

Service Bulletin

Preventing cable damages at the DAP meter

Task

Timing	Category	Scope
<input checked="" type="radio"/> Next service as agreed with customer	<input type="radio"/> Apply at all sites	<input checked="" type="radio"/> Problem Record: PRB2000508
	<input checked="" type="radio"/> Apply at affected sites as listed below	
	<input type="radio"/> Optional to improve functionality of product	

Task Tracking

After completion of your task the following entry in your Service Report is required:

*

* Insert the document number into the field "Comment" (SMS form).

Purpose of this document:

- A defective cable of the DAP meter causes an error message and the replacement of DAP meter is required.
- This document instructs the Field Service Engineers how to prevent damages on the DAP meter cable.
- A document that instructs the customer is attached and should be handed over to the customer.

Affected sites:

All systems where a DAP meter is installed.

The solutions described in this Service Bulletin have been reviewed and are NOT reportable because no actions are taken to reduce a "Risk to Health" according to our risk assessment process.

1 Introduction/purpose

A constantly high number of replacements of the DAP meter is required due to a damaged cable. Damages occur due to stress at the cable when the DAP meter typically is removed (e.g. detector calibration, pediatric exams, checks done by Physics).

The cable itself is not available as spare part, the complete DAP meter has to be replaced.

This document instructs the Field Service Engineer (FSE) and customer how to avoid a damaged cable of the DAP meter, which is also a solution for the listed Problem Record below.

1.1 DAP error E41 - not functioning because of a defect cable [PRB2000508]

Symptom Error message **DAP error E41** is shown at the software console in the "Error status frame"
The DAP meter is not working or displays erratic behavior and the cable at the DAP meter is visibly damaged.

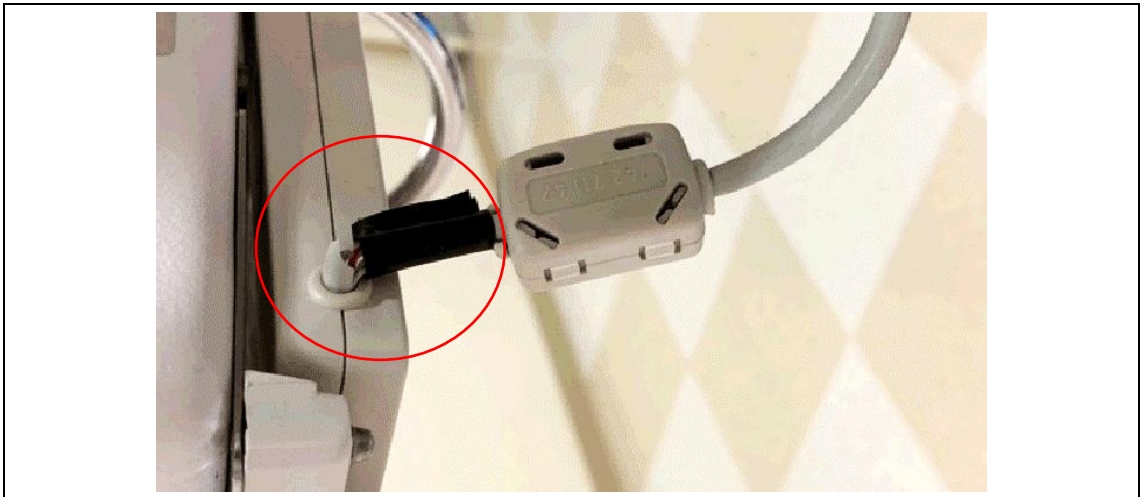


Figure 1: Example of a damaged cable at DAP meter

Cause Excessive mechanical stress at the cable. The cable is not designed for the load described below.

- Cause 1* Ex-factory, the DAP cable is protected by a spiral cable wrap (A). Due to the way it is wound, the DAP cable is too short to slide the DAP meter out of the rail without stress. Pulling the DAP out with force will finally damage the cable.

