

RTI Service & Calibration



INDEPENDENT X-RAY
QUALITY ASSURANCE



Let's work together to ensure X-ray safety and quality



A world-leading manufacturer of QA solutions.

In 1981, we invented the first X-ray QA system for diagnostic radiology. Since then, innovation has been at the heart of our corporate philosophy and we have pioneered many QA procedures. We continue to invest heavily in R&D to push forward the very edge of X-ray QA, across all modalities.

Longer and more active lives, combined with a string of new examination techniques, have made diagnostic radiology the most widely used medical imaging technology.

Diagnostic imaging growth can be seen throughout the healthcare sector, including orthopaedic and vascular imaging, plus full body scanning. This will be a continuing trend, thanks to a shift in focus to more advanced healthcare globally.

As X-ray examinations increase, there is a higher risk of patient and staff exposure to levels of X-ray radiation that could result in negative health implications. As a long-standing member of, among others, IEC and AAPM, we participate in work to research, develop, and evolve diagnostic radiology standards.

RTI is dedicated to educating customers and partners, sharing our deep knowledge of X-ray QA best-practice to protect patients and staff in an ever more complex operational environment.

Today, we are represented globally by subsidiaries in Europe, the USA, and Asia, and more than 100 distributors worldwide.

A reliable and dependable service.

Since 1981, with the launch of our DIGI-X system, we have been delivering world-leading X-ray QA solutions, including meters, probes, and software.

All incoming solutions are thoroughly inspected in our ISO/IEC 17025-accredited calibration laboratories. This accreditation ensures that we meet the highest industry standards – standards that most labs must achieve to be recognized as technically competent.

Committed to excellence – From start to finish

From the moment you send your solution in for service or calibration – or simply have a question about its operation – we ensure you feel confident in your choice.

Expert Calibration & Service – All calibrations and services are performed by trained RTI personnel.

True Adjustment Calibration – Ensuring your instrument meets its specified performance level.

Latest Beam Qualities Included – Every recalibration comes with all newly available beam qualities*.

Extensive Calibration Scope – Covering a wide range of meters and probes.

Exclusive RTI Warranty – Parts and labor are covered by our industry-leading warranty.

Extended Warranty Option – Extend the warranty on your RTI instrument for up to 10 years.

Fast Turnaround Options – Minimize downtime with quick service solutions.

Upgrade Opportunities – Upgrades available for most RTI instruments to keep your technology up to date.

**Only available for meters with corresponding function and capabilities.*

Our complete solution is available at www.rtigroup.com, or contact one of our Sales teams for more information.



At our accredited calibration labs, your solution is in the best hands.

Our labs are designed to provide reliable and prompt service, ensuring maximum uptime for your RTI meter and probe.

Our in-house trained service engineers take meticulous care of your meters and probes, ensuring they perform optimally for longer.

Every RTI customer receives a Calibration Certificate and a Service Report Summary. Additionally, our labs maintain digital service and maintenance records for your convenience.

We understand that your RTI meter plays a critical role in performing important X-ray QA tasks. That's why we prioritize a smooth and efficient process for regular service and calibration, minimizing turn-around time.

RTI labs

RTI labs utilize specialized X-ray tubes, generators, and target/filter combinations to perform precise adjustment calibrations.

They are also equipped with custom jigs for accurate positioning and verification, ensuring the highest level of precision for each RTI solution.

Of course, our North American calibration lab mirrors the design and procedures of our Swedish Headquarters, where our X-ray QA solutions are developed and manufactured.

Exclusive features of RTI labs

Available with each calibration at RTI:

ISO/IEC 17025 calibration performed on each meter

True adjustment calibration

All new available beam qualities included with every recalibration*

Calibration Certificate and summary Service Report

RTI firmware upgrades performed on each unit prior to calibration

Free manufacturer recommended hardware upgrades/modifications applied when necessary

Latest software and manuals included

All Mammography beam qualities included for a single price*

Different kVp CT calibrations included*

Free software upgrade for display devices**

**Only available for meters with corresponding function and capabilities*

***Upgrades performed on RTI display devices*



A reliable and dependable service – every time

- **Calibration Reminders** – Receive timely notifications when it's time to recalibrate and update your solutions with the latest features.
- **Easy Scheduling** – Arrange your calibration with a simple phone call or email to RTI. You'll receive a booking date and detailed shipping instructions.
- **Transparent Pricing & Return** – Get upfront cost estimates, along with pricing and turnaround times, at the time of booking.
- **Extended Warranty Program** – Exclusive to RTI, this program allows you to extend your RTI meter's original factory warranty for up to 10 years. Contact your RTI Area Sales Manager or Service Technician for details.
- **Minimized Downtime** – Our standard turnaround time is five to ten business days (in-house) to keep your workflow uninterrupted.*
- **Express Service Option** – Need it faster? For an additional cost, opt for our Express Service with a three-day turnaround.
- **Service Status Updates** – Stay informed about your meter's service status at all times.
- **Proactive Communication** – If unexpected service is required, we'll contact you before taking any action.

**applies to booked calibrations from the time the meter arrives at the RTI lab.*

Solution upgrades and more

Additionally, we will provide you with reminders for your next calibration, along with updates on product and software upgrades, warranty programs, and other important information.

Take advantage of the opportunity to upgrade your meter during a scheduled calibration or service. We offer upgrades and replacements for your existing meter(s) to ensure you have the latest technology.

