Subject:** Re: Vandagraph Invoice RAN164090-1 Reference VANWEB3060

Dear Thomas

I understand your frustration. However, I believe we have already offered a suitable solution. As mentioned previously, we are happy to cover the postage costs should you wish to purchase either the DIN kit or the Quick Ox. The Quick-Ox is compatible with both DIN and yoke fittings.

As a good will gesture, we will arrange the accessory of your choice to be sent to you free of charge. Please let me know which option you would prefer?

Please note that the TEK-OX analyser is always supplied complete with accessories. The VN202, however, is supplied with or without accessories for a specific reason, as some clients purchase this device for use with mixing systems and do not require them.

I look forward to your reply.

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 Sat, 27 Jun 2026 at 09:48, <info@scubacanarias.com> wrote:

I know!

But it is misleading when you can either select the picture boxes or the select list but they are not interconnected.

This is how the error happened.

We MUST have the DIN Adapter and the white adapter tube for the sensor that also is missing.

I expect a solution from you not a justification of the error on your shop page.

We are a PADI 5 Star Instructor Development Resort teaching instructors. We are working with Vandagraph equipment for the courses from Nitrox Diver to Tec-Instructor for more than 30 years now.

I can't work with half the equipment you sent us.

Thomas Christoph

PADI Master Instructor

CMAS Instructor ***

RAB Rebreather Instructor

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Gold Palm Instructor Development Course Resort CMAS All Star Centre Phone: (+34) 922 36 28 01

From: Ryan Swaine <ryan.swaine@vandagraph.co.uk>
Sent: Friday, June 26, 2026 3:11 PM
To: info@scubacanarias.com
Subject: Re: Vandagraph Invoice RAN164090-1 Reference VANWEB3060

Hi

I am sorry, cycling through the pictures does not change the selection, you have to use the drop down.

Please select from the following:

▼

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 Fri, 26 Jun 2026 at 15:04, <info@scubacanarias.com> wrote:

Hello Ryan,

we did select the box with the DIN Adapter, but your webpage has a severe error!

You can select the correct box from the images, but it does not correct any text or selection list.



VN202 mkII Oxygen Analyser (7910100)

£156.00

excluding VAT

VAT included. [Shipping](#) calculated at checkout.

Splash Proof oxygen analyser.

The VN202 Analyser offers the diver ease of use, reliability, and flexibility.

Auto Switch-Off Battery Save

The VN202 MKII is a small lightweight handheld instrument has been specifically designed, by Nitrox divers who have over 25 years experience of Oxygen monitoring, for the diving environment. The VN202 MKII has a degree of 'Water Proofing' which although not guaranteed to be 100% waterproof it should survive exposure to the severe splashing encountered by divers.

Please select from the following:

VN202 only (7910100) ▾

[ADD TO CART](#)

[Buy with shop](#)

[More payment options](#)

As this mistake was clearly caused by a not correct functioning website, we expect a quick solution without further cost on the customer side.

We recommend to separate this into 3 different articles to avoid selection problems.

Regards

Thomas Christoph

General Manager WOBEGONG S.L.

(Webmaster and IT Specialist)

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Gold Palm Instructor Development Course Resort CMAS All Star Centre Phone: (+34) 922 36 28 01

From: Ryan Swaine <ryan.swaine@vandagraph.co.uk>
Sent: Friday, June 26, 2026 12:01
PM To: info@scubacanarias.com
Cc: Vandagraph Deliveries <deliveries@vandagraph.co.uk>
Subject: Re: Vandagraph Invoice RAN164090-1 Reference VANWEB3060

Hi Thomas

Please accept my reply on Michael's behalf.

I apologise for the confusion, there are 3 options when purchasing the VN202:

1. Device only
2. Device with Quick-Ox
3. Device with the traditional DIN KIT



VN202 mkII Oxygen Analyser (7910100)
£156.00
excluding VAT
Shipping calculated at checkout

Splash Proof oxygen analyser

The VN202 Analyser offers the diver ease of use, reliability, and flexibility

Auto Switch-Off Battery Save

The VN202 MKII is a small lightweight handheld instrument has been specifically designed, by Nitrox divers who have over 25 years experience of Oxygen monitoring, for the diving environment. The VN202 MKII has a degree of 'Water Proofing' which although not guaranteed to be 100% waterproof it should survive exposure to the severe splashing encountered by divers

Please select from the following

VN202 only (7910100)	
VN202 only (7910100)	
VN202 (7910100) + Quick Ox (9730210)	Kit
VN202 (7910100) + DIN KIT (9730215)	

Buy with shop

More payment options

If you would like to add a Quick Ox or DIN KIT, I would be happy to cover the postage costs for you.

Please just let us know which one you would prefer and we can send you a payment link for just the sampling accessory.

[Quick-Ox Sampler \(9730210\) – Vandagraph](#)

[Oxygen Sampling DINKIT \(9730215\) – Vandagraph](#)

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 Thu, 25 Jun 2026 at 15:57, <info@scubacanarias.com> wrote:

Hello Mr. Lamb,
the ordered Vandagraph oxygen analyser has arrived.
But I was surprised to find the box half empty.
No adapter no way to analyse a cylinder.
This is what your website shows:



[VN202 mkII Oxygen Analyser User Manual](#)

[VN202 Leaflet](#)

FILTER BY All products ▾ SORT BY Featured ▾



VN202 mkII Oxygen Analyser (7910100)

Splash Proof oxygen analyser.

The VN202 Analyser offers the diver ease of use, reliability, and flexibility.

Auto Switch-Off Battery Save

The VN202 MKII is a small lightweight handheld instrument has been specifically designed, by Nitrox divers who have over 25 years experience of Oxygen monitoring, for the diving environment. The VN202 MKII has a degree of 'Water Proofing' which although not

And this is what we have received:



We are using Vandagraph equipment since 1998 and we have never been so disappointed.

Expecting your comments on this.

Regards

Thomas Christoph

General Manager WOBEGONG S.L.

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Star Gold Palm Instructor Development Course Resort CMAS All Star Centre Phone: (+34) 922 36 28 01

From: Vandagraph Deliveries <deliveries@vandagraph.co.uk>
Sent: Tuesday, June 16, 2026 4:30 PM
To: info@scubacanarias.com
Subject: Vandagraph Invoice RAN164090-1 Reference VANWEB3060

Please find attached Vandagraph Invoice(s) RAN164090-1.pdf

Should you have any queries please do not hesitate to contact us at
accounts@vandagraph.co.uk

Kind regards

Michael Lamb
Office Administrator
Vandagraph Ltd.

<http://www.vandagraph.co.uk>
Email: michael.lamb@vandagraph.co.uk
Tel: 44 (0)1535 634 900
Fax: 44 (0)1535 635 582

Facebook Page: facebook.com/VandagraphLtd

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