

RTI Service & Calibration

Why choose RTI Service & Calibration labs?

The reasons are simple: we keep your instruments performing better for longer. At our accredited service & calibration labs your instrument is in the best hands – fully trained RTI Service Engineers perform all calibrations, updates and repairs with genuine RTI parts and software.





RTI LABS

DELIVERING X-RAY QA SOLUTIONS FOR OVER 30 YEARS

RTI is a name that means quality and carries responsibility – since 1981. Our goal is to live up to that responsibility by never forgetting we have an opportunity to make our quality products even better. We will do this by keeping our focus on superior calibration services and easily accessible support.

From the moment you send your unit in for service or calibration, or have a question about its operation, we will work to make sure that you know you have made a smart choice.

RTI – providing the complete X-ray QA solution.

KEY ADVANTAGES OF RTI'S CALIBRATION LAB

- All calibrations & service are performed by trained RTI personnel
- True Adjustment Calibrations
- All new available beam qualities included with every recalibration*
- Extensive Calibration Scope
- Parts and labor come with an exclusive RTI warranty
- Ability to Extend Warranty of Instruments up to 10 years
- Exclusive RTI Updates
- Quick Turn-Around Options
- Upgrades available for most instruments

*Only available for meters with corresponding function and capabilities.



SERVICE

RELIABLE – THE VERY BEST SERVICE, EACH AND EVERY TIME

We at RTI Labs will strive to offer the very best service and support possible each and every time. Our labs are designed to serve users of RTI products around the globe with a traceable, reliable and convenient service.

If your meter ever needs a repair, RTI service engineers staff the modern RTI Labs which comply with ISO/IEC 17025:2005 standards. The accredited lab provides calibration services, along with support for RTI product owners, as well as non-RTI product users. These valuable services help maximize your product's up time. Because this is an RTI lab, parts and labor come with an exclusive RTI warranty, and if you at any time, for any reason, have an urgent issue we offer quick turn-around options to meet your specific needs and schedules.

Every RTI customer receives a Calibration Certificate with their unit, along with a summary Service Report, but The RTI Lab also keeps digital calibration and maintenance records of your meter for your convenience. Additionally, RTI will also provide you with a reminder of your next calibration as well as product/software upgrades, warranty programs, and other updates for your products.

Returning your instruments to us at RTI ensures it is performing at its very best.

UPGRADEABLE – EXPAND & DEVELOP

Take the opportunity and upgrade your instrument at the same time as a scheduled Calibration or Service. We can always offer an upgrade or replacement of your existing instruments. Ask us, we are happy to help you with an offer and discuss your options.

EXTENDED WARRANTY, REMINDERS AND PROMPT SERVICE

We know that you depend on your RTI meter to perform important QA tasks on a regular basis. When it comes turn around time for regular calibration, we try to make this process as smooth as possible.

- **Receive calibration reminders** when it is time to re-calibrate and update your instrument with all the available new features.
- **Arranging for calibration** is as simple as a phone call or email to RTI. At that time, you will be given a date of booking and instructions regarding the shipment of your product.
- **Upfront Cost Estimates** and **Product Return**. Pricing and turnaround times are available at the time the booking is generated. You will know what everything costs and when the meter will be calibrated and shipped back to you.
- **Extended Warranty Program (EWP)** – an exclusive RTI option. You can extend the original factory warranty on your RTI meter – up to 10 years. Your RTI sales representative or calibration technician can provide more information.
- **Prompt Turnaround Times**. We help minimize the downtime. 5–10 business days (in-house) is our standard*.
- **Express Service (ES)** – shorten the calibration turnaround by requesting ES. ES service time is 3 days. Available for additional cost.
- **Timely Updates**. Status updates about the service and care of your meter are always available. We will also contact you if there is a need for unexpected service before taking action.

At RTI we treat your meter is as if it is one of our own.

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



CALIBRATION

QUALITY ASSURED CALIBRATION PROCESS

RTI is unique. The scope of RTI's ISO 17025 is quite extensive. RTI is the only non-invasive X-ray QA test equipment manufacturer who has included all of its products in its accreditation scope.

