



Aqib Majeed &lt;viamed.aqib.majeed2@gmail.com&gt;

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**Fwd: Order / Sensor claim**

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

Tue, Sep 1, 2026 at 10:42 AM

Reply-To: ryan.swaine@vandagraph.co.uk

To: Aqib Majeed &lt;aqib.majeed@vandagraph.co.uk&gt;, Michael Lamb &lt;michael.lamb@vandagraph.co.uk&gt;, Kate Griffiths &lt;kate.griffiths@vandagraph.co.uk&gt;, Sophie Lines &lt;sophie.lines@vandagraph.co.uk&gt;, Emily Morton &lt;emily.morton@vandagraph.co.uk&gt;

Hi please process the order for the following:

|     |         |                             |
|-----|---------|-----------------------------|
| 5x  | 7910201 | VD TEK-OX Analyzer – Auto   |
| 10x | 0110217 | Sensor Oxy R-17VAN (TEK-OX) |

I will reply in regards to the two faulty sensors.

Thank you, Ryan

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

From: <[jtissier@aquamaster.net](mailto:jtissier@aquamaster.net)>  
Date: Sat, 29 Aug 2026 at 10:17  
Subject: Order / Sensor claim  
To: <[ryan.swaine@vandagraph.co.uk](mailto:ryan.swaine@vandagraph.co.uk)>  
Cc: <[keang@aquamaster.net](mailto:keang@aquamaster.net)>

Hi Ryan,

I hope you are well.

Please find a new order as below:

- 5x 7910201 VD TEK-OX Analyzer – Auto
- 10x 0110217 Sensor Oxy R-17VAN (TEK-OX)

We also have 2 sensors to claim with you as below:

- S/N 111511 Test read 7.88mv Our customer bought it on 12/12/25 - Returned on the 15/7/26
- S/N 110272 Test read 8.42mv from our service center about 8 months old

Let me know if you have any question. We look forward to hearing from you soon. Thank you.

Best regards,

Joffrey



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## 2 attachments



**Sensor 111511.jpg**  
97K



**Sensor 110272.jpg**  
86K