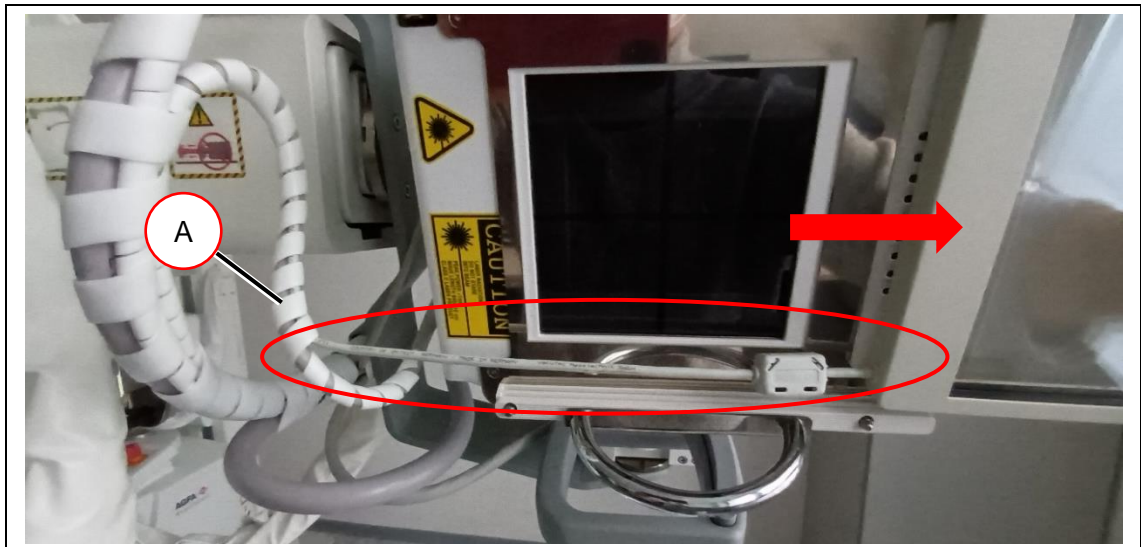


Figure 2: Too short cable at DAP meter

- Cause 2* The DAP meter sometimes just hangs on the cable so that the cable
- is kinked (see Figure 3) or
 - stressed by circumstances under which it hangs (dropping, swinging etc.)

This could finally result in a defect.

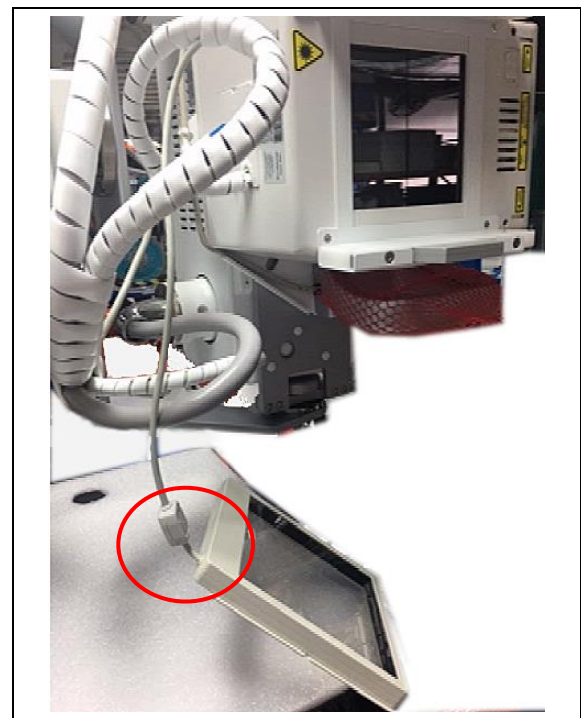


Figure 3
DAP meter hanging on cable, bending the cable

- Solution* Take measures to prevent additional cable stress. See sections 3.1 and 3.2. Inform the customer of best practices for handling the DAP meter. See section 3.3.

2 Prerequisites

Not applicable



IMPORTANT:

The installation and service of the product(s) described herein is to be performed by qualified personnel who are employed by Agfa NV or one of its affiliates or who are otherwise authorized by Agfa NV or one of its affiliates to provide such services.



IMPORTANT:

Strictly observe all safety directions within the *Generic Safety Directions*, Document ID [11849633](#).

3 Instructions



Damage to DAP meter cable possible if not handled with care.

To avoid damaging the DAP meter cable, make sure that no additional strain is applied to the cable. Take measures as described in this section.

