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**Re: Return/replace faulty O2 Sensor**

1 message

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**Mark Cable** <cabma7@aol.com>  
To: gail.bell@vandagraph.co.uk

22 January 2021 at 11:19

Brilliant, thanks, I'll give Ryan a call today.

On Thursday, 21 January 2021 Gail Bell <[gail.bell@vandagraph.co.uk](mailto:gail.bell@vandagraph.co.uk)> wrote:

Good afternoon Mark,

Really sorry to hear this. Please would you return the sensor to us with the reference SRS67706 on the outside of the package so that we can send through to the correct department when it arrives into the building for the engineer to take a look at it.

We will replace the sensor for you. If you would like to purchase an additional sensor, we can supply this at £48.00 including VAT to help compensate you for your return carriage charge.

You can call Ryan on 07803907117 and provide credit card details or we can call you.

Kind regards

Gail Bell  
<http://www.vandagraph.co.uk/>  
Email [gail.bell@vandagraph.co.uk](mailto:gail.bell@vandagraph.co.uk)  
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On Thu, 21 Jan 2021 at 13:24, Ryan Swaine <[office@viamed.co.uk](mailto:office@viamed.co.uk)> wrote:

----- Forwarded message -----  
From: Mark Cable <[cabma7@aol.com](mailto:cabma7@aol.com)>  
Date: Wed, 20 Jan 2021 at 19:50  
Subject: Return/replace faulty O2 Sensor  
To: <[info@vandagraph.co.uk](mailto:info@vandagraph.co.uk)>

From: Mark Cable, 18 Victoria Road  
Order reference: 2ED72979UY320205W

Hi, I recently purchased a replacement O2 sensor (R-33DE) for an Analox O2eii Analyser. When calibrating in air the sensor will only read between 5-17% O2. I've tried it in another O2eii analyser and it does the same. Ideally I'd like to return the sensor for a

replacement please. I also want to buy an additiinal R-33DE sensor.

Thanks

Mark