

DR Detectors

DR Detector Repair Process

The following forms are zipped to the Repair Process:

- DR Detector Repair Form per manufacturer
 - CXDI-50RF (Canon – DX-D 800)
 - DR 10e, DR 14e, DR 17e (Innolux)
 - DR 10s, DR 14s, Pixium 4343 (Thales)
 - DR 18M, DR 24M (DR Tech)
 - DX-D 10, DX-D 20, DX-D Fixed (Varex)
 - DX-D 30, DX-D 35 (Canon)
 - DX-D 40, DX-D 45, DX-D 60, XD Detectors (Vieworks)
 - Pixium RF 4343 FL (Thales)
- RMA form for Vieworks DR Detectors (DX-D 40, DX-D 45, DX-D 60, XD Detectors)
- RMA form for Varex DR Detectors (DX-D 10, DX-D 20, DX-D fixed)

The following video is zipped to the Repair Process:

- Providing data for the DR Detector repair

► Purpose of this document

This document lists the steps for DR Detector repairs.

It is valid for all DR Detectors sold by Agfa.

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► Changes compared to previous revision

- Adapted Detector return address to organizational changes in Headquarters. Refer to section 1.5.

► Referenced documents

#	Document	Reference
1	DR Detectors – Service Plan	Document ID 46193522

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Manufacturer

Agfa NV

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WARNING:

Improper operation or service activities may cause damage or injuries.

- (1) Read the "Generic Safety Directions" prior to attempting any operation, repair or maintenance task on the equipment.
Refer to Document ID [11849633](#).
- (2) Strictly observe all safety directions within the "Generic Safety Directions" and on the product.



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.

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1 DR Detector Repair Process Overview

