DR 400	Type 5520	SB 22
DR 600	Type 5530	SB 24
DX-D 100	Type 5410	SB 86
DX-D 100 Wireless	Type 5411	SB 87
DX-D 300	Type 8207	SB 80
DX-D 400	Type 5420	SB 51
DX-D 500	Type 8206	SB 46
DX-D 600	Type 5430	SB 89
DX-D Retrofit		SB 44
DX-D Mobile Retrofit		SB 10
		DD+DIS147.16E

Service Information Bulletin

This Bulletin is for information only.

Updated DR Detector Repair Process released

Task

Timing		Category
Next service	○	**Apply at all sites**
	◉	**Apply at affected sites as listed below**
	○	**Optional to improve functionality of product**

Purpose of this document:

This document informs about the updated DR Detector Repair Process, to increase efficiency of the process and to reduce the detector repair cycle time.

1 Introduction

An updated detector repair process has been released.
The updated process reduces workload for all involved parties and reduces detector repair cycle times.
The DR Detector repair process document is published with Document ID 56762931 on the Agfa HealthCare Library.

Characteristics of the new process:

- Required data are collected with the help of a repair form per detector manufacturer.
- Process and repair forms are streamlined with Agfa R&D and all detector manufacturers.
- The repair process is unified as far as possible over all detector manufacturers.
- No 2nd site visit required in more than 90% of all cases.
- Overall reduced time until RMA*, issued by the detector manufacturer, is available.

*RMA = Return Material Authorization. The RMA number is a prerequisite to be able to order a new detector in case of an unusable DR detector.

IMPORTANT:

The detector manufacturers as well as the GSN (Global Support Network) have adapted their internal processes to the new DR detector repair process.

Following items are crucial so that these related processes work:

- All required data are collected, as indicated in the repair forms.
- The data are provided on a temporary FTP server in the file structure as indicated in the process. Refer to Figure 2.
- In case of image quality issues, images need to be exported two times: As JPEG and as NX native image.

Missing data or providing the required images or data in a different way decreases the efficiency of the process. This unnecessarily binds service support capacities and leads to a prolonged detector repair cycle time.

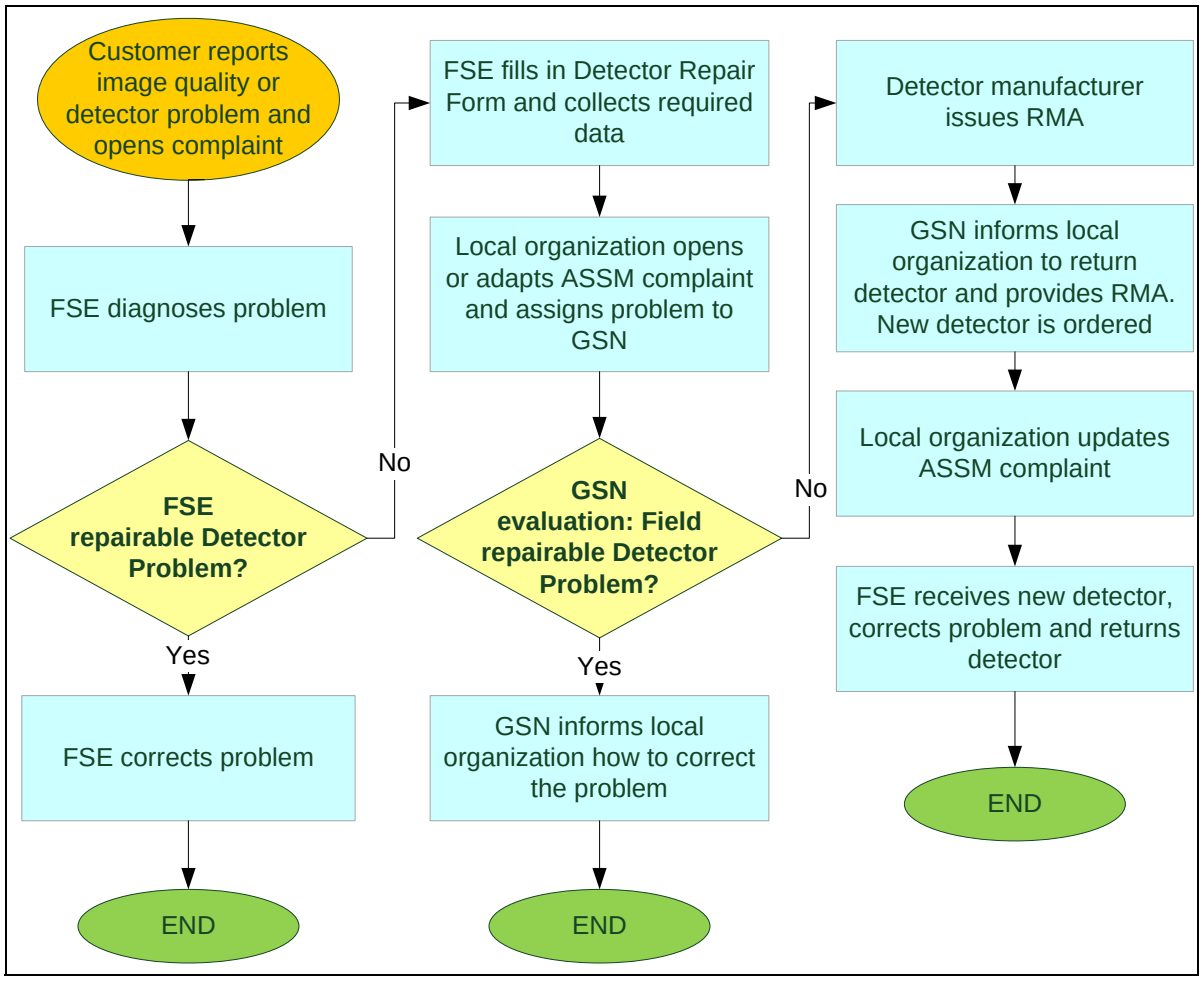

Figure 1: Detector repair process overview. Copy of repair process version 1.0.

