DX-D 10, DX-D 20, DX-D Fixed DR Detector Repair Form

This document is filled-in by the Field Service Engineer to initiate the DR Detector repair process.

When completed, save the form and forward it according to the DR Detector repair process description with document ID 56762931.

References:

ASSM COM number:	
RMA number:	**Date of RMA issue:** YYYY-MM-DD
Return shipment tracking number*:	

* After entering "Return shipment tracking number" attach this form again to the ASSM complaint.

Submitter:

Name (first / last)	
E-mail	
Phone	
Company	
Comments	None

System Data:

System name and type	Please select
System serial number	
NX serial number	
Details in case of (mobile) retrofit	System name; grid type (static / moving / none)
Hospital name	
Country	
Comments	None

DR Detector Data:

DR detector type	Please select
Serial number	
Installation date	YYYY-MM-DD
Issue occurrence date	YYYY-MM-DD
Comments	None

Problem Description:

Failure type	Please select
Failure frequency	Please select
Symptom description (detailed)	Please select
Actions performed to solve the problem	
Comments	None

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Appendix 1: Failure type "Image Quality Issue"

This page only needs to be filled in if the fault is of type "Image Quality Issue".

1.1 Data to be collected

#	Step		Done
1	Login as user "crservice" and export maximum three images showing the artifact with file type "Native" (NX Main Menu > Export Images). Ensure checkbox "Include Patient Demographics" is unchecked before the image export.		
2	Export the same (max. three) images showing the artifact with file type "JPEG". Remove the patient information from the file name after export (e.g. John_Doe_Chest-AP.JPEG → Chest-AP.JPEG).		
3	Copy the complete folder **C:\IMAGERs\<detector serial number>**		
4	In case grid lines are visible: Collect images as described in NX Service Manual, Document ID 74737949, Chapter 7, Troubleshooting, section "Grid Lines are visible in the image".	No grid line issue	

1.2 Information about the image which shows the issue

Line artifact location	Please select
Artifact rotates with detector orientation	Please select
Ghost artifact	Please select
Partial image or gray image	Please select
Used detector integration time	Please select
Modality position	Please select
Grid used for exposure	Please select
kV	
mAs (or mA + s)	
SID in cm (Source image distance)	
Additional tube filtration	Please select
Comments	

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Appendix 2: Failure type "communication issue"

This section only needs to be filled in if the fault is **not** of type "image quality issue" and **not** of type "cosmetic issue". A communication issue usually leads to an interrupted workflow.

Examples:
- Detector does not start-up anymore
- No or suboptimal communication with detector
- Image loss

2.1 Data to be collected

#	Step		Done
1	Stop NX and take a NX System Snapshot.		
2	Copy the complete folder **C:\IMAGERs\<detector serial number>**		
3	If Sedecal Generator is part of the system and XRDI < 19.2: Copy the complete folder **C:\Agfa\Healthcare\Sedecal\log** and zip this folder.	N/A	
4	If Spellman Generator is part of the system: Copy latest Generator backup	N/A	
5	If Generator Sync Box is part of the system: Retrieve logging	N/A	

2.2 Information about the incident

When did the issue occur	Date: YYYY-MM-DD Time: HH-MM
Comments	

2.3 Pictures and videos

#	Step	Done	N/A*
1	Take pictures or videos to support documenting the problem (e.g. pictures of damaged detector or video of LEDs of detector boot-up)		

* N/A = not applicable

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Appendix 3: Failure type "Cosmetic Issue"

This section only needs to be filled in if the fault is related to a "cosmetic Issue".

Definition of cosmetic issue: The DR Detector can still be used to take X-ray images of sufficient quality and without interrupting the workflow, but the cover, displays or controls are visibly damaged.

Examples:

- Scratched cover
- Mechanical damage

3.1 Data to be collected

#	Step	Done
1	Take pictures or videos of the problem	

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