



INDEPENDENT X-RAY
QUALITY ASSURANCE

Piranha GE Service Order Form

Year 2020 NO Price

The RTI Calibration Laboratory in Mölndal, Sweden is an Accredited Dosimetry Calibration Laboratory. The calibrations are traceable to international standards, and accredited by Swedac to ISO/IEC 17025:2017. Swedac is a member of the EA, IAF and ILAC.



To order a Calibration, Upgrade or Repair for your Piranha system, please fill out the Service orderform

Calibration

Upgrade

Repair

Warranty

Piranha Main Unit S/N:

Step 1

Fill out the customer information below, include the end user information.

Step 2

Calibration: Fill out page 2 and 3 where the calibrations are specified. Only calibrations that are marked on the order form will be performed. Use the 'complete system calibration' box to repeat all previous calibrations – (there's no further need to select individual calibrations). Also fill out page 4 for the returned system.

Repair: Fill out page 4 for the returned system. Include a problem description on page 5 or select 'Error report sent by E-mail' if you have already sent this.

Upgrade: For upgrade fill out the Upgrade Order Form and page 4 of the Service Order Form for the returned system.

Step 3

Complete one form for each instrument and corresponding accessories and contact RTI Service. Return the form with the instrument or send a copy to service@rtigroup.com. Find Shipping info on page 5.

Distributor/Customer:	
RTI Customer No: (Fill out if known)	
Contact Person:	
Phone/E-mail:	
Order Date:	
Your Order No:	
Shipping Address:	
Invoice Address: (If not same as shipping address)	
End User Information, for certificate/our records: Company Address Phone/ E-mail Contact person	
Notes:	

Privacy policy: We do not share information you give us, or any information related to instruments supplied by you, with any third parties unless RTI legally are compelled to do so. Please also see our Privacy policy on www.rtigroup.com/privacy-policy/



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Piranha Main Unit S/N:

9613324-00 Complete system calibration (Repeat of previous calibrations – no need to select individual calibrations)
9611025-02 Extended warranty for 24 months (See terms for the program on last page)

9613321-01 12 months – Next calibration date on certificate
9613321-00 24 months – Next calibration date on certificate
9613322-00 End user Address on certificate (We take the address from the page 1 end user field)

Piranha Main Unit

9629030-02 Reg/Adj/Cal Piranha 600-series, MULTI
9629031-02 Reg/Adj/Cal Piranha 500-series, R/F
9629032-02 Reg/Adj/Cal Piranha 400-series, CT
9629033-02 Reg/Adj/Cal Piranha 300-series, MAM
9629034-02 Reg/Adj/Cal Piranha 200-series, DENTAL
9629035-02 Reg/Adj/Cal Piranha 100-series, EXT

RTI / Piranha Dose Probe

9603270-02 Reg/Adj/Cal BQ R2, (Rad, W/23 mm Al)*
*(R2, RTI standard for Piranha Dose Probe)
9603271-02 Reg/Adj/Cal BQ R1, (Rad, W/3.0 mm Al)
9603273-02 Reg/Adj/Cal BQ M1, (Mam, Mo/30 µm Mo)
9613318-02 Reg/Adj/cal GE IQST calibration

RTI / T20 Dose Probe

9603271-02 Reg/Adj/Cal BQ R1, (Rad, W/3 mm Al)

RTI / CT Dose Profiler / CT-SD16 Probe

9603288-02 Reg/Adj/Cal RQR 9, (W/2,5 mm Al, 120 kV)

RTI / Piranha Light Probe

9603290-02 Reg/Adj/Cal Lux/Monitor Adapter

RTI / Piranha Bias Chamber Adapter Probe

9613350-02 Reg/Adj/Cal PBCA

RTI / Piranha MAS-1 Probe

9603281-02 Reg/Adj/Cal MAS-1/MAS-1B

RTI / Piranha MAS-2 Probe

9603282-02 Reg/Adj/Cal MAS-2/MAS-2B

RTI / Piranha MAS-3 Probe

9603283-02 Reg/Adj/Cal MAS-3/MAS-3B

Extended Warranty Program 24 months. To find out if your system qualifies for the program, see terms on last page

9611025-02 Prolonged warranty for 24 months, add 20% of total calibration cost

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Ion Chamber Calibrations

Ion chambers are excluded from the possibility to join the Extended Warranty Program and are therefore specified separately on this page. Please fill this page out if your system is equipped with an Ion-Chamber.