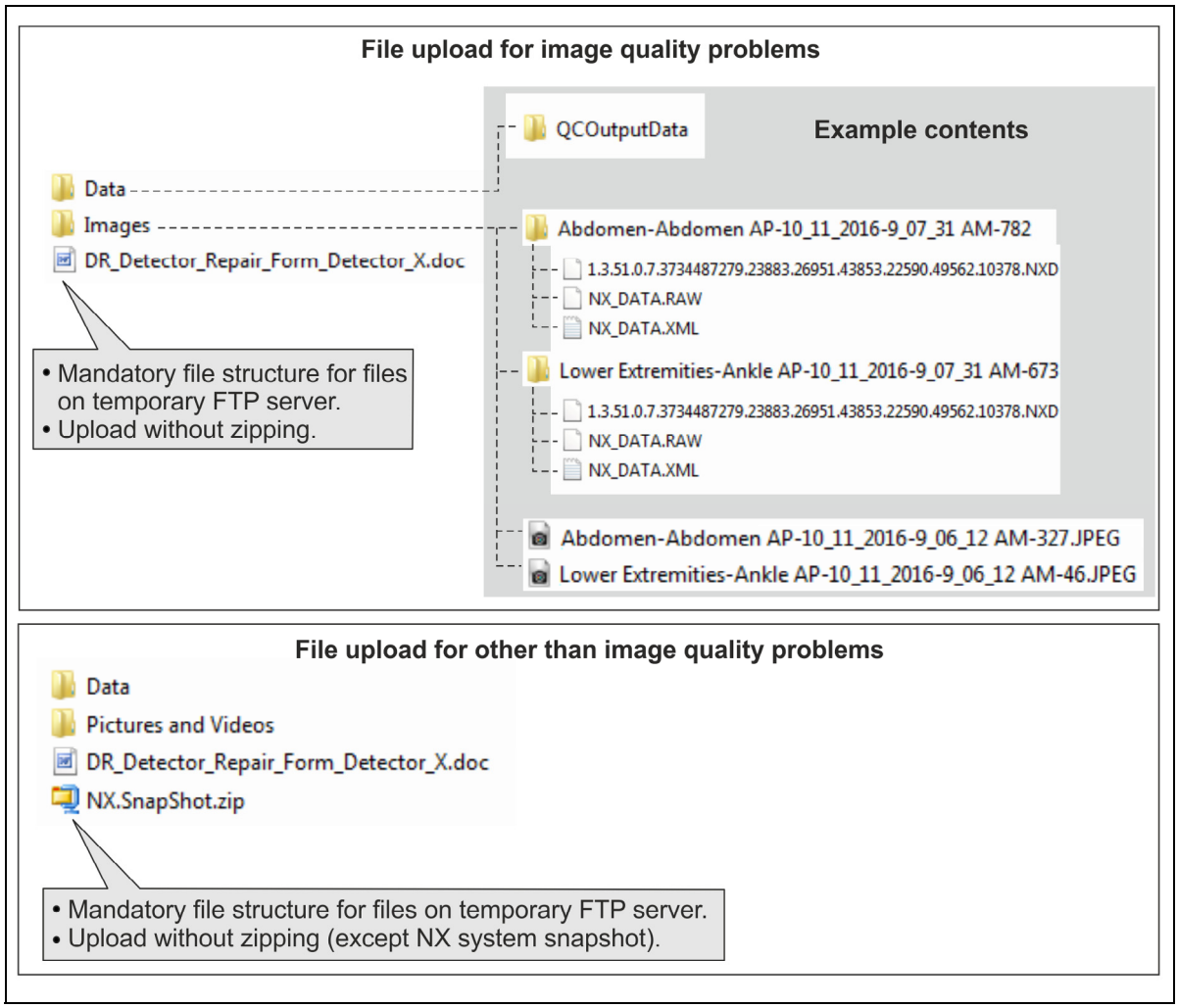

Figure 2: Required presentation of the data on the temporary FTP server. Copy of repair process version 1.0.

2 Prerequisites

None

3 Instructions

REQUIRED TIME:
Up to 1 hour or more for collecting the required data

Proceeding in case of a detector problem which needs to be escalated:

(1) When going on site, be sure to have latest Detector Repair Process, Document ID 56762931 available.
This has all required forms attached.

(2) Follow the instructions in the Detector Repair Process document precisely.

NOTE:
The chapters “Repair” in the DR detector service manuals will be updated successively by a reference to the Detector Repair Process.

4 Verification

Not applicable

5 Keywords

panel, replacement, corrective maintenance

6 Version history

Version	Change	Date
1.0	Initial version	11-2016