



RTI Service Form



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.

Service Information

Please make sure all the information and boxes relevant to your service requirements are completed.

Service options	End-user information
<p>Calibration (please complete the Calibration section)</p> <p>Extended Warranty (24 months)</p> <p>Next Calibration date on certificate (12 months)</p> <p>Next Calibration date on certificate (24 months)</p> <p>End-user info. on Calibration Certificate (name/address)</p> <p>Express service (additional 50% of Calibration cost)</p> <p>Upgrade (please complete the Upgrade section)</p> <p>Repair (please complete the Repair section)</p> <p>*** **</p> <p>Pre-booked system (if applicable)</p> <p>Pre-paid Calibration (if applicable)</p> <p>Warranty repair (if applicable)</p> <p>Shipping arranged by RTI (standard)</p> <p>Shipping arranged by customer</p> <p>(please complete Forwarder & Account No. fields opposite ->)</p>	<p>Name and complete address</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>Country: _____</p> <p>E-mail and telephone number (including country code)</p> <p>E-mail: _____</p> <p>Telephone: _____</p> <p>Forwarder: _____</p> <p>Account No.: _____</p>

Customer Information

Company name	Order reference (e.g. P.O. number)
_____	_____
Contact person	Department
_____	_____
Billing information <i>Please complete all section (if no zip/postcode, write N/A).</i>	Shipping information <i>If different from Billing information.</i>
Company name: _____	Company name: _____
Street: _____	Street: _____
City: _____	City: _____
Zip/Postcode: _____	Zip/Postcode: _____
Country: _____	Country: _____
Telephone or mobile number (including country code)	E-mail address
_____	_____

Instrument Information

Main unit	Serial number <i>State both Cabinet & MPD for Barracuda</i>	Sent to RTI <i>Please select</i>	Received by RTI <i>For RTI use</i>
_____	_____	Main unit	Main unit
		Power supply	Power supply
		MPD Barracuda	MPD Barracuda

Complete System Calibration. If selected, you do not need to specify calibrations in the "Calibration" section below, but please include serial numbers and tick the "Sent to RTI" boxes for the accessories and/or instruments you have shipped.



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Calibration

Please make sure all the information and boxes relevant to your service requirements are completed.

Probes and accessories for calibration	Serial number	Sent to RTI <i>Please select</i>	Received by RTI <i>For RTI use</i>
Dose Probes 9603270-02 BQ R2, (Rad, W/23 mm Al) 9603271-02 BQ R1, (Rad, W/3 mm Al) 9603273-02 BQ M1, (Mam, Mo/30 µm Mo) 9613318-02 Check GE IQST (GE only) Number of units sent for calibration: _____	_____ _____ _____ _____	Probe Bag	Probe Bag
Light Probe 9603290-02 Calibration Light Probe	_____	Probe Bag Lux adapter Monitor adapter Monitor Shield	Probe Bag Lux adapter Monitor adapter Monitor Shield
CT Dose Profiler 9603288-02 Calibration RQR 9, (W/2,5 mm Al, 120 kV)	_____	Probe Connector cable Protective tube	Probe Connector cable Protective tube
MAS Probe 9603280-02 MAS Probe (any model) Number of units sent for calibration: _____	_____ _____ _____	Probe Connector cable Adapter cables	Probe Connector cable Adapter cables
Ion Chambers 9603286-02 RQR 8, (W/2,5 mm Al, 100 kV) 9603288-02 RQR 9, (W/2,5 mm Al, 120 kV) 9613351-02 RQT 9, (W/Al+0.25mm Cu, 120 kV) 9603271-02 BQ R1, (Rad, W/3 mm Al) 9603273-02 BQ M1, (Mam, Mo/30 µm Mo) Number of units sent for calibration: _____	_____ _____ _____ _____ _____	Chamber Adapter cables	Chamber Adapter cables
KAP/DAP Chamber 9608202-02 Calibration Incident Radiation to KAP chamber – Standard 9608203-02 Calibration Transmitted radiation through KAP chamber	_____ _____	Chamber	Chamber
Chamber Adapter 9613350-02 Calibration Chamber Adapter	_____ _____	Adapter	Adapter
Other Detector 9613317-02 Calibration other <i>For prices and more, please contact RTI.</i>	_____	Detector	Detector



