



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

FW: [EXTERNAL] Re: VN202 Oxygen Analyser repair

1 message

Katrina Davies <Katrina.Davies@sisport.com>

25 May 2022 at 11:08

To: "ryan.swaine@vandagraph.co.uk" <ryan.swaine@vandagraph.co.uk>

Cc: Michael McKenna <michael.mckenna@sisport.com>, Serena Lindsay <Serena.Lindsay@sisport.com>

Hi Ryan,

Please proceed with your quotation below using purchase order **12771**. Please quote this when submitting your invoice.

Delivery should be to the following address:

20 Station Park

Baillieston

Glasgow

G69 7XY

Kind regards,

Katrina

From: Michael McKenna <michael.mckenna@sisport.com>**Sent:** 25 May 2022 08:17**To:** Katrina Davies <Katrina.Davies@sisport.com>**Cc:** ryan.swaine@vandagraph.co.uk**Subject:** RE: [EXTERNAL] Re: VN202 Oxygen Analyser repair

Hi Katrina,

Are you able to raise the PO for a replacement VN202 sensor cable please? The quotation is below.

Cheers,

Michael

Michael McKenna | Performance Physiologist
sportscotland institute of sport | Airthrey Road | Stirling | FK9 5PH

t: 01786 460 100 | m: 07890 324 724

w: www.sportscotland.org.uk

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Ryan Swaine
Sent: 24 May 2022 12:49
To: Michael McKenna <michael.mckenna@sisport.com>
Subject: Re: [EXTERNAL] Re: VN202 Oxygen Analyser repair

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Hi Michael

Not a problem, we have them available from stock:

VN202 sensor cable - part no. 0131203 - trade price is GBP £11

Postage = £6

Total including VAT = £20.40

If you order a cable and find it has not fixed the problem, then you can send the whole lot back to us and I will refund you for the cable (unfortunately not the postage).

I look forward to your reply.

Best regards

Ryan

Ryan Swaine

General Manager
VANDAGRAPH Ltd.

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

On Tue, 24 May 2022 at 12:06, Michael McKenna <michael.mckenna@sisport.com> wrote:

Hi Ryan,

Thanks for the quick reply. Unfortunately our other O2 analysers are booked out with athletes for the next few months so I was unable to try another cable. It does seem like a cable issue though as it seems to work fine when the cable is stretched out slightly and there are also some kinks in the cable as well.

Is it easier to purchase a new cable instead?

Cheers,

Michael

Michael McKenna | Performance Physiologist
sportscotland institute of sport | Airthrey Road | Stirling | FK9 5PH

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Subject: [EXTERNAL] Re: VN202 Oxygen Analyser repair

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Hi Michael

I am sorry to hear about the VN202.

You are very welcome to send the device back to us for evaluation, but before you do, it sounds like there could be an intermittent break in the cable. Do you have another device that you can swap the cable with in order to identify the problem?

I will await your reply.

Best regards

Ryan

Ryan Swaine

General Manager
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: **Michael McKenna** <michael.mckenna@sisport.com>

Date: Tue, 24 May 2022 at 10:48

Subject: VN202 Oxygen Analyser repair

To: technical@vandagraph.co.uk <technical@vandagraph.co.uk>

Hi,

We are having issues with one of our VN202 O2 analysers in that it is giving faulty readings and is jumping to 0 sporadically.

I have changed the batteries and it have attached a new sensor however the problem persists. Would it be possible to send the analyser back for repair?

Cheers,

Michael

Michael McKenna | Performance Physiologist
sportscotland institute of sport | Airthrey Road | Stirling | FK9 5PH

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