

Service Bulletin

**Revised information:
Information about available video added**

DX-D 100 Battery Test Procedure

Task		
Timing	Category	Scope
Next service as agreed with customer	<input type="radio"/> Apply at all sites	Problem Record: PRB0057517
	<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+DIS149.17E

*

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

Purpose of this document:

It informs about measurements to be performed at DX-D 100 batteries in case there is an evident drop of battery voltage from 100 % charging level to <40% after just several exposures.

Affected serial number(s) / batch:

All DX-D 100 with both battery types, lead crystal batteries and lead gel batteries.

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 Generator Batteries drop down after several exposures from 100 % charge level to 40 % and lower.

At that moment the battery indicator is going from green to amber. The customer is still able to make exposures (PRB0057517).

Cause One or more broken batteries in the battery trays.

Solution Perform the steps as described in the video.

- Required tools and safety equipment
- Evaluation of the battery report file
- Removal of the covers
- Procedure to measure (and note down) the voltage per tray to identify faulty batteries
- Procedure to replace faulty batteries

DX-D 100 / DX-D 100 Wireless - Video - SB100/114 -
Method for identifying faulty batteries,
Document ID [67595252](#)



For note down the results of the measurements you can use this attached spreadsheet:



Attachment_spread
sheet.pdf

Battery Warning Levels

Based on the reported battery status, following messages are issued:

- 40 % Low battery status
When the battery level reaches the middle LED, the operator can still make exposures, but it is recommended to charge the unit for better battery usage.
- 20 % Very low battery status
When the battery level reaches the middle LED and the LED is blinking, the operator can still make exposures, but it is urgently recommended to charge the batteries.
- < 10%
+ *Battery low* signal Critical battery status (error 25)
When the battery level reaches the lower LED and the LED is blinking, the operator is no longer allowed to make exposures.

2 Prerequisites



TOOLS:

- Multimeter
- Load resistor of at least 4 or 5 Ω , > 100 Watts
- RC-300 Battery Capacity Meter
- Safety glasses
- High voltage protection gloves
- Insulated tools
- Large cable ties



REFERENCED DOCUMENTS:

- DX-D 100 / DX-D 100 Wireless - Video - SB100/114 - Method for identifying faulty batteries, Document ID [67595252](#)
- DX-D 100 V11 - Service Manual, Document ID [66209499](#)
- DX-D 100 / DX-D 100 Wireless - Mobile X-Ray Unit - *Service Manual*, Document ID [41600560](#)



IMPORTANT:

The installation and service of the product(s) described herein is to be performed by qualified personnel who are employed by Agfa HealthCare N.V or one of its affiliates or who are otherwise authorized by Agfa HealthCare N.V. or one of its affiliates to provide such services.

3 Instructions

- (1) Detect and replace faulty batteries by performing the steps described in the service video.



IMPORTANT:

Perform the Battery Capacity measurements NOT on fully charged batteries, but rather after the LED charge level indicator dropped to the lowest level.

- (2) Consult the description of the Battery Monitor Board (BMB) and its handling, refer to the DX-D 100 V11 - Service Manual, chapter Troubleshooting.



4 Verification

Perform the *Preliminary Battery Capacity Test*, as described in the DX-D 100 / DX-D 100 Wireless - Mobile X-Ray Unit - Service Manual. This means making exposures with defined parameters and duty cycle, and counting them.

5 Keywords

Battery Monitor Board, status, level, voltage, voltmeter, multimeter, RC-300, lead, capacity

6 Version history

Version	Change	Date
1.0	Initial version	11-2017
2.0	Revised information: Information about available video added	05-2019



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