

## Service Bulletin

### Incompatible locally-sourced Batteries

Task			
Timing		Category	Scope
Next service as agreed with customer	<input type="radio"/>	Apply at all sites	PowerHelp complaint / HQ issue: HQ_1209110002
	<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:

DD+DIS231.12E

\*

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

Purpose of this document:

- This document describes the solution for the HQ issue as outlined below.

The signatures on the approval page indicate 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.

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## 1 Introduction/Purpose

*Symptom* The following issue has been reported for the DX-D 100 solution:  
(HQ = **H**ead **Q**uarter):

<i>Cause</i>	<b>HQ Case Number</b>	<b>Description</b>
	1209110002	Currently there are two possibilities to replace broken batteries in the DX-D100: one track is to order the Agfa spare part, the other track is to source the batteries locally. The battery manufacturer of the locally-sourced batteries has changed the connector angle and size without modifying the part number. It is not possible to install these batteries as a replacement.

*Solution* Only order the Agfa spare part batteries until further notice.

### 1.1 Problem Description

Single batteries in the DX-D 100 are combined to form battery packs by a serial connection. The “+” terminal of one battery is connected to the “-” terminal of the next battery by brackets.

The connectors of the locally-sourced batteries have been rotated by 90° so the bracket can not be used to connect them (see figure 1 below).

As the part number of these batteries has not been changed, it is not possible to recognize this modification at the time of ordering.



Figure 1

**NOTE:**

The battery on the right-hand side is the new one with the rotated plugs; the one on the left-hand side is the original battery.

## 1.2 Prerequisites

**SPARE PARTS:**

The Agfa spare part batteries can be ordered via the following spare part numbers\*:

- SC+A520398-03 (Battery Kit 9 Ah FIAMM, Battery Tray 6)
- SC+A520440-01 (Battery Kit 15 Ah Battery Trays 1--2--3--4—5)

\* The last digit in the spare part number indicates the spare part revision at release of this document. When ordering, the actual revision of the spare part is delivered.

## 2 Instructions

If a battery has to be exchanged, order it directly via the Agfa ordering path to ensure that the replaced batteries will be compatible with the batteries already on site.



### 3 Verification

N.a.

### 4 Keywords

Batteries, part number, replacement, connector, size

### 5 Version history

Version	Change	Date
1.0	Initial version	10-2012



## Details as of PDF Creation Date

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**This document was approved by:**

### Signatures:

1. Josef Wagner (agwj) on 2012/10/10 04:50 PM CET
2. Paul Merckx (amdag) on 2012/10/11 01:54 PM CET
3. Bart Biesemans (amajm) on 2012/10/10 05:29 PM CET

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### Version & Status History

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