What does this mean to you as an RTI customer? When you send your meter to RTI to have it calibrated, your complete RTI system and its accessories are calibrated at the RTI Lab. Accredited calibrations are performed on each of the accessories included with your system. Simply stated, your calibrated Piranha meter as well as your RTI Light meter, mAs probes, and low dose scatter detectors are covered in RTI's accreditation scope. Assurance comes with each RTI Lab calibration, each RTI Lab performs a true adjustment calibration on each instrument. No other lab can provide this level of service for your RTI meter.

You don't cut corners in your business, and neither does RTI.

2-YEAR CALIBRATION CYCLE

RTI products have such a high measurement performance that the recommended calibration interval is as long as 24 months. This, together with the **Extended Warranty Program** reassures you to trust your instrument, and gives a low lifetime cost for you.

GET THE BEST WARRANTY IN THE MARKET – 10 YEARS

The RTI conditional **Extended Warranty Program** for Piranha and Cobia gives you up to 10-year warranty. Each product comes with a 24-month factory warranty. By joining the RTI Extended Warranty Program you will have the opportunity to increase your warranty 2 years at a time – up to 10 years. We ensure that your instrument will always be returned to you with the latest firmware and updates so it retains its measurement performance.

FEATURES — EXCLUSIVE TO RTI LABS

Standard features available with each calibration at RTI

- ISO 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 — RTI Product USB shipped with each meter
- 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



TRUE ADJUSTMENT CALIBRATION

RTI Labs offers **Adjustment Calibration**. An Adjustment Calibration is defined as: *"Adjustment of an instrument via internal controls or firmware, not accessible during normal operation, in order to initially establish or later restore an instrument's specified performance level"*. To be able to perform this calibration, RTI has developed specific software and firmware, this software and firmware take into account the design, capability, and unique characteristics of each type of meter manufactured by RTI.

RTI Labs, of course, utilize specific X-ray tubes, generators, along with appropriate target/filter combinations to perform the adjustment calibrations. RTI Labs has also been designed with appropriate jigs for precise positioning and verification for each of the instruments manufactured by RTI. Most importantly, the RTI Labs in each facility mirror the RTI Labs in Sweden (in design and procedure) where the instruments are also designed and manufactured.

RTI Labs are the only calibration labs capable of performing a true "adjustment calibration" on your RTI meter. Non RTI Labs will only be able to 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"*. A check calibration cannot eliminate the error that might exist in the instrument. By performing the Adjustment Calibration, RTI is able to eliminate any error that might exist and "restore the instrument's specified performance level".

Because of RTI's calibration, your meter performs just like you expected.

CERTIFICATIONS & APPROVALS



REVIEWED BY HIGHEST STANDARDS

Besides the fact that we see it as our responsibility to develop and deliver environment-friendly and high quality products to you, we would also like to ensure that our products fulfill the requirements from governments and the industry. We want to guarantee our customers high quality instruments and reliable calibrations.

As an accredited laboratory we will regularly be reviewed to ensure that our calibration skills are maintained. It provides third-party assurance that RTI has the quality management system to ensure all of our calibrations are consistently of the highest quality. This accreditation is a guarantee that our assignment is carried out impartially, fairly and based on internationally accepted standards.

RTI is proud of these achievements and for what it means to our users and customers.





RTI GroupAB has a quality management system that fulfils the requirements of SS-EN ISO 9001:2008. ISO 9001:2008 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 17025:2005 - "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 GroupAB's calibration lab and methods have been audited and approved by SWEDAC.



The ISO/IEC 17025:2005 accreditation is a voluntary, third-party process. This accreditation from Laboratory Accreditation Bureau (L-A-B) indicates that RTI Electronics, Inc.'s calibration lab quality management system has been thoroughly evaluated and has demonstrated technical competence and compliance with ISO/IEC 17025:2005.



RTI Electronics Inc has received ISO 9001:2008 certification, an internationally recognized standard issued to organizations with a quality management system. ISO 9001:2008 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 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 17025:2005. Swedac is a member of the EA, IAF and ILAC.



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