

# RTI Service & Calibration

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



INDEPENDENT X-RAY  
QUALITY ASSURANCE

## RTI Service

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### Delivering X-ray QA solutions for 40 years

Since 1981, RTI Group has been delivering world-leading X-ray QA “solutions” of meters and probes.

All incoming solutions are checked in our ISO/IEC 17025 accredited calibration laboratories. This means we have attained the standard for which most labs must hold accreditation in order to be deemed technically competent.

### A smart choice

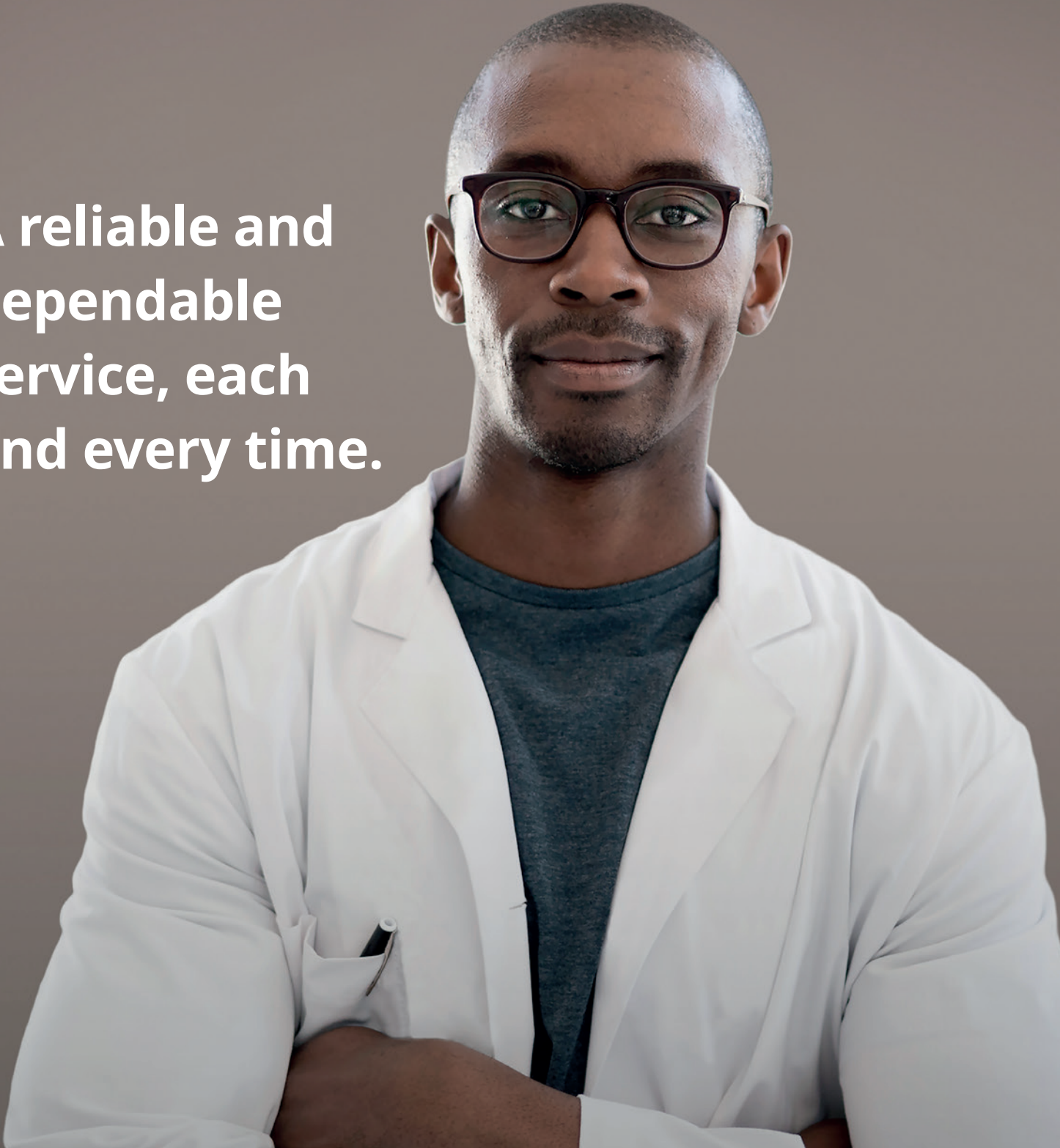
From the moment you send your solution in for service or calibration, or have a question about its operation, we'll work to make sure that you know you've made a smart choice.

