



Gail Bell <viamed.gail.bell@gmail.com>

Fwd:

1 message

Ryan Swaine <office@viamed.co.uk>
Reply-To: ryan.swaine@vandagraph.co.uk
To: Gail Bell <gail.bell@vandagraph.co.uk>

1 February 2021 at 12:41

Hi Gail, please put an SRS on for the R-22VHO that potentially has a low output. Please add another order for one, but do not send it, as we need to test our stock first.

Ryan

Ryan Swaine
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: **Ryan Swaine** <ryan.swaine@vandagraph.co.uk>
Date: Fri, 29 Jan 2021 at 15:30
Subject: Re:
To: BIGATA DIVING <contact@bigata-diving.fr>

Dear Anthony

I fear it may be a low output on the sensor, I am going to send you a replacement.

I would like to investigate it further, so if it is possible to return the faulty sensor I would appreciate it. No rush, just standard airmail would be okay.

Best regards

Ryan

Ryan Swaine
VANDAGRAPH Ltd.
<http://www.vandagraph.co.uk>
Email ryan.swaine@vandagraph.co.uk
Tel: +44 (0)1535 634900
Mob: +44 (0)7803 907117

On Fri, 29 Jan 2021 at 09:18, BIGATA DIVING <contact@bigata-diving.fr> wrote:

Hi Ryan,

Thanks for your quick reply, I informed my client.

The problem was that he couldn't calibrate precisely his analyser - reaching a maximum percentage of 19-20% O2.

But looking at his very ancient O2 analyser and the fact that the R22VHO is compatible with the SHO, it actually doesn't seem to be sensor's fault ...

Beste regards,

De : Main Account <viamedinbox@gmail.com> **De la part de** Ryan Swaine

Envoyé : jeudi 28 janvier 2021 17:07

À : BIGATA DIVING <contact@bigata-diving.fr>

Objet : Re:

Dear Anthony

I apologise, the R-22VHO is a new version of the R-22SHO and should be compatible. Please can you let me know what the problem is?

Best regards

Ryan

Ryan Swaine
VANDAGRAPH Ltd.

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

Email ryan.swaine@vandagraph.co.uk

Tel: +44 (0)1535 634900

Mob: +44 (0)7803 907117

On Thu, 28 Jan 2021 at 15:50, BIGATA DIVING <contact@bigata-diving.fr> wrote:

Good Afternoon,

I've received my last P.O. and forward it to my client who called me today to complain that one sensor doesn't work on his analyser.

As you can see on this photo, the sensor is a R22VHO however I ordered the R22SHO. Is it normal or has it been mistaken with the R22SHO ? Can't find anything about this VHO reference ...

The final client is an oxygen therapy center who needs it as soon as possible. Do you have it available ? If so, can you ship one as soon as you can please ?

Regards,

Anthony Cruz

Le service Plongée

SARL BIGATA AIR COMPRIME

ZAC Jean Mermoz

Tél : 05.56.28.01.21

50 Avenue René Antoune

fax : 05.56.28.01.31

33320 Eysines

Email : administratif.plongee@bigata.fr

N° Siret 450 006 499 00039

Site Internet : www.bigata.fr

TVA : FR87 450 006 499



Visite de notre site www.bigata-air-comprime.fr

Visite de notre site www.bigata.fr



 - Notre société est engagée dans la préservation de l'environnement par la mise en place du recyclage de tous ses déchets dangereux

De : anthony.cruz.dive <anthony.cruz.dive@gmail.com>
Envoyé : jeudi 28 janvier 2021 16:34
À : contact@bigata-diving.fr
Objet :

Sent from my Galaxy