



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

Fwd: problem with oxygen sensor R-22 VAN

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

Fri, Aug 21, 2026 at 12:43 PM

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 process the order for 2x R-22VAN

Thank you, Ryan

Ryan Swaine
General Manager
VANDAGRAPH Ltd.
<http://www.vandagraph.co.uk>
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----- Forwarded message -----

From: **comptoir** <comptoir@oasis-plongee.com>

Date: Thu, 20 Aug 2026 at 17:18

Subject: RE: problem with oxygen sensor R-22 VAN

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

OK Ryan,

Thank you for these explanations.

Can you send me 2 pieces 0110232 oxygen sensor R-22Van for Apeks.

Thank you

Best regards

Cyrile

OASIS PLONGEE SRL

Service commercial

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

Envoyé : jeudi 20 août 2026 17:37

À : comptoir <comptoir@oasis-plongee.com>

Objet : Re: problem with oxygen sensor R-22 VAN

Dear Cyrile

I am very sorry to see that. Please be very careful, the liquid is alkaline. I would recommend wearing gloves before you handle it.

The sensor (sn. 102603) was supplied to you in March 2023, unfortunately it is no longer under warranty.

I understand it is not always possible, but we would recommend aiming to have sensors put into use within 6 months of purchase in order to make the most of the warranty period. Nearly all faulty sensors will fail within the first month of use.

Please let me know if you have any further questions.

Kind regards

Ryan

Ryan Swaine

General Manager
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On Thu, 20 Aug 2026 at 16:13, comptoir <comptoir@oasis-plongee.com> wrote:

Hello Ryan,

How are you ?

A customer purchased an R-22VAN oxygen sensor (S/N: 102603) last week. Upon opening the properly sealed bag, the sensor was found to be broken, and an oily liquid was present inside the bag. (See photo)

Can you send me a replacement under warranty?

Thank you

Best regards

Cyrile

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