



Sophie Lines <viamed.sophie.lines@gmail.com>

Fwd: Tek-Ox avec Quick Ox (arrêt automatique) (7910201)

1 message

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

29 July 2026 at 09:37

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 send a proforma for the 4x TEK-OX and 4x R-17VAN including UPS and please add the weight and dimensions to the carriage line.

I will answer in regards to the batteries.

Thank you, Ryan

Ryan Swaine
International Sales Manager
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----- Forwarded message -----

From: **Dive STIM** <dive@stim.nc>

Date: Tue, 28 Jul 2026 at 22:19

Subject: RE: Tek-Ox with Quick Ox (automatic shut-off) (7910201)

To: ryan.swaine@viamed.co.uk <ryan.swaine@viamed.co.uk>Cc: sales@vandagraph.co.uk <sales@vandagraph.co.uk>, Cédric TESTUD <cedric.testud@stim.nc>, HIDDEKEL Logistics <logistique@hiddekel.nc>

Hello and thank you for your quick reply.

We would like to receive a quote for 4 units of the following model, including 4 additional replacement cartridges.

Could you please provide us with an estimate that includes transport via UPS, and send me the dimensions of the package so that I can obtain a comparative quote from our usual carrier?

Could you also provide me with the IATA datasheet for the included AA batteries so I know what to expect regarding import permits? Are they standard AA batteries or just regular AA cells?

Awaiting your reply,

Sincerely, Cédric,



Cédric PAYELLE
 Technico-commercial Shop Plongée
 Instructeur plongée

dive@stim.nc
 +(687) 25 30 50

215 Rue Roger Gervolino • Magenta
 98 800 Nouméa

STIM
 Service Technique Industrie Marine

**GROUPE
 HIDDEKEL**

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

Sent: Wednesday, July 29, 2026 00:24

To: Dive STIM <dive@stim.nc>

Cc: sales@vandagraph.co.uk ; Charles MAUNIER <c.maunier@hiddekel.nc> ; Ludivine MAUNIER <l.maunier@hiddekel.nc> ; Cédric TESTUD <cedric.testud@stim.nc>

Subject: Re: Tek-Ox with Quick Ox (automatic shut-off) (7910201)

Dear Cédric

Thank you very much for your email.

I have taken a look at your website and I can confirm we would be very happy to supply you on a dealer basis.

[The contents of the packaging \(with or without a transport box, with or without consumables\);](#)

The TEK-OX is supplied complete with the sensor, batteries, Quick-OX sampler and a waterproof box.

[Your price list;](#)

Attached

[After-sales service available;](#)

The TEK-OX and VN202 have a 5 year warranty against manufacturing faults, this does not include the sensor and batteries. The sensors have a 12 month warranty. We also run a repair programme and will endeavour to repair out of warranty broken TEK-OX and VN202's as economical as possible. Normally, faulty or broken equipment is returned to us for repair or replacement. Return carriage costs would be your responsibility. With the logistics involved, due to your location in regards to us, we will try and help where we can.

[Availability and possibility of transit to New Caledonia;](#)

We can supply via our UPS account and charge accordingly or you can make your own arrangement if you would prefer.

Is calibration possible?

Due to the nature of the devices, calibration is conducted by the user each time it is used. However, we can offer a calibration service where a certificate is issued, but this is a chargeable service and is normally only used for devices being used in manufacturing or servicing companies.

Sensor lifespan and replacement.

The R-17VAN which is used in the TEK-OX has a mathematical lifespan > 500,000 % Oxygen Hours, which equates to over two and half years in air and over 6 months in oxygen.

In reality we would expect you to get 2+ years in normal use, but unfortunately warm tropical environments can reduce the lifespan.

Please find our trade pricing and some product information attached. We do not impose any minimum order quantities, we would only ask that your orders are prepaid initially, this can be done by bank transfer or card.

I have set up your details on our system (your account no. CID38141), so you can place orders whenever you are ready. If you let us know what you might like to order, we can look into the transport costs for you. We currently use UPS, alternatively you can make your own transport arrangements and we can just pack the goods ready for export.

I look forward to your reply and welcome any questions you may have.

Kind regards
Ryan

Ryan Swaine
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On Tue, 28 Jul 2026 at 03:45, Dive STIM <dive@stim.nc> wrote:

Good morning,

I am a salesman for a diving equipment store located in New Caledonia.

To expand our product range, we would like to have more information on your **Tek-Ox detectors with Quick Ox (automatic shut-off) (7910201)**:

- The contents of the packaging (with or without a transport box, with or without consumables);
- Your price list;
- After-sales service available;
- Availability and possibility of transit to New Caledonia;
- Is calibration possible?
- Sensor lifespan and replacement.

Feel free to contact me by email if you would like more information.

Sincerely,

Cédric,



Cédric PAYELLE
Technico-commercial Shop Plongée
Instructeur plongée

dive@stim.nc
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**GROUPE
HIDDEKEL**