



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

RE: Vandagraph order

1 message

Dive City <info@divecity.net>
Reply-To: info@divecity.net
To: ryan.swaine@vandagraph.co.uk

24 June 2022 at 14:34

Hi Ryan,

Thank you for your quick answer.

Ok, let's try a new sensor. Please can you send me an offer including delivery to Croatia.

I'm not sure how it will work with customs now that the UK is no longer in the EU?...

Thank's,

Best regards,

Boris

From: Main Account [mailto:viamedinbox@gmail.com] **On Behalf Of** Ryan Swaine
Sent: Friday, June 24, 2022 2:34 PM
To: info@divecity.net
Subject: Re: Vandagraph order

Hi Boris

I am very sorry to hear about your analyser.

From your description, I would say that it is the R-17VAN sensor that requires replacement.

It looks, from our records, that your last purchase was in 2019.

The sensors are continually working, even when they are in the sealed packet. The packaging is designed to slow the sensor, but it can not stop it altogether.

There is also the potential that you have a faulty sensor, this would normally show up within the first month of use. We recommend putting sensors in to use within 6 months of purchase in order to benefit from the 12 months warranty, but I appreciate that the last couple of years have been so different and normal practices have been set aside.

It looks, from our records, that your last purchase was in 2019.

Would you like me to send you an offer for a new sensor?

I look forward to hearing from you and please let me know if you have any questions.

Best regards

Ryan

Ryan Swaine

General Manager
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On Fri, 24 Jun 2022 at 09:26, Dive City <info@divecity.net> wrote:

Hello,

We bought the AD300 oxygen analyser and Oxygen sensor, "R-17VAN" from your company a few years ago.

Please could you help me with me some info:

- Do the sensors expire after some time, even if they stay vacuum sealed in their original packaging?

Because of Corona, we had 2 years of hardly any work at our dive centre , so only opened one sensor now. I have a problem either with the sensor, or the AD-300 analyser and I am not sure which it is.

I don't want to just order another sensor if there is a fault on the analyser...

We are getting constantly low readings on our Nitrox tanks. I tried to Calibrate the analyser with 100% oxygen but the reading on the analyser shows a maximum reading of 40 % ..?

I suspect it is the sensor and not the analyser but would appreciate your professional opinion.

Thank you in advance!

Best regards,

Boris

Boris Domijan

Dive City

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e-mail: info@divecity.net

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From: viamed.jean.lamb@gmail.com [mailto:viamed.jean.lamb@gmail.com] **On Behalf Of** Jean Lamb

Sent: Tuesday, February 13, 2018 2:12 PM

To: info@divecity.net

Subject: Re: Vandagraph order

Dear Boris,

Many thanks.

Please attached copy invoice for reference

(Ryan is working away this week)

Regards

Jean Lamb

Vandagraph

13th Feb18

On Tue, Feb 13, 2018 at 12:41 PM, Dive City <info@divecity.net> wrote:

Hi Jean,

Thank you for your e-mail.

That's fine, no problem.

Best regards,

Boris

Dive City

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From: viamed.jean.lamb@gmail.com [mailto:viamed.jean.lamb@gmail.com] **On Behalf Of** Jean Lamb

Sent: Tuesday, February 13, 2018 1:32 PM

To: info@divecity.net

Subject: Vandagraph order

Dear Boris,

Thank you for your payment in respect of the AD300 Oxygen Analyser.

I went through the process of sending by UPS and unfortunately the shipping cost actually comes to £37.69 but you were quoted only £20.

Is it OK to send by Royal Mail tracked and signed for at a cost of £18.00 and leave a small balance on your account.. The Royal mail website expects delivery in 3 to 5 working days for this service

I would be grateful if you can agree to this as we have a small margin on this product.

Regards

Jean Lamb

Vandagraph

13th Feb18