DCT-10 / DCT-30 / Pencil Ion Chamber

9603286-02 Reg/Adj/Cal RQR 8, (W/2,5 mm Al, 100 kV)
9603288-02 Reg/Adj/Cal RQR 9, (W/2,5 mm Al, 120 kV)
9613351-02 Reg/Adj/Cal RQT 9, (W/Al+0.25mm Cu, 120 kV)

Magna 1/3 cc Ion Chamber

9603271-02 Reg/Adj/Cal BQ R1, (Rad, W/3 mm Al)
9603273-02 Reg/Adj/Cal BQ M1, (Mam, Mo/30 µm Mo)

Other Detector

9613317-02 Calibration
For prices and available beam qualities please contact RTI.

Upgrades for your Piranha GE System

9829302-02 Piranha Hardware Upgrade To Black v.5.5*
Approximate S/N range, CB2-06060001 to CB2-13119999

*Calibration cost for the main unit included.
New Piranha Built in battery included. The Piranha comes with Extended Warranty Program 24 months. Possible to Prolonged extended warranty not later than 24 months from last calibration. Piranha retains existing serial number but essentially rebuilt to a new instrument.

9829032-00 Mam application (If not a Piranha 657)
9829034-00 Rad application (If not a Piranha 657 or 557)
9704052-00 Ocean Professional 9743007-00
10,1" Tablet PC 2-in-1*
9742002-02 GE Outdoor Case
9730005-00 RTI MAS-1
9730006-00 RTI MAS-2
9744005-00 GE Vascular holder
9744004-00 Rad, GE holder & stand 9744002-00 Dose
Probe Holder (Senographe DMR, 2000D, Essential etc) 9744006-00 GE
Piranha Holder for Pristina *Price only valid for GE when upgrade Red
Piranha with RTI handheld to Black Piranha.

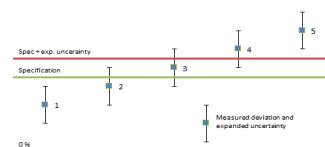
9613326-00 Prepaid Calibration

9613325-00 Express Service (No price calculation)

In addition to the standard calibrations with a turnaround time of 10 working days (in-house), we also offer Express Service, for additional 50% of the calibration cost, with a typical turnaround time of 3 working days (in-house). Only available when booked in advance and only for a limited amount of slots per week.

All incoming instruments are checked at RTI's ISO 17025 accredited laboratories. An 'As Found' status for the instrument is given based on comparison against certain criteria, as stated below. Guidelines for statements of compliance and non-compliance are found in GUM (Guide to the Expression of Uncertainty in Measurements), EA-4/02 (Expression of the Uncertainty of measurement in Calibration) and ILAC-G8:03/2009.

The pass and fail criteria are based on Case 2 as defined in ILAC-G8:03/2009. The shows five (5) possible measuring results with its expanded uncertainty given with a confidence level of 95%, and how the results are compared to the check limits. The check limits are the published specifications given in reference user's manuals with added expanded uncertainty of the measurement. Case 1 and 2 are indicated as Pass (within tolerance). Case 3, 4 and 5 are indicated as Fail (out of tolerance).





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Equipment: (Please place an “x” in the “Cust” column next to each item that you are shipping and attach this completed form to the instrument that you are sending in. The other column is for our use. This will help ensure that all items are returned to you.)

Cust RTI

Piranha Main Unit

External Power supply for Piranha Adapters for power supply

Piranha Dose Probe Protective Bag

Piranha T20 Probe

Piranha Light Probe Including: Lux adapter Monitor Adapter Bag

Piranha MAS-1 Probe Cable for Piranha Adapter cables

Piranha MAS-2 Probe Cable for Piranha Adapter cables

Piranha MAS-3 Probe Cable for Piranha Adapter cables

Piranha CT-SD16 Probe Cable for Piranha Protective Tube

Piranha CT-Dose Profiler Probe Cable for Piranha Protective Tube

Piranha Chamber Adapter Probe Ion

Chamber(s) (enter type/serial no)

Handheld Display: S/N (last 4 digits):

Including: Backup Card Cradle/PC-cable Powersupply

Palm charge cable (Piranha ↔ Palm)

Tablet Including: USB cable Power supply

USB cable

USB Extension cable

MPD Holder & HVL Stand Panoramic

Dental Holder HVL Magnets

HVL Filter Kit

GE Dose probe holder

GE Vascular holder

GE Piranha holder and stand

Carrying case for Piranha Hard Soft

Manuals

Other Items



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Problem report: (please give a detailed description of the failure of the instrument and/or attach an error report)

Error report sent by E-mail to service@rtigroup.com

How to send in your instrument:

For order outside Sweden and US, please contact our local distributor in your country, they will guide you in your choice of calibrations, repair or upgrade and how to handle the shipping. Information about your distributor if not already known can be found on our webpage www.rtigroup.com/distributors

If your country is missing please contact RTI Headquarters, Sweden.

