



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

Fwd: Faulty R-22DEM sensor

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

Fri, Jul 3, 2026 at 11:12 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 process an order for 1x R-22DEM

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: **Sales** <Sales@narkedat90.com>

Date: Fri, 3 Jul 2026 at 10:41

Subject: RE: Faulty R-22DEM sensor

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

Hi Good Morning

Thank you for the information, really sorry it looks like we have 8 in stock that are out of date. John has thrown them away. Please can we order 1.

Kind Regards,

Nicky

Tel: +44(0)1933 681255

URL: <http://www.narkedat90.com>

From: Ryan Swaine <ryan.swaine@vandagraph.co.uk>**Sent:** 02 July 2026 13:28

To: Sales <Sales@narkedat90.com>

Subject: Re: Faulty R-22DEM sensor

Hi Beth

We give 12 months warranty on the R-22DEM sensors, but I like to think we are quite flexible, especially for clients such as yourselves who are keeping stock. However, there is a limit on how flexible we can be, the sensor in your picture would have been supplied from us over 8 years ago.

Your last purchases of the R-22DEM were in 2021 and the sensor in your picture (sn. 952561) predates these:

07 Sep 2021 - RAN132602-1

Oxygen sensor R-22DEM

S/N: 101877 - 101878

16 Sep 2021 - RAN132602-2

Oxygen sensor R-22DEM

S/N: 101953 - 101954

You may wish to check with your client that they have not mixed up the old sensor with the one you have just sent them.

We only supply small quantities of the R-22DEM model, as it is only used in the original Analox O2EII which are over 20 years old. Analox did not produce this model for very long before updating the electronics to use the R-33DE style sensor, which continues to be very popular.

My recommendations would be to not stock the R-22DEM, but only supply to order.

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 Thu, 2 Jul 2026 at 13:00, Sales <Sales@narkedat90.com> wrote:

Hi Ryan,

This customer only purchased last month, I have attached the invoice above.

Kind Regards,

Beth

Tel: +44(0)1933 681255

URL: <http://www.narkedat90.com>

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

Sent: 02 July 2026 09:45

To: Sales <Sales@narkedat90.com>

Subject: Re: Faulty R-22DEM sensor

Hi Beth

The sensor in your picture is rather old, it was likely supplied 8-9 years ago. I can only suggest they purchase a new one.

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, 2 Jul 2026 at 09:37, Steve Nixon <steve.nixon@vandagraphst.com> wrote:

Hi Beth

I'll pass this on to Ryan, as it concerns a Vandagraph (surface use) sensor.

Regards

Steve

On Wed, 1 Jul 2026 at 15:39, Sales <Sales@narkedat90.com> wrote:

Hi Steve,

A customer reached out to us to say they received a R-22DEM sensor that is faulty as it only has a 4mV output. This is after it has been removed from the bag for over 24hrs, videos and pictures are attached above.

I spoke to John and he's asked if we can get a replacement for this customer, and if you need the faulty one back. They are based in Ukraine so the shipping will most likely be more than the sensor costs.

Let me know if this is possible and I can inform the customer.

Kind Regards,

Beth

Tel: +44(0)1933 681255

URL: <http://www.narkedat90.com>

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Steve

Steve Nixon

Managing Director - Vandagraph Sensor Technologies Ltd.

7/3/26, 11:19 AM

Gmail - Fwd: Faulty R-22DEM sensor

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