



Kate Griffiths <viamed.kate.griffiths@gmail.com>

Fwd: VANWEB2926

1 message

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

26 August 2026 at 17:02

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>

CID16875

Hi, please can we raise an order for a warranty replacement R-33DE sensor to replace sn. 264487.
Free of charge, and free of charge postage.

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: **Martin Peake** <martin@twyning.net>

Date: Wed, 26 Aug 2026 at 16:44

Subject: Re: VANWEB2926

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

Hello Ryan,

Thank you for the prompt reply.

The serial number is 264487.

Regards,

Martin

On Wed, 26 Aug 2026 at 16:35, Ryan Swaine <ryan.swaine@vandagraph.co.uk> wrote:

Hi Martin

I am very sorry to hear the sensor has failed. The sensors definitely should last longer. The sensors have a 12 month warranty, but we would expect you to get at least 2+ years from an R-33DE.

Please can I confirm the serial number with you and then we will have a replacement sent out to you?

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 Wed, 26 Aug 2026 at 16:27, Martin Peake <martin@twyning.net> wrote:

Hello Kate,

Regarding order VANWEB2926.

This sensor was ordered in March and has failed already with very little use. Is this normal? I would expect at least a year's service from a sensor like this. Was there a manufacturing problem or have I received a dud cell?

Please let me know.

Regards,

Martin Peake

On Wed, 11 Mar 2026 at 12:46, Kate Griffiths <kate.griffiths@vandagraph.co.uk> wrote:

Good afternoon Martin,

Thank you for your order.

Please see order confirmation attached.

The lead time is approximately 2 weeks.

We will email a tracking number when the goods leave our warehouse.

Kind regards

Kate Griffiths
Vandagraph Ltd.

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

Email kate.griffiths@vandagraph.co.uk

Tel: +44 (0)1535 634900