
Re: Damaged analyser

1 message

Scuba Support - Eddy van Vliet <info@scubasupport.nl>
To: Ryan Swaine <ryan.swaine@vandagraph.co.uk>

16 October 2020 at 10:44

Hey Ryan,

Please also add 4x R22VAN please.

Met vriendelijke groet / Kind regards,

Eddy van Vliet - Scuba Support

[Franciscusweg 10-1](#)[1216SK Hilversum](#)**Nu nog ruimere openingstijden!****Zie onze website voor meer informatie.**

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On Thu, 15 Oct 2020 at 09:24, Scuba Support - Eddy van Vliet <info@scubasupport.nl> wrote:

Hey Ryan,

Thanks, I have never had any problem before too.

I have the feeling that this did not happen during transport.

We noticed this damage ourselves when we unpacked from the plastic bag, to show it to the customer.

The drybox is undamaged and so is the rest.

Only the front panel was damaged and loose

There were no screws holding the front panel, is that normal, Is it just the click system?

We have the ability to fix this here when we have the panel (and if needed the screws).

So shipping back is not necessary.

Can you please also send:

The R22AT sensors and 3x R33DE, 3x R17VAN

As for the output's, no, not a specific one, I was hoping for more background details of the sensors.

Thanks!

Met vriendelijke groet / Kind regards,

Eddy van Vliet - Scuba Support

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On Wed, 14 Oct 2020 at 16:39, Ryan Swaine <office@viamed.co.uk> wrote:

Hi Eddy

I am very sorry to see the broken TEK-OX, this is the first time this has happened and I am a little confused as to how. Is there any damage to the dry box that it was in?

Would you like to return the device for repair/replacement or would you prefer for me to send you the parts?

The good news is that we have a small batch of R-22AT sensors going through production and although it will not cover all of our back orders, 3 will be allocated to your current order.

I don't have a list of the different sensor specifications, is it just the outputs you require?

I will await your reply.

Best regards

Ryan

Ryan Swaine

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On Tue, 13 Oct 2020 at 08:41, Scuba Support - Eddy van Vliet <info@scubasupport.nl> wrote:

Hello Ryan, the analyser we received last time was damaged.

See attached photos

How can we solve this?

Thanks!

Any news when the R22AT sensors come available?

Is there a list with all the specs of the sensors you supply?

Met vriendelijke groet / Kind regards,

Eddy van Vliet - Scuba Support

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