



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

RE: Haliotis order

1 message

José Alberto <jose.alberto@haliotis.pt>

29 June 2022 at 09:19

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

Cc: Mariana Jerónimo <mariana.jeronimo@haliotis.pt>

Hello

I will send it. Please send it over when ready.

Thanks

José Alberto

PADI IDC Staff Instructor, EFR Instructor Trainer, N°974367,

Formador náutico, Técnico equipamentos mergulho, Babysitter, Técnico Yamaha Marine.

HALIOTIS – CENTRO, ESCOLA E LOJA DE MERGULHO

PADI CAREER DEVELOPMENT CENTER N°798901

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Peniche Portugal

Tel : +351 262 781 160

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<http://www.haliotis.pt>

From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Ryan Swaine**Sent:** 27 June 2022 16:09**To:** José Alberto <jose.alberto@haliotis.pt>**Subject:** Re: Haliotis order

Dear José

Please can you post the faulty device back to us by airmail and let us know the cost. Do you need a replacement sending straight away or should we put it in with your next order?

Please add the following reference to the parcel: SRS68215

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 Sat, 25 Jun 2022 at 08:43, José Alberto <jose.alberto@haliotis.pt> wrote:

Hi

It is TX3645.

Thanks

José Alberto

PADI IDC Staff Instructor, EFR Instructor Trainer, N°974367,
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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Ryan Swaine
Sent: 23 June 2022 16:46

To: José Alberto <jose.alberto@haliotis.pt>
Subject: Re: Haliotis order

Dear José

I am really sorry you are having these difficulties with this order.

I do not think it can be fixed remotely, I think we are going to have to replace the analyser. Please can you give me the serial number of the affected device?

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
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On Wed, 22 Jun 2022 at 18:03, José Alberto <jose.alberto@haliotis.pt> wrote:

Hi Ryan

I did that already, same behavior...

Thanks

De: Main Account [viamedinbox@gmail.com] em nome de Ryan Swaine [office@viamed.co.uk]
Enviado: quarta-feira, 22 de Junho de 2022 10:04
Para: José Alberto
Assunto: Re: Haliotis order

Thank you José

The display is working fine and the device is turning on. It looks like there is a sensor issue or something related to reading the sensor signal. I am sorry to mess you around, please can you exchange the sensor and see if that resolves the issue.

Best regards

Ryan

Ryan Swaine

General Manager
VANDAGRAPH Ltd.

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

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On Tue, 21 Jun 2022 at 17:51, José Alberto <jose.alberto@haliotis.pt> wrote:

Here is the video

José Alberto

PADI IDC Staff Instructor, EFR Instructor Trainer, N°974367,

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Ryan Swaine

Sent: 21 June 2022 15:41

To: José Alberto <jose.alberto@haliotis.pt>

Subject: Re: Haliotis order

Dear José

I am very sorry to hear that. They are checked before dispatch and you should not have that trouble.

Can I suggest changing the batteries and see if that works? If it does not, please can you switch the battery cover with another device and see if that solves the problem?

I will await your reply.

Best regards

Ryan

Ryan Swaine

General Manager
VANDAGRAPH Ltd.

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On Tue, 21 Jun 2022 at 10:25, José Alberto <jose.alberto@haliotis.pt> wrote:

Hello Ryan

We have the analysers but there is an issue.

When turned on the first analyser read zero without any changes when tuning.

I even changed the sensor for a new one but it is the same.

The other two are ok.

What can I do?

José Alberto

PADI IDC Staff Instructor, EFR Instructor Trainer, N°974367,

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Ryan Swaine

Sent: 15 June 2022 10:54

To: José Alberto <jose.alberto@haliotis.pt>

Subject: Re: Haliotis order

Dear José

I hope this helps.

Best regards

Ryan

Ryan Swaine

General Manager
VANDAGRAPH Ltd.

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Tel: +44 (0)1535 634900

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On Tue, 14 Jun 2022 at 18:51, José Alberto <jose.alberto@haliotis.pt> wrote:

Thank you

José Alberto

PADI IDC Staff Instructor, EFR Instructor Trainer, N°974367,

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Ryan Swaine

Sent: 14 June 2022 16:32

To: José Alberto <jose.alberto@haliotis.pt>

Subject: Re: Haliotis order

Hi José

I am sorry I did not get straight back to you, I am working on it for you.

Best regards

Ryan

Ryan Swaine

General Manager
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On Sat, 11 Jun 2022 at 11:18, José Alberto <jose.alberto@haliotis.pt> wrote:

Hello Ryan

They will charge me 40€ plus to open the merchandize. They are trying to hamper all transactions from the UK 😞.

Please make one declaration like the last one but that specifies a CE conformity.

Thanks

José Alberto

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Ryan Swaine

Sent: 10 June 2022 17:56

To: José Alberto <jose.alberto@haliotis.pt>

Subject: Re: Haliotis order

Hi José

If you remove the device from the box, it has the CE stamp on the back label of the device.

Best regards

Ryan

Ryan Swaine

General Manager
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On Fri, 10 Jun 2022 at 17:53, José Alberto <jose.alberto@haliotis.pt> wrote:

Hello Ryan

It is very difficult to talk with people that don't have a clue about this kind of thing. The guys in customs don't see anywhere the C.E. reference 😊.

Please find in your certifications something that has a C.E. conformity mentioned. It can be “ **the donkey has CE conformity ears, probably a certified dick, too**” 😊.

In otherway we will never be able do get our goods.

Thanks

José Alberto

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Ryan Swaine
Sent: 10 June 2022 13:12
To: José Alberto <jose.alberto@haliotis.pt>
Subject: Re: Haliotis order

Hi José

Please find the declaration of conformity attached, hopefully this will help.

Best regards

Ryan

Ryan Swaine

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

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Tel: +44 (0)1535 634900

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On Thu, 9 Jun 2022 at 17:21, José Alberto <jose.alberto@haliotis.pt> wrote:

Hello Ryan

I will need the CE certificate for those analysers. Customs

Thanks

José Alberto

PADI IDC Staff Instructor, EFR Instructor Trainer, N°974367,

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Ryan Swaine

Sent: 08 June 2022 09:55

To: José Alberto <jose.alberto@haliotis.pt>

Subject: Re: Haliotis order

Hi José

Thank you very much for your order.

Best regards

Ryan

Ryan Swaine

General Manager
VANDAGRAPH Ltd.

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On Wed, 8 Jun 2022 at 08:44, José Alberto <jose.alberto@haliotis.pt> wrote:

Hi

Would like to order:

TEK-OX.....3

Thanks

José Alberto

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