

DR 100e	Type 6012	No. 23
DR 400	Type 5520	No. 107
DR 600	Type 5530	No. 138
DR 800	Type 6010/	No. 16
DX-D 100	Type 5410	No. 117
DX-D 100 Wireless	Type 5411	No. 147
DX-D 300	Type 8207	No. 132
DX-D 400	Type 5420	No. 95
DX-D 600	Type 5430	No. 153
DX-D 800	Type 5440	No. 30

Document ID 69424406

## Service Bulletin

### Preventive measures to avoid wrongly mounted Ralco collimators

#### 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"/> Apply at affected sites as listed below <input type="radio"/> Optional to improve functionality of product	<input checked="" type="radio"/> Problem Record: PRB2000087, PRB2000221, PRB2000127

#### Task Tracking

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

69424406

\*

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

Purpose of this document:

This document announces updated service information and added warning label for Ralco collimators as a solution for the listed problem Records.

Affected sites:

Applicable for all Ralco collimators.

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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Release date: 08-2019

DR 100e/DR 400/DR 600/DR 800/DX-D 100 Wireless/

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DX-D 100 /DX-D 300/DX-D 400/DX-D 600/DX-D 800

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## 1 Introduction/purpose

The Ralco collimator has four fixing screws, two are for fixing the collimator and two more for adjusting the rotation force. In designs delivered up to 2013, the fixation of collimator flange was different.

- In collimators manufactured before 2013, the four screws had the same function.
- The current collimators also have four screws, but their function is different.

In some cases, the mounting of the collimator was incorrect; see Problem Records below.

To avoid future incidents, several preventive measures were taken. Details are described in section 1.4.

### 1.1 Collimator fell off during exam [PRB2000087]

*Symptom* A collimator at a DX-D 100 fell off.

*Cause* Incorrect mounting of the collimator. Field Service Engineer (FSE) did not use the correct procedure for adjusting or replacing the collimator because it was not clearly enough described in the service documentation.

*Solution* Preventive measures to improve service information; described in section 1.4.

### 1.2 Loosened collimator flange screws at X-ray tube [PRB2000221]

*Symptom* The screws that fix the collimator to the mounting points were visibly loosened.

*Cause* Incorrect mounting of the collimator. FSE did not use the correct procedure for adjusting or replacing the collimator because it was not clearly enough described in the service documentation.

*Solution* Preventive measures to improve service information; described in section 1.4.

### 1.3 Collimator became detached when twisting it [PRB2000127]

*Symptom* The collimator became detached when twisting the collimator, the user was holding it at the time so it didn't become completely free.

*Cause* Incorrect mounting of the collimator. FSE did not use the correct procedure for adjusting or replacing the collimator because it was not clearly enough described in the service documentation.

*Solution* Preventive measures to improve service information; described in section 1.4.

## 1.4 Preventive measures

### 1.4.1 Updated Ralco collimator delivery

The scope of delivery of Ralco collimators has been updated:

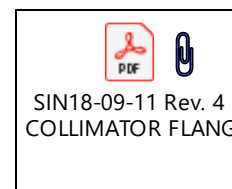
- A warning label is placed on all new deliveries since November 2018.
- A fast instruction note is included with warning message to make the Field Service Engineer (FSE) aware that they must follow the instructions.



Figure 1

### 1.4.2 Service Information Note SIN 18-09-11

A Service Information Note, SIN 18-09-11 "Collimator flange check and Collimator fixing screws adjustment", has been created by Sedecal. The SIN or its content will be added to the Sedecal Service Documents. For the content of the SIN 18-09-11 refer to the attached document.



### 1.4.3 Updated service documentation

The manufacturers updated their service documentation:

- Ralco has improved the current Collimator Service Manuals for the different collimator models. Information about the assembly process, warning messages and so on have been updated.
- Sedecal has improved the current Service Manuals, by including a better and clearer information about collimator mounting.
- GMM improved the Table Service Manual by adding a reference to the Collimator Manual.

The updated documents are available from the Agfa Medimg Library:

ID	Document title
<a href="#">46148383</a>	Collimator Ralco R225 ACS/480 - Service Manual - DR 400 / DR 600
<a href="#">43787242</a>	Collimator Ralco R221/480A/A - Service Manual - DR 400
<a href="#">66015004</a>	Collimator Ralco MTR 302 A - Service Manual - DR 800 Ceiling
<a href="#">63224497</a>	Collimator Ralco MTR 302 MLP/A DHHS - Service Manual - DR 800 Table
<a href="#">59201028</a>	Collimator Ralco R108F - Service Manual - DR 100e
<a href="#">43902618</a>	Collimator Ralco R221/A - Service Manual - DX-D 100 / DX-D 100 Wireless
<a href="#">41588872</a>	Collimator Ralco R225 ACS - Service Manual - DX-D 300 / DX-D 600 / DX-D 800
<a href="#">46857177</a>	Collimator Ralco R225 DHHS - Service Manual - DX-D 400 / DX-D 600

ID	Document title
<a href="#">41600560</a>	DX-D 100 / DX-D 100 Wireless - Mobile X-Ray Unit - Service Manual
<a href="#">41596056</a>	Ceiling Suspension - Service Manual - DX-D 600
<a href="#">41588092</a>	DX-D 300 - U-Arm - Service Manual
<a href="#">31833723</a>	DX-D 400 - X-Ray System - Service Manual
<a href="#">61215041</a>	DR 800 - Table GMM - Service Manual

## 2 Prerequisites



### REFERENCED DOCUMENTS:

See section 1.4.3.



### 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

- (1) Observe the warning label and fast instruction note in scope of delivery of the collimator.
- (2) Make sure that you have the latest published service documents available (see section 1.4.3).
- (3) When mounting a collimator, observe the Service Information Note SIN 18-09-11 and make sure to follow the correct descriptions in the service documents.

## 4 Verification

If present, follow the verification instructions in the applicable service documents.

## 5 Keywords

Loose screw

6      **Version history**

Version	Change	Date
1.0	Initial Version	08-2019



### Details as of PDF Creation Date

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**This document was approved by:**

#### Signatures:

1. Josef Wagner (agwj) on 2019-08-02 12:43 PM CET
2. Paul Merckx (amdag) on 2019-08-05 09:00 AM CET
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