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Probes and accessories for calibration	Serial number	Sent to RTI <i>Please select</i>	Received by RTI <i>For RTI use</i>
Additional items <i>If not specified, please comment in space below.</i> 	 	Tablet Power supply USB cable Ext. USB cable Carrying case Dose Probe holder Other holder	Tablet Power supply USB cable Ext. USB cable Carrying case Dose Probe holder Other holder

Barracuda calibration
9622301-02 Calibration Barracuda R/F 9622302-02 Calibration Barracuda Mammo 9622323-02 Calibration Barracuda CT (all qualities) 9623301-22 Calibration Barracuda Electrometer(s)

Upgrades

Please specify what you have sent to RTI using the calibration/instrument section above.

Upgrades for Piranha
9829302-02 Red to Black (R2B) 9704052-00 Ocean™ Professional
Modality upgrade (from – to)
9620557-00 Piranha 2xx - Piranha R/F (557) 9620657-00 Piranha 2xx - Piranha MULTI (657) 9630657-00 Piranha 3xx - Piranha MULTI (657) 9640557-00 Piranha 4xx - Piranha R/F (557) 9640657-00 Piranha 4xx - Piranha MULTI (657) 9650657-00 Piranha 5xx - Piranha MULTI (657)
Other Piranha upgrade option
9743007-00 10,1" Tablet PC 2-in-1

Upgrades for Barracuda
9722102-00 R/F and Dental application 9722102-01 Mammo application 922102-02 CT application 9822302-00 Hardware upgrade 1.x to 4.x

Additional information for RTI Service



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Repair

Please specify what you have sent to RTI using the calibration/instrument section above.

Error report

Please give a detailed description of the failure of the instrument and/or attach a separate error report.

Additional error information

Intermittent problem?	Yes	No
Solid failure?	Yes	No
Failure occurred in conjunction with hardware/software upgrade?	Yes	No
Problem occurs when using Ocean™?	Yes	No

Remember to pre-book your system through service@rtigroup.com to guarantee the minimum turnaround time.

Please send this form – together with your equipment – to the following address:

RTI Group Headquarters/Service
Flöjelbergsgatan 8C
SE-431 37 Mölndal, SWEDEN

For info about data management and confidentiality:

<https://rtigroup.com/privacy-policy/>

For description of our calibration process:

<https://rtigroup.com/calibration-service/>

For info about our Extended Warranty Program:

<https://rtigroup.com/warranty/>

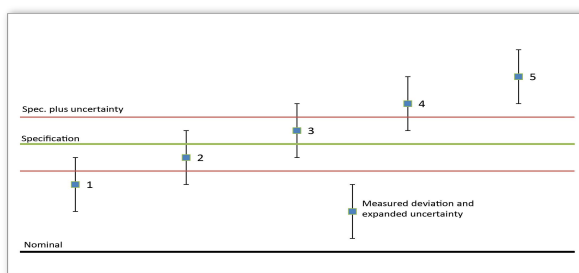
Process and Pass/Fail Criteria

All incoming instruments are checked at RTI's ISO 17025 accredited laboratories. An 'As Found' status, for the meter, is given based on a comparison against certain criteria, as stated below.

Guidelines for statements of compliance and non-compliance are found in GMU (Guide to the Expression of uncertainty in Measurements), EA-4/02 (Expression of the Uncertainty of Measurement in Calibrations), and ILAC-G8: 09/2019.

The pass and fail criteria are based on **Case 2** (Simple Acceptance), as expressed in ILAC-G8:09/2019.

The graph, right, 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 users' manuals.

Cases 1 and 2 are indicated as pass (with tolerance).

Cases 3, 4, and 5 are indicated as fail (out of tolerance).

If you have any questions as to RTI's standardized calibration methods or pass/fail criteria, please don't hesitate to contact RTI Service at service@rtigroup.com