



Ryan Swaine <viamed.ryan.swaine@gmail.com>

Re: Return/replace faulty O2 Sensor

1 message

Mark Cable <cabma7@aol.com>
To: ryan.swaine@viamed.co.uk

9 February 2021 at 14:06

OK. Thanks for that Ryan. I'm happy to return the 2 sensors I have as I don't want anyone to think I'm pulling a fast one. Postage will cost me less than £3, barely a significant cost. Thanks for your help,
Mark

On Monday, 8 February 2021 Ryan Swaine <ryan.swaine@viamed.co.uk> wrote:

Hi Mark

I am very sorry. I tested the sensors I sent to you and they should have worked perfectly, but it looks like there may be a batch issue. I will have replacement sensors from a different batch tested and sent to you.

Best regards

Ryan

Ryan Swaine
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On Mon, 8 Feb 2021 at 08:47, Mark Cable <cabma7@aol.com> wrote:

Hi Gail, It looks like both of the new R-33DE sensors I've received are doing the same thing. I can only calibrate between roughly 5 - 17% in air. I've got 3 x O2eii analysers requiring new sensors. I've tried both new sensors in all 3 of them, all doing the same thing. I guess it's possible but unlikely that all 3 analysers have the same fault but I know that 2 of them worked fine recently with an analox sensor in them. Did anyone get a look at the sensor I returned previously? Is it possible there's a faulty batch?

Thanks for your help

Mark

On Thursday, 21 January 2021 Gail Bell <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

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On Thu, 21 Jan 2021 at 13:24, Ryan Swaine <office@viamed.co.uk> wrote:

----- Forwarded message -----

From: Mark Cable <cabma7@aol.com>

Date: Wed, 20 Jan 2021 at 19:50

Subject: Return/replace faulty O2 Sensor

To: <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