Contact the [Service Team](#) to discuss your options.

A complete QA calibration process guaranteed

We are the only non-invasive X-ray QA test equipment manufacturer that includes all its solutions within its accreditation scope.

As an RTI customer, this means that when you send your meter to us for calibration, your entire RTI system is calibrated onsite in our lab.

Accredited calibrations are performed on each meter and/or probe included in your system. Your calibrated meters, Mako, Piranha and Cobia, RTI Light meter, mAs probes, and low-dose scatter detectors, for example, are all covered under RTI's accreditation scope.

Every RTI lab calibration provides assurance and precision. Each lab performs a true adjustment calibration on every instrument – ensuring the highest accuracy. No other lab can match this level of service for your RTI meter.

True adjustment calibration

An adjustment calibration is defined as:

"Adjustment of an instrument via internal controls or firmware, not accessible during normal operation, to initially establish or later restore an instrument's specified performance level."

To perform this calibration, we have developed specialized software and firmware tailored to the design, capabilities, and unique characteristics of each RTI solution.

Our labs are the only calibration facilities capable of performing a true adjustment calibration on your RTI meter and/or probe. In contrast, other labs can only perform a check calibration.

Check calibration

A check calibration is defined as:

"A set of operations, performed in accordance with a definite, documented procedure, that compare the measurements performed by an instrument to those made by a more accurate instrument or standard."

However, a check calibration cannot eliminate any existing error. Only an adjustment calibration can correct deviations and restore the instrument's specified performance level.

Up to 10 years warranty

Our instruments come with the most generous warranty in the industry, ensuring long-term reliability. Every RTI instrument includes a standard 2-year warranty, with the option to extend it two years at a time – up to 10 years through our Extended Warranty Program.

2 year calibration cycle



Keep your meters at peak performance with a recommended two-year calibration cycle – minimizing down-time and maximizing reliability.

We'll track your schedule and send a reminder two months before calibration is due, ensuring seamless planning.

Our ISO/IEC 17025:2017 accredited labs provide fast, precise, and traceable results, upholding the highest standards for patient and staff safety.

Complete your Ocean Next experience with myRTI and the RTI cloud server

myRTI is your RTI customer portal for device management, calibration reminders, certificates, access to RTI Support and RTI Academy.

Forget backups – let myBox handle it

No more data loss! **myBox**, our secure cloud server, automatically stores all Ocean Next™ templates and measurement data, keeping them accessible from multiple devices. No worries about stolen laptops, spills, or crashes.

Seamless collaboration

With Ocean Next™ & myBox, easily share measurement data and templates with selected colleagues for a streamlined workflow.

Powered by Microsoft Azure.

Benefits of myRTI

- Manage all your RTI devices
- Calibration reminders
- Access calibration certificates
- Ocean Next data logs
- Access to RTI Support, Resource & Training

myBox*

- Automatic backup of your entire Ocean Next database.
- Run Ocean from multiple devices with one synchronised database.
- Share your data directly from Ocean-to-Ocean with your colleagues.

**Subscription needed.
One subscription per user.*

RTI Support

One of our goals is to share our deep knowledge of best practices within the field of X-ray QA and testing.

Contact the RTI Support team for technical, application, and software Quality Assurance assistance.

Global

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support@rtigroup.com

USA & Canada

+1 800-222-7537
support.us@rtigroup.com



Certifications

At RTI, we see it as our responsibility not only to develop and deliver high-quality, environmentally friendly solutions but also to ensure that our products meet the strict requirements set by governments and the industry.

Reviewed to the highest standards

Our commitment is to provide you with high-quality solutions and reliable calibrations. Our ISO/IEC 17025-accredited labs undergo regular reviews to ensure that our calibration skills and services remain at the highest standard.

This accreditation provides third-party assurance that we have a robust quality management system, ensuring that all our calibrations are performed consistently and to the highest level of accuracy.

It guarantees that our work is carried out impartially, fairly, and in accordance with internationally accepted standards. RTI is proud of these achievements and what they mean for our users and customers.



RTI Group Headquarters has a quality management system that fulfils the requirements of SS-EN ISO 9001:2015. It provides a set of requirements that must be in place to have a quality management system, regardless of the organization's size, product or

service line, or public or private status. Certification to the standard is voluntary, and organizations must complete a rigorous auditing process by a third-party registrar.



ISO/IEC 17025:2017 - "General requirements for the competence of testing and calibration laboratories". Accreditation is a guarantee that we comply with obligations under the International standards and that we

have a quality management system in place to assure that the calibrations we perform are of the highest quality. RTI Group Headquarters' calibration lab and methods have been audited and approved by SWEDAC.



RTI Group North America has received ISO 9001:2015 certification, an internationally recognized standard issued to organizations with a quality management system. The ISO 9001:2015 provides a set of requirements that must be in place to have a quality management system, regardless of the organization's size, product or service line, or public or private status. Certification to the standard is voluntary, and organizations must complete a rigorous auditing process by a third-party registrar.



The ISO/IEC 17025:2017 accreditation is a voluntary, third-party process. This accreditation from ANSI-ASQ National Accreditation Board indicates that RTI

Group North America's calibration lab quality management system has been thoroughly evaluated, and demonstrated technical competence and compliance with ISO/IEC 17025:2005.



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.

c/o RTI

What we do matters. To patients. To professionals. To us.
It is more than algorithms, technology and design.
It is about setting the standard for quality assurance
of X-ray imaging.



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