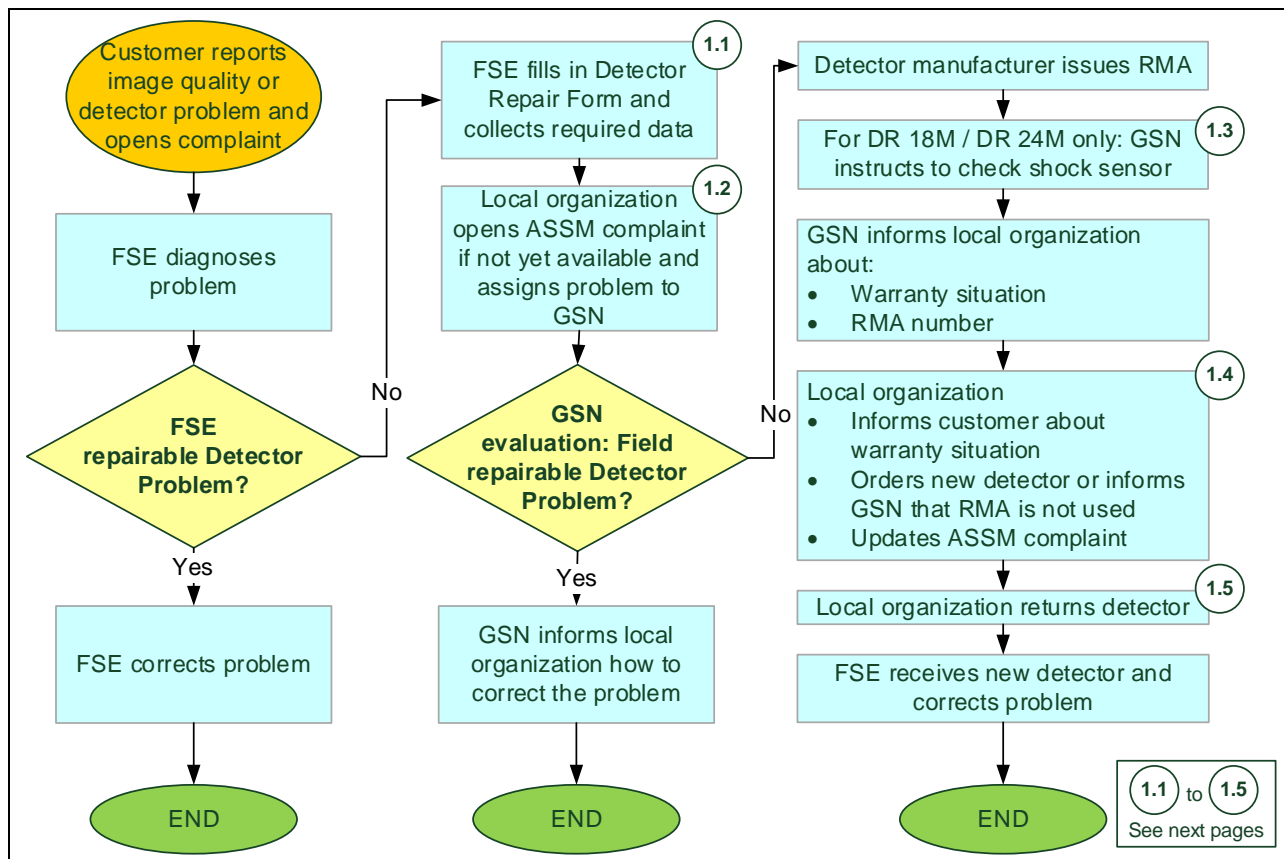


Figure 1

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1.1 Filling in the Detector Repair Form and collecting the required data



NOTE:

There are cases, where the purpose to create a COM case is just to add an issue to an existing Problem Record, but it is **not** the intention to exchange the Detector.

In this case:

- Filling in the DR Detector Repair Form is not required.
- Collect data to document the issue, for example pictures of a scratched cover and shock log data and attach these data to the COM case.
- Clearly indicate in the complaint that no replacement (this means no RMA) is expected.

(1) Fill-in the Detector Repair Form. One Detector Repair Form per Detector manufacturer is attached to this document.

(2) For Vieworks and Varex (formerly Varian) detectors only: Fill-in the RMA (Return Material Authorization) form.

A completely filled-in Detector Repair Form is mandatory for an optimized Detector repair process.

If not all data are available this will delay the repair process by several days.



IMPORTANT:

Protected health information must be removed when exporting images on NX.

- For native image export ensure checkbox "Include Patient Demographics" is unchecked.
- For JPEG image export remove the patient information from the file name after export.

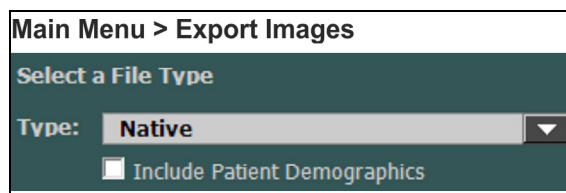


Figure 2

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1.2 Providing data when opening or adapting a Detector ASSM complaint

Proceed as follows when opening or adapting a Detector ASSM (After Sales Service Management) complaint:

- (1) Enter the COM number in the Detector Repair Form.
- (2) Upload the filled-in Detector Repair Form to the complaint.
- (3) In case of DX-D 40/45/60 or XD Detectors or DX-D 10/20/fixed: Upload the filled-in RMA form to the complaint.
- (4) Recommended*: Add the collected data as one ZIP file to the complaint. Use 7-Zip (<http://www.7-zip.org>) for zipping.
- (5) Apply for a temporary FTP account at http://ftp.agfa.be/cgi-bin/ftp_admin. In case of no access to the Agfa intranet: Contact an Agfa representative to apply for a temporary FTP account.
- (6) Add the reference to the temporary FTP account in the ASSM problem description.
- (7) Upload the data **unzipped** to the temporary FTP account with the mandatory** file structure as shown in Figure 3. Do not add own created subdirectories: Some data require length of path + filename to be < 256 characters to allow automatic evaluation.
See also the video "Providing data for the DR Detector Repair" which is part of the DR Detector Repair Process ZIP file.

*Uploading data to ASSM is recommended so that a backup of the data is available.

** File structure and unzipped upload is mandatory as data are separated during the GSN evaluation. One part is for Agfa R&D, the other part is for the Detector manufacturer.
If files need to be zipped exceptionally this is indicated in the repair form.



NOTE:

When the complaint is received in the GSN (Global Support Network), they inspect the received data. Depending on their judgment the GSN makes one of the following actions:

- Inform the local organization how to solve the issue.
- Contact Agfa R&D, receive instructions how to solve the problem and forward this information to the local organization.
- Contact the Detector manufacturer to pick-up the data on the temporary FTP account. The Detector manufacturer either informs the GSN about the solution or issues an RMA number. The solution or RMA number is forwarded by the GSN to the local organization.

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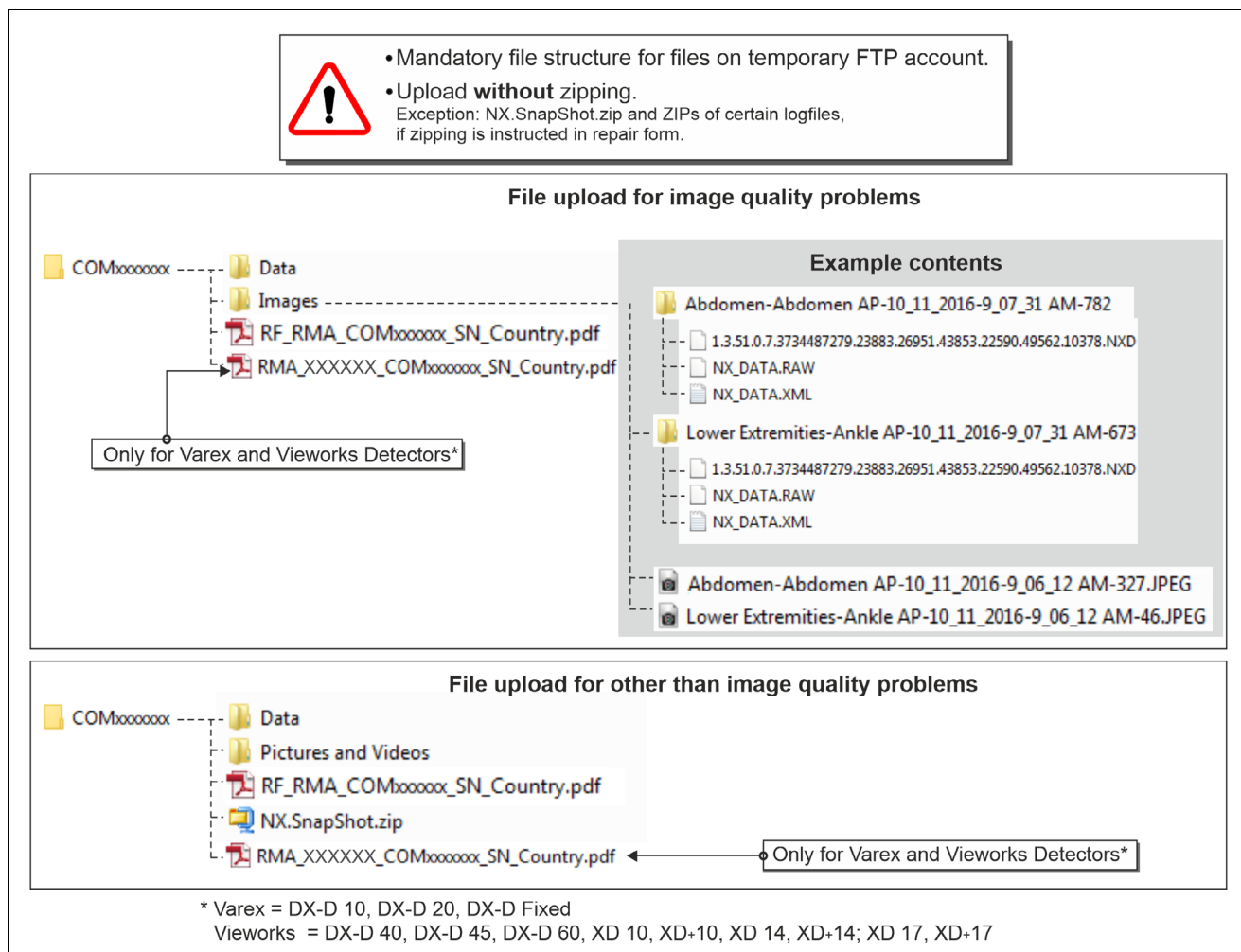


Figure 3: Mandatory file structure on the temporary FTP account

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1.3 For DR 18M / DR 24M only: Checking shock sensor if instructed by GSN

**NOTE:**

When for a DR 18M or DR 24M Detector the RMA arrives from the OEM (Original Equipment Manufacturer), the GSN informs the local organization to provide a picture of the shock sensor.

If the GSN informs to provide a picture of the shock sensor, proceed as follows:

- (1) Open the Detector.
Follow the instructions in the DR 18M / DR 24M Service Manual, section "Opening the Detector if requested by GSN", Document ID [60681940](#).
- (2) Take a picture of the shock sensor.
- (3) Upload the picture to the COM case on ASSM.
Alternatively, email the picture to the GSN person which handles the COM case.

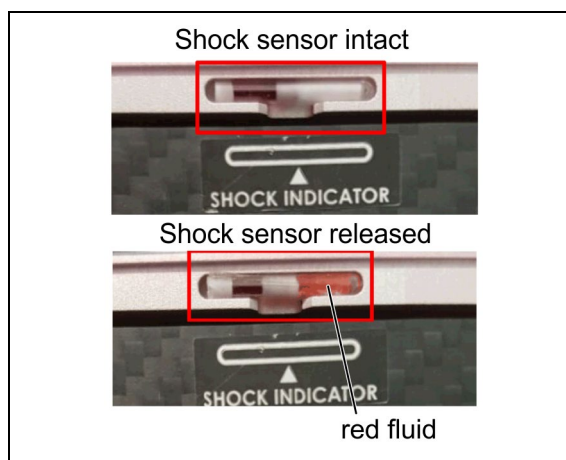


Figure 4: DR 18M / DR 24M shock sensor

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1.4 Informing the customer and updating the COM case in ASSM after RMA receipt



NOTE:

When the RMA arrives from the OEM, the GSN performs the following steps:

- Sends the warranty statement* to the local organization based on the evaluation in the GSN.
- Sends the RMA number and updated Detector Repair Form with filled-in RMA number to the local organization.
- Uploads the Detector Repair Form with filled-in RMA number to the COM case.

* The warranty statement "in warranty" can be overruled by the OEM after the Detector arrived at the OEM. The warranty statement "out of warranty" is fixed and will not be changed later on.

- (1) Inform the customer about the warranty situation, based on the warranty statement from the GSN.
- (2) Order a new or refurbished** DR Detector***. Refer to IMPORTANT note below in case of a DX-D 30/35 DR Detector.
- (3) If the customer decides not to return the Detector: Send an email to Panel_RMA_Admin@agfa.com with information that RMA is not used.
- (4) Enter the return shipment tracking number in the updated Detector Repair Form received from the GSN (1st page; section "References")
- (5) Upload the Detector Repair Form to the COM case in ASSM.

** depends on availability and country regulations.

*** When an RMA is issued, there is no automatic process started for swapping the DR Detector. A new DR Detector has to be ordered locally.



NOTE:

The warranty statement issued by the GSN is also based on the evaluation of the shock sensor information.

Shock sensor information is automatically collected by the FSE (Field Service Engineer) when following the steps in the different Detector repair forms.



IMPORTANT:

DX-D 30/35 DR Detectors are not repaired anymore at Canon, but need to be replaced by DR 10s / DR 14s. Some repairs can be done locally. For details refer to:

- SIB "Preparing the replacement of a defective DX-D 30C/35C Detector by DR 14s/10s", Document ID [57287348](#)
- SIB "DX-D 30C/35C Battery Holder, Power Button and FPC-UIF available as spare parts, Document ID [73161237](#)

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1.5 Returning a defective Detector

Proceed as follows when returning a defective Detector:

- (1) Remove the battery from the Detector and store the battery locally.
The battery is the property of the customer.
- (2) Put the following items in the package.
 - Defective Detector
 - Detector Repair Form with completed section "References" on the front page (RMA number, Date of RMA issue etc.)
 - For Viewworks* and Varex** returns: Printed copy of the filled-in RMA form.
- (3) Write RMA number beneath the address sticker.
- (4) Return the defective Detector.
 - Return it immediately*** after receipt of the new Detector.
 - Return it in the original package.
 - Ship it to the local warehouse.

If no local warehouse is available in your country ship the package to the following address:

AGFA NV
Central Return Warehouse
c/o Agfa-Gevaert HealthCare GmbH
Max-Planck-Straße 1
82380 Peißenberg
Germany

*Viewworks Detectors: DX-D 40, DX-D 45, DX-D 60, XD Detectors (XD 10, XD+10, XD 14, XD+14; XD 17, XD+17)

** Varex Detectors: DX-D 10, DX-D 20, DX-D fixed

***Immediately means, the same or the next workday. If the Detector arrives too late, for example three weeks after issue of RMA, this may lead to loss of compensation by the Detector manufacturer.

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