

## LIST OF PREVIOUS SERVICE INFORMATIONS

### PRECISION

Nr	Name	Description	Date
11	SI_2017_111_0073 T3	Anti-scatter grid position	2017-12-01
10	SI_2017_110_0073 T3	New Software release	2017-02-06
09	SI_2016_109_0073 T3	New Software release	2016-11-24
08	SI_2016_108_0073 T3	Stitching Patient Positioner	2016-11-25
07	SI_2016_107_0073 T3	Cooling of System Master node	2016-10-11
06	SI_2016_106_0073 T3	New Software Version	2016-03-11
05	SI_2015_105_0073 T3	Spring channel nuts (conclusion)	2016-01-13
05	SI_2015_105_0073 T3	Spring channel nuts	2015-12-16
04	SI_2015_104_0073 T3	New Software release	2015-05-20
03	SI_2014_103_0073 T3	Grid detection input	2014-12-18
02	SI_2014_102_0073 T3	Calibration of Auto positions	2014-12-12
01	SI_2014_101_0073 T3	Incorrect connection in 0055-table	2014-11-03

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**Service information SI\_2017\_111\_0073 T3**


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<b>System type:</b> Precision / Intuition	<b>Serial numbers:</b> n.a	<b>Date issued:</b> 2017-12-01
<b>ServiceInfo number:</b> SI_2017_111_0073 T3	<b>Issued by:</b> Jonas Petersson	<b>Approved by:</b> Mikael Högberg
<b>Time for action:</b> ONLY IF PROBLEMS	<b>Report back to Arcoma:</b> No	<b>Ref nr: (ÄBO, Complaint)</b> 17-0007
<b>Subject:</b> <b>Anti-scatter grid position</b>		

## 1 INFORMATION

Arcoma received complaints related to the fact that anti-scatter grids can be inserted the wrong way in some models of detector holders for both table and wall stands.

Inserting the grid incorrectly may affect image quality and cause additional x-ray exposures to patients.

Grids have specification labels and a center line indicating correct tube side, but the received complaint has resulted in a clarified instruction in the user manual.

A mechanical device preventing incorrect insertion has also been implemented in production for the assembly of Precision system s/n 2105 and Intuition system s/n 2036. See image below.

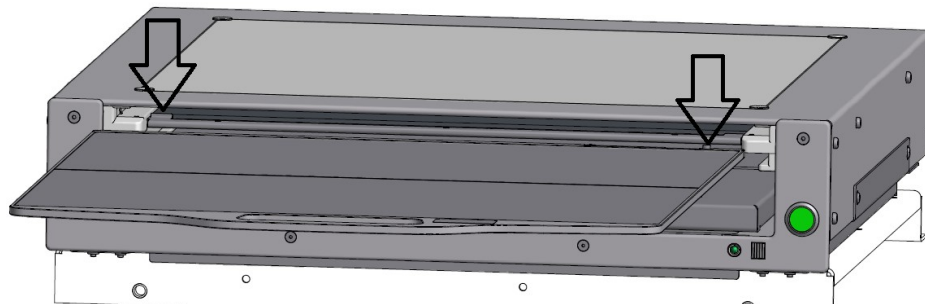
## 2 ACTION

Inform all users of the contents of this SI. The grid has a centre line that always must face the x-ray tube. Distribute updated page(s) for the manual where applicable.

## 3 AVAILABLE FIELD UPGRADE

A field upgrade kit will be available from Arcoma AB. Please identify the quantity of kits needed by your organization and order them from [service@arcoma.se](mailto:service@arcoma.se). All systems of the specific configuration mentioned above can be upgraded.

- Install the upgrade kit and replace page(s) in the User manual in accordance to the supplied instruction.



No parts must be returned to Arcoma AB.

**4 LIMITATION**

This SI is valid for all systems using Arcoma AB detector holders for removeable anti-scatter grids. Note that these detector holders could have been used as upgrades for other system types.

**5 QUESTIONS**

If you have any questions regarding this SI, please contact Arcoma service department on [service@arcoma.se](mailto: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**.*

<b>Stand type</b>	:	Product that the service information concerns, name and/ or product id ex. 0070 ArcoCeil
<b>Serial numbers</b>	:	The product serial number, -s that is concerned. This can be an interval ex. 501 – 620. If no serial number mentioned it means all.
<b>Date issued</b>	:	The date the service information was sent out.
<b>Service info number</b>	:	The number of the service information. SI_YYYY-##
<b>Issued by</b>	:	The person creating and sending the information
<b>Approved by</b>	:	The person that has approved the information
<b>Time for action</b>	:	This information states the action that has to be carried out. Immediate action or closing the lab
• <i>Urgent action</i>	:	
• <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.
<b>Report back</b>	:	Report back with serial number when action has been performed
<b>Subject</b>	:	A header of the Service information
<b>Ref nr:</b>	:	Reference to internal or external reference number. Ex 13467, ÅBO_50430_01

**E-mail Content**

The E-mail field "subject" has the following standard text:

Service info number + Time for action ex SI\_2001\_5 URGENT ACTION.