

## Service Bulletin

### Improved cable rolling mechanism for power cord introduced

#### 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"/> Problem Record: PRB2000260 |
|   | <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:

70762414 \*

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

Purpose of this document:

- This Bulletin announces an improved cable rolling mechanism for power cords.
- It contains the solution for the listed Problem Record.

Affected sites:

As of January 2020 the cable rolling mechanism is introduced in production and available as upgrade kit.

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.

## 1 Introduction/purpose

### 1.1 Power cord damaged and plastic cover (cable gland) at cable outlet is cracked and torn off [PRB2000260]

*Symptom* The wires are exposed and right at power plug the plastic cover (cable gland) is cracked and torn off, especially for DX-D 100 systems used in the USA.



Figure 1: Damaged power cord, exposed wires, example



Figure 2: Damaged plastic cover (cable gland) of power cord, example

*Cause* For USA the cable itself (raw material) and plug are different from others and cause more friction than the ones for other countries.

If the user at stand-up position pulls out or in the cable very fast, the friction between cable and plastic cover could cause overheating or wear on the cable cover. This causes finally the problem of exposed wires.

That it is also related to the damages in the plug, because the user pulls the cable by taking the plug for this operation and the stress over the plug is higher due to the friction.

*Solution*

An improved cable rolling mechanism for the power cord is available.

It consists of:

- New plate with rollers (A) and
  - Cable reel with big window (B).
- The reel with the big window was already introduced in November 2017.

See DX-D 100 - SB097 - Improved power cord reel introduced,  
Document ID [61993007](#).

The new cable rolling mechanism is introduced in production in January 2020.

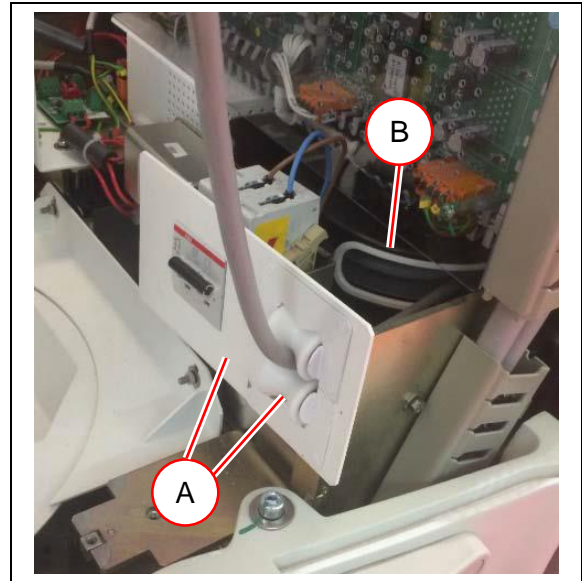


Figure 3

## 2 Prerequisites



### NOTE:

The Spare Part Numbers are changed:

SC+A521068-~~XX~~ was previously the cable reel only. Now it is the upgrade kit.

Cable reel only is now available with SC+A521068-~~1~~XX.



### SPARE PARTS:

For field upgrades there are two upgrade kits available.

- SC+-AS00586      UPGRADE KIT ONLY FOR ROLLS  
It consists of new plate with rollers.
- SC+A521068-XXR      CABLE REEL UPGRADE KIT  
It consists of roller upgrade kit plus country specific cable reel:
  - SC+A521068-03R      Cable reel upgrade kit, UK
  - SC+A521068-04R      Cable reel upgrade kit, EUROPE
  - SC+A521068-05R      Cable reel upgrade kit, AUSTRALIA/NEW ZEALAND
  - SC+A521068-06R      Cable reel upgrade kit, BRAZIL
  - SC+A521068-07R      Cable reel upgrade kit, SWITZERLAND
  - SC+A521068-08R      Cable reel upgrade kit, CHILE
  - SC+A521068-09R      Cable reel upgrade kit, ISRAEL
  - SC+A521068-10R      Cable reel upgrade kit, JAPAN
  - SC+A521068-11R      Cable reel upgrade kit, USA
  - SC+A521068-12R      Cable reel upgrade kit, INDIA, SOUTH AFRICA
  - SC+A521068-13R      Cable reel upgrade kit, ARGENTINA

As spare part available:

- SC+A521068-~~1~~XX      CABLE REEL  
contains only the country specific cable reel:
  - SC+A521068-103      Cable Reel, UK
  - SC+A521068-104      Cable reel, straight plug, EUROPE
  - SC+A521068-105      Cable reel, AUSTRALIA/NEW ZEALAND
  - SC+A521068-106      Cable reel, BRAZIL
  - SC+A521068-107      Cable reel, SWITZERLAND
  - SC+A521068-108      Cable reel, CHILE
  - SC+A521068-109      Cable reel, ISRAEL
  - SC+A521068-110      Cable reel, JAPAN
  - SC+A521068-111      Cable reel, USA, 3 m
  - SC+A521068-112      Cable reel, INDIA, SOUTH AFRICA
  - SC+A521068-113      Cable reel, ARGENTINA



### TOOLS:

Standard service tool kit

**REFERENCED DOCUMENTS:**

- DX-D 100 / DX-D 100 Wireless - Mobile X-Ray Unit - Spare Parts List, Document ID [30872155](#).
- 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 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

**REQUIRED TIME:**

30 minutes: cable reel  
60 minutes: new plate with rollers

#### 3.1 Replacement

- (1) Defective cable gland: Replace by plate with rollers.
- (2) Defective power cable: Replace the cable reel.

For both replacement instructions refer to:

DX-D 100 / DX-D 100 Wireless Mobile X-Ray Unit - Service Manual,  
Chapter Troubleshooting, Section 2.4.2 REPLACEMENT OF THE POWER LINE  
CABLE, Document ID [41600560](#).

### 4 Verification

- (1) Check if the rolling mechanism is working by pulling the cord.
- (2) Power on the unit on to test the new power cable.

## 5 Keywords

Power cable, power line cable, cord reel, plastic cover

## 6 Version history

| Version | Change          | Date    |
|---------|-----------------|---------|
| 1.0     | Initial Version | 12-2019 |



### Details as of PDF Creation Date

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### This document was approved by:

#### Signatures:

1. Josef Wagner (agwj) on 2019-12-17 04:15 PM CET
2. Paul Merckx (amdag) on 2019-12-18 09:36 AM CET
3. Bernard Schollaert (ammrn) on 2019-12-17 04:22 PM CET
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**Version & Status History**

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