

**URGENT FIELD SAFETY NOTICE**

«IA\_Customer\_Name»  
«IA\_Facility\_Site»  
«IA\_Street\_Address»  
«IA\_City», «IA\_State» «IA\_Zip\_Code»

**Attention:** DX-D 600: Movement of Overhead Tube Crane after releasing button

Dear customer,

This Urgent Field Safety Notice is intended to inform you about:

- what the problem is and under what circumstances it can occur
- the actions that should be taken by you in order to prevent risks for patients or users
- the actions planned by Agfa to avoid the problem.

**Reference:** PRB2000091

**Device:**

This Safety Notice refers to your DR unit "DX-D 600" (DX-D 600 Automatic System, DX-D 600 Automatic Wall stand Only). A product description can be found on our website → [DX-D 600](https://medimg.agfa.com/main/direct-radiography/dx-d-600/)  
(<https://medimg.agfa.com/main/direct-radiography/dx-d-600/>)

**Problem:**

The unit is equipped with safety measures so no movement may occur without user interaction. After an upgrade of the software of the Overhead Tube Crane, there were isolated cases in which the Overhead Tube Crane movement does not stop when the movement button is released. Instead of stopping while the movement button is released, the Tube Head Crane moves to the intended position. This issue only occurs with a specific combination of dedicated software versions with specific hardware board revisions.

**Actions:****Actions undertaken by Agfa:**

Soon Agfa or its representative will visit your site and install the latest revision of the hardware board, which will prevent a movement without user interaction.

**Recommended actions to be taken by you:**

If you notice an Overhead Tube Crane movement without user interaction, notify your Agfa Service contact at once.

Please distribute this information within your facility to all those who need to be aware of it.

***It is important to take the actions detailed in this Urgent Field Safety Notification and to acknowledge receipt of this notification.***

Should the above information not apply to your facility or should the device have been transferred to another organization, please be so kind as to indicate this on the attached feedback form and pass this Urgent Field Safety Notice to the organization where the device has been transferred.

We thank you for your careful attention to this issue and for your continued support.

If you have any questions about this matter, please contact your local Agfa organization:

Name of contact person - Title  
Phone number - Email address@agfa.com

Sincerely,  
Paul Merckx, Global Head of QARA

Agfa NV  
Septestraat 27, 2640 Mortsel  
Belgium

# URGENT FIELD SAFETY NOTICE

## Feedback form

We kindly ask you to fax back or email the attached information as soon as possible. Your reply provides Agfa NV, and subsequently the Regulatory Authority, with the means to monitor the progress of the Urgent Field Safety Corrective Actions. Thanks for your co-operation.

Customer /Facility:	<IA_Facility_Site>
Address:	<IA_Street>
	<IA_City>, <IA_Zip_Code>, <IA_State>, <IA_Country>
Notice reference	PRB2000091
Product reference:	DX-D 600

- I confirm that I have received and understand the attached notice.
- This notice does not apply to my facility.
- The device has been transferred to another organization. Name and address of other organization: \_\_\_\_\_

### Customer

Name:	_____
Position:	_____
Signature:	_____
Date:	_____
Phone number:	_____

- Please correct our contact information as follows:

Customer / Facility name:

Address: