

FAQ

What is the difference between Arcoma Precision i5 and Arcoma Precision?

The basic difference is that Arcoma Precision i5 has a user interface with a new display and a new wall stand with motorized tilt. The table has also been updated with a silent concept that means less sounds from the table. The software is updated and will be a platform on which new features can be implemented in the future.

We have offered and sold an Arcoma Precision recently. Can we change the order to a new Arcoma Precision i5?

That can be possible, but the delivery date might be different. Contact our customer support for more info.

How big is the price difference between an Arcoma Precision and the new Arcoma Precision i5?

The list price is similar. New options will have a additional costs.

Does application specialist and service engineers have to be trained to be able to sell, educate and serve the Arcoma Precision i5?

Yes. We will offer refresh courses for this. We recommend that they sign up for this.



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Do we need to order new spare parts to be able to service and maintain the new product?

Yes, there will be some additional spare parts that we recommend that you order. Please see our spare part list.

How long will the Arcoma Precision be offered?

End of sales in Europe is planned for June 30, 2020.

What is the most important argument when presenting Arcoma Precision i5 for a customer?

Safe investment, superior workflow.

How long is the delivery time for Arcoma X?

6-8 weeks

Why is cleaning and disinfection improved with Arcoma Precision i5?

The new OTC display has a glass overlay with no cover edges and clean interfaces which makes it easier to clean.



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Does Arcoma Precision i5 have a wireless remote control?

Yes, as an option.

Is Arcoma X compatible with all Canon FPDs including the new CXDI 702 and 402?

Yes, but the release of the detector holders for CXSI 702 and 402 will come later in 2020.

Can customers that have an Arcoma Precision upgrade their systems to Arcoma X?

No, this is not possible.

Are there any benefits for the patient to be examined on an Arcoma X?

The new table will be much more silent than before which will improve the overall patient experience.

How long will spare parts for the Arcoma Precision be available?

10 years from End of Sales or delivery.



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What is the meaning of Arcoma Precision i5?

“Precision” is the product family name, the letter – in this case “i” will be used to describe certain configurations and the number – in this case “5” is the product generation.