3.1 Improve the DAP cable lengths

The DAP meter must be able to be pulled out of the rail without excessive pulling on the cable.

- (1) Check the lengths of the DAP cable (see Figure 2).
- (2) In case it is too short as shown in Figure 2:
Remove some windings (usually 4 or 5) of the spiral cable wrap (A), until the DAP cable (B) is long enough.
- (3) But also make sure that there is not so much slack that the cable can be caught when rotating the tube head in the different directions.

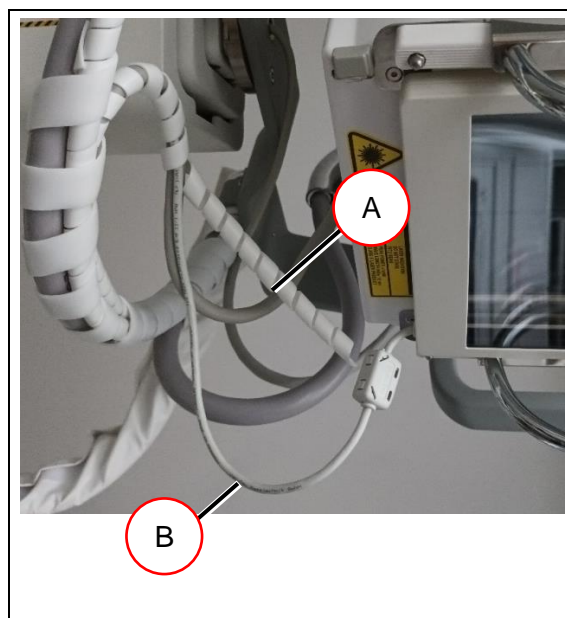


Figure 4:
new position of cable wrap

- (4) If applicable, shorten the spiral cable wrap (A) and wind it again around the cable as shown in Figure 5.

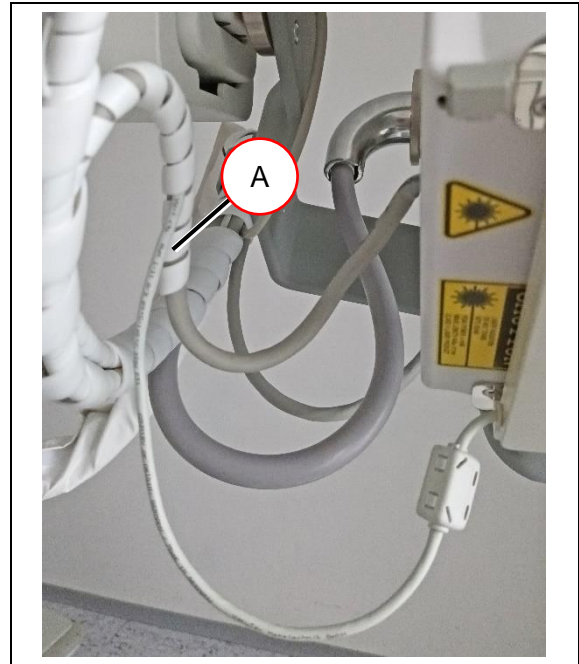


Figure 5:
New lengths of DAP cable

3.2 Measures to be taken when removing the DAP meter



Look for solutions to **support** the DAP meter when it needs to be removed and to prevent it from hanging on the cable.

In case hanging on the cable cannot be avoided, proceed as described below:

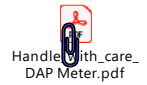
- (1) Before removing the DAP meter, place the X-ray unit in the exposure position.
- (2) Pull the DAP meter carefully out of the rail.
- (3) Hang it *carefully* on the cable.
- (4) *Avoid any additional stress* on the cable like:
Dropping, kinking, swinging and additional pulling on the cable.



Figure 6:
carefully hanging DAP meter

3.3 Hand over customer information

- (1) Draw the customer's attention to the correct handling of the DAP meter: Hand out the attached document to the customer. It describes best practice for handling the DAP meter to prevent cable damages.



4 Verification

Not applicable

5 Keywords

broken cable; guides for DAP; DAPmeter

6 Version history

Version	Change	Date
1.0	Initial Version	07-2022