For US customers please contact RTI Inc at service.us@rtigroup.com

Shipping address and contact information to RTI Headquarters:

Send your system to:

RTI Group AB Attn:
Service Department
Flöjelbergsgatan 8C
431 37 MÖLNDAL
Sweden

E-mail:

service@rtigroup.com
Phone: +46 31 7463600

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RTI Group Extended Warranty Program



The Extended Warranty program is available for RTI Piranha, Barracuda and Cobias purchased after Oct 31, 2009. This program extends the benefits of original 24 month factory warranty, in 24 month intervals, up to 10 years from the date of shipment of the product to the end user. The program is also available if you upgrade your Piranha to Black version. The following procedures and costs are associated with this exclusive RTI Extended Warranty program.

1. In order to take advantage of the Extended Warranty program, the user must return the RTI meter to the authorized RTI facility not later than 25 months from delivery from RTI factory, or 24 months after last full calibration.
2. Parts that are not calibrated or accessories to the system that are not returned to RTI are not qualified for the extended warranty.
3. If the warranty period has expired, the system is no longer qualified for the extended warranty program.
4. If chosen, the charge to extend the warranty for an additional 24 months will be an additional 20% of the calibration cost for the meter. This will be a one-time charge added to the calibration cost for this meter and will extend its warranty for a period of 24 months.
For example: A new Piranha is shipped to its owner on January 1, 2017. The unit is due for calibration on January 1, 2019. The cost for calibration is €750. If the owner wants to purchase the extended warranty the unit would have to arrive at our facility no later than January 30, 2017. The total cost to calibrate and extend the warranty would be €900 – €750 for the calibration and an additional €150 (20% of the calibration cost) for the 2 year Warranty Extension.
5. Calibration costs are subject to change. Extended Warranty Program charges are based on the calibration costs being charged at the date RTI meters are returned to RTI for calibration or service.
6. This same process could be repeated 3 more times extending the warranty up to 10 years. Units older than 10 years old will no longer qualify for the Extended Warranty program. However, these can continue to be serviced and calibrated by RTI.

Warranty Terms

The conditions for prolonged warranty are according to pos 1-14 below with the following exceptions.

i. The prolonged warranty is not valid for handheld computers, net books or other computers delivered with the Product. Exception is also made for System Case, Ion chambers, phantoms and accessories not of RTI make. ii. For software it may be necessary to follow RTI upgrade programmes to get the prolonged warranty. Upgrades are not free of charge after the first 25 months warranty period.

Conditions

The warranty is valid based on following conditions and limitations:

1. Defects on the Product shall be considered if the Product does not fulfill specifications valid for Clients order and can therefore not be used for the purpose intended by the client.
2. RTI is obliged free of charge to rectify defects in the Product delivered ma which are due to defects in material, design or manufacture. RTI may instead of rectifying the defect supply a new Product free of defects or repay the purchase price. Should RTI choose to repay Product the purchase price the Client shall return the delivered Product in essentially unaltered conditions. If this is not possible RTI may credit itself with the value of the Product as a deduction from the ensure purchase price paid.
3. The client must complain in writing to RTI as soon as the defect is discovered or ought to be discovered. The complaint shall contain a short description of the nature of the defect. Subject client does not make his claim in this manner and time, the client might lose its right to complain of the defect.

4. The Product must be supplied directly from RTI or from a Distributor authorized by RTI.

5. The warranty covers all labour and all parts associated with normal use and fair wear and tear of the Product.

6. Free upgrade of software is available during the original 24 month warranty period.

7. RTI warranty is limited to the repair of the Product under warranty and specifically excludes consequential loss.

8. All warranties will be invalidated if unauthorized repairs are made of the Product.

9. The warranty does not cover accidental damage or misuse of the Product.

10. Installation of additional equipment that is not approved by RTI, or of such quality to render the Product inoperable, y invalidate the warranty.

11. The environment and electrical supply must be suitable for the and maintained in accordance with RTI's specification.

12. The Product shall be kept and used in proper and prudent manner and that only competent persons are allowed to use it.

13. It is not allowed to make any addition, modification or adjustment to the Product without prior written consent from RTI, nor allow persons other than RTI's staff or authorized persons to adjust repair or maintain the Product.

14. All transports for the purpose of rectifying the defect shall take place in accordance with the instructions of RTI. Costs for transport to RTI premises shall be borne by the Client. Costs for transport to the premises of Client shall be borne by RTI.