



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

Re: TEK-OX Oxygen Analyser

1 message

Koen Van Pelt <vanpeltkoen@gmail.com>
To: ryan.swaine@vandagraph.co.uk

13 August 2021 at 20:22

Hi Ryan,

My address is:

Koen Van Pelt
[Schransstraat 44](#)
2280 Grobbendonk
Belgium

Thank you in advance.

Kind regards,
Koen

Op vr 13 aug. 2021 om 13:49 schreef Ryan Swaine <office@viamed.co.uk>:
Hi Koen

Glad to hear it's okay. Please send me your address and I will put you some screws in the post.

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, 12 Aug 2021 at 21:25, Koen Van Pelt <vanpeltkoen@gmail.com> wrote:

Aha, success!

I cleaned the batterie contacts (plate and springs), and I have a reading again.

I also got the same result in oxygen % after checking the gas in my diving tank then yesterday, after testing the gas with the device of my buddy. So the cell and electronics are ok.

Thanks for the advice.

However, one more question. After some years, one of the screws that secures the lid of the batterie compartment is completely worn-out. An other one starts to suffer as well. Can you send me a spare set of these screws? I've been looking for matching screws in DIY stores, but I can't find a set that is compatible to the lid.

Kind regards,
Koen

Op do 12 aug. 2021 om 14:31 schreef Ryan Swaine <office@viamed.co.uk>:
Thank you Koen

Ryan Swaine
VANDAGRAPH Ltd.
<http://www.vandagraph.co.uk>
Email ryan.swaine@vandagraph.co.uk
Tel: +44 (0)1535 634900
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On Thu, 12 Aug 2021 at 13:25, Koen Van Pelt <vanpeltkoen@gmail.com> wrote:
It's on the spring. I'll give it a try tonight, and let you know afterwards.

Kind regards,
koen

Op do 12 aug. 2021 om 14:17 schreef Ryan Swaine <office@viamed.co.uk>:
Hi Koen

If it is on the base plate, we can send you one if required. Unfortunately if it is on the springs then it may be best to send it to us.

Best regards
Ryan

Ryan Swaine
VANDAGRAPH Ltd.
<http://www.vandagraph.co.uk>
Email ryan.swaine@vandagraph.co.uk
Tel: +44 (0)1535 634900
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On Thu, 12 Aug 2021 at 12:41, Koen Van Pelt <vanpeltkoen@gmail.com> wrote:
Hi Ryan,

Thank you for your reply.
It looks like there's a little bit of corrosion on one of the contacts. I'll see if I can do something about it, If not I can post the device to you.

Kind regards,
Koen

Op do 12 aug. 2021 om 12:47 schreef Ryan Swaine <office@viamed.co.uk>:
Hi Koen

I apologise, it seems we did not receive your first email.

It is an unusual problem you have with your TEK-OX, if the device does not turn on it would normally be down to the batteries (which you have ruled out) or corrosion on the battery contacts. If there is no visible corrosion, then we will need to take a closer look at the device. Would it be possible for you to post us your device for investigation?

Best regards
Ryan

Ryan Swaine
VANDAGRAPH Ltd.
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On Thu, 12 Aug 2021 at 08:21, Koen Van Pelt <vanpeltkoen@gmail.com> wrote:
Hello,

Can someone please check my question below.
Thank you.

Looking forward to your response.
Koen Van Pelt

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

Van: **Koen Van Pelt** <vanpeltkoen@gmail.com>

Date: wo 4 aug. 2021 om 12:04

Subject: TEK-OX Oxygen Analyser

To: <technical@vandagraph.co.uk>

Hello,

I've been using a TEK-OX Oxygen Analyser for a while now. My device has chosen not to start up again. Nothing shows on the display after pushing the on-off button on the side of the device.

I've tested the batteries, and they are ok. I've tried new batteries, just in case. The oxygen cell is new (beginning 2021).

Is there something I can do to get it going again?

Thanks in advance.

Koen Van Pelt

Belgium