

## Service Information Bulletin

This Bulletin is for information only.

**No warranty coverage for  
broken front wheel support / broken frame  
due to misuse or very rude use**

### Task

Timing		Category
Next service	<input checked="" type="radio"/>	Apply at all sites
	<input 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:

DD+DIS102.17E

\*

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

Purpose of this document:

It contains information about how the service organisation can react to customer questions concerning the claims of the ECRI institute that a weak mechanical design of the base frame resulted in a broken front wheel support.

## 1 Introduction

*Symptom* Broken front wheel support / broken frame



Figure 1



Figure 2

*ECRI conclusion:* The ECRI institute is an independent organization who monitors commercial products and publishes reports about their findings.

They performed analysis on a DX-D 100 failure and concluded that a weak mechanical design of the base frame resulted in a broken front wheel support.

ECRI claims that extended warranty should be granted to compensate for an intrinsic weak design (type of metal, thickness and welding underrated).

*Agfa and supplier Investigation:* After reviewing of the design and the investigation conducted with the broken frames, supplier and external lab have not detected any problem in the design nor in the manufacturing process or raw material.

The frames returned from customer's present damages in around the both wheels showing signs of a rude use.

*Agfa and supplier statement:* The failure is not the result of design related early fatigue (hence extended warranty is even not valid), but due to misuse/abuse.

**No warranty coverage for broken front wheel support / broken frame due to misuse or very rude use.**

## 2 Instructions

Only in case of customer questions about the ECRI conclusion use the information in this Bulletin.

## 3 Verification

Not applicable.

## 4 Keywords

Damaged DX-D 100

## 5 Version history

Version	Change	Date
1.0	Initial version	06-2017