
Service information SI_2015_105_0073 T3

REPORTED SERVICE INFORMATION**0073 T3**

Nr	Name	Description	Date
01	SI_2014_101_0073 T3	Incorrect connection in 0055-table	2014-11-03
02	SI_2014_102_0073 T3	Calibration of Autopositions	2014-12-12
03	SI_2014_103_0073 T3	Grid detection input	2014-12-18
04	SI_2015_104_0073 T3	New Software release	2015-05-20
05	SI_2015_105_0073 T3	Spring channel nuts	2015-12-16
05	SI_2015_105_0073 T3	Spring channel nuts (conclusion)	2016-01-13

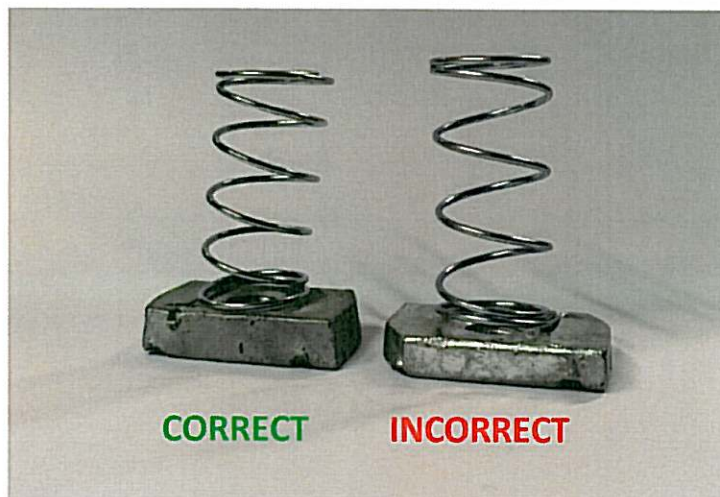
Service information SI_2015_105_0073 T3

System type: Precision system T3	Serial numbers: 2055-2067	Date issued: 2015-12-16
ServiceInfo number: SI_2015_105_0073 T3	Issued by: Jonas Petersson	Approved by: Elisabeth Lundahl
Time for action: URGENT ACTION	Report back to Arcoma: Yes	Ref nr: (ÅBO, Complaint) 15-0552
Subject: Spring channel nuts		

1 INFORMATION

Arcoma has been made aware of the fact that incorrect spring channel nuts have been supplied on some Precision and Intuition system orders.

See picture below: CORRECT: nut T=8mm. INCORRECT: nut T=6mm.



Load tests have been performed and the incorrect nut holds the specified load multiplied with four and is considered safe to use. However, it is possible to damage the nut using the tightening torque specified for the correct nut, and for this reason Arcoma advises not to use the incorrect nut on new installations. Replacement nuts will be supplied immediately upon request.

2 ACTION

Arcoma has performed an investigation and the conclusion from the mechanical calculations is that the thinner nut is safe to use as long as it is mounted with an appropriate tightening torque. Our suggestion is still to use the correct 8mm version and order replacement nuts from Arcoma Service if needed.

If you have already installed the 6mm version of the nut please contact Arcoma service for advice.

3 ACKNOWLEDGEMENT OF RECEIPT

I hereby confirm as the responsible installer of the ARCOMA Intuition / Precision system with Serial number _____ that I received the following document:

Service information SI_2015_105_0073 T3

"Spring channel nuts"

Date

Authorized dealer

Confirmed by

Function

Clarification of signature

Please return this page signed to service@arcoma.se

Best regards

Jonas Petersson
Service Department
Arcoma AB



4 QUESTIONS

If you have any questions regarding this SI, please contact Arcoma service department on service@arcoma.se or +46 470 706970.

ATTENTION

Service information

The service information is an important way for ARCOMA to reach out to our dealers and their technicians. The information is a part of our CAPA-process (Corrective And Preventive Action) and this part is to correct problems or inform you about essential parts of this process, and prevent an incident or miss use to occur.

The CE-mark to MDD Class II products is fulfilled through MDD ANNEX 2 93/42/EEC including our Quality system, the CAPA-process is a part of our Quality system.

Please take this information serious and if there is any information that is not clear do not hesitate to contact us.

Arcoma service department sends out the service information and we communicate with our E-mail. Please confirm that you have received the e-mail and understand the content.

We use an e-mail group for all our dealers; so if you change e-mail or want to have it sent to another address, please inform us.

Best regards
ARCOMA AB

Service information guide

*The information starts with a list of content of all sent Service information from Arcoma since the rutin was official. If any one is missed in your folder please let us know. The present SI is marked **bold**.*

Stand type	:	Product that the service information concerns, name and/ or product id ex. 0070 ArcoCeil
Serial numbers	:	The product serial number, -s that is concerned. This can be an interval ex. 501 – 620. If no serial number mentioned it means all.
Date issued	:	The date the service information was sent out.
Service info number	:	The number of the service information. SI_YYYY-##
Issued by	:	The person creating and sending the information
Approved by	:	The person that has approved the information
Time for action	:	This information states the action that has to be carried out.
• <i>Urgent action</i>	:	Immediate action or closing the lab
• <i>As soon as possible</i>	:	Book the room at the hospital as soon as it is possible. If it is information to the hospital please send it at once.
• <i>When convenient</i>	:	At next service booked
• <i>Only if problems</i>	:	If a problem as described appear take action.
Report back	:	Report back with serial number when action has been performed
Subject	:	A header of the Service information
Ref nr:	:	Reference to internal or external reference number. Ex 13467, ÅBO_50430_01