- All calibrations & service are performed by trained RTI personnel
- True Adjustment Calibration
- All new available beam qualities included with every recalibration
- Extensive Calibration Scope

Parts and labour come with an exclusive RTI warranty

- Ability to extend Warranty of Instruments up to 10 years
- Quick turnaround options
- Upgrades available for most instruments

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



**A reliable and  
dependable  
service, each  
and every time.**

## A reliable and dependable service

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

Our labs are designed to provide you with a reliable and prompt service to maximize your RTI meter and probe 'uptime'

Trained in-house service engineers take care of your meters and probes, and make sure they perform better for longer.

Every RTI customer receives a Calibration Certification and a summary Service Report. Our labs also keep digital and maintenance records of your meter/probe for your convenience.

We know that you depend on your RTI meter to regularly perform important X-ray QA tasks. Therefore, when it comes to turnaround time for regular service and calibration, we try to make the process as a smooth and quick as possible.

### RTI labs

RTI labs utilise specific X-ray tubes, generators, along with appropriate target/filter combinations to perform the adjustment calibrations. They have also been designed with appropriate jigs for precise positioning and verification for each of the solutions manufactured by us.

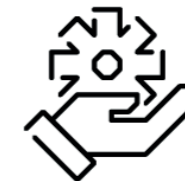
Most importantly, the labs in our North America office mirror the ones we have in the Swedish Headquarters – in design and procedure - where our X-ray QA solutions are also designed and manufactured.

### 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 - an RTI Product USB is 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*



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## A reliable and dependable service, each and every time

- Receive reminders for when it is time to recalibrate and update your solutions with all the available new features.
- Arrange for calibration by a phone call or e-mail to RTI. You will be given a date of booking and instructions regarding the shipment of your item.
- Upfront cost estimates and product return. Pricing and turnaround times are available at the time your booking is generated.
- Extended Warranty Program - an exclusive RTI option. You can extend the original factory warranty on your RTI meter for up to **10 years**. Your RTI Area Sales Manager or Service Technician can provide more information.
- Our prompt turnaround times help minimize the downtime.  
**Five to ten business days (in-house) is our standard.\***
- Option, for an additional cost, to shorten the calibration turnaround by requesting Express Service of **three days**.
- 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.

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

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## Calibration

### Solution upgrades and more

Additionally, we will also provide you with a reminder of your next calibration as well as product/software upgrades, warranty programs and other updates.

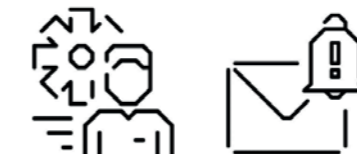
Take the opportunity by upgrading your meter at the same time as a scheduled calibration or service. We can always offer an upgrade or replacement of your existing meter(s). Contact the Service Team to discuss your options.

### A complete QA calibration process guaranteed

We are the only non-invasive, X-ray QA test equipment manufacturer who has included all its solutions in its accreditation scope. As an RTI customer, this means that when you send your meter to us for calibration, your complete RTI system is calibrated onsite in our lab.

Accredited calibrations are performed on each of the meters and/or probes included with your system. Your calibrated Piranha meter, as well as your RTI Light meter, mAs probes, and low dose scatter detectors, for example, are covered in RTI's accreditation scope.

Assurance comes with each RTI lab calibration. Each lab performs a true adjustment calibration on each instrument. No other lab can provide this level of service for your RTI meter.



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## True 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, we have developed specific software and firmware. This software and firmware take into account the design, capability and unique characteristics of each type of solution manufactured by us.

Our labs are the only calibration facilities capable of performing a true “adjustment calibration” on your RTI meter and/or probe. Other 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. By performing the adjustment calibration, we can eliminate any error that might exist and “restore the instrument’s specified performance level”.

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# Warranty

## Two-year calibration cycle

RTI solutions have such a high measurement performance that we recommend a calibration interval of 24 months. This, together with our Extended Warranty Program, reassures you to trust your meters and probes with us and gives a low lifetime cost for you.

## Extended Warranty Program

The conditional Extended Warranty Program, for the Piranha and Cobia, gives you up to ten-year warranty.

By joining the ‘Program’, you will have the opportunity to increase your warranty two 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.

## Service online

Find out more about our service, calibration, and warranty, in the Service section on the RTI website [www.rti.com/calibration-service](http://www.rti.com/calibration-service)



# Certifications

Not only do we see it as our responsibility to develop and deliver environmentally-friendly and high quality solutions to you, but it is our mission to ensure that our products fulfill the requirements from governments and the industry.

## Reviewed to the highest standards

Our aim to guarantee you high-quality solutions and reliable calibrations.

RTI's ISO/IEC 17025 accredited labs are regularly reviewed, and we ensure that our calibration skills and services continue to be the best. It provides third-party assurance that we have 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 customer.

Thank you for your trust and continued business with us.



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.

