



Why Invest in the RaySafe Service Program?

To protect patients and medical staff, most national and international regulations require annual calibration of X-ray equipment. To ensure the validity of these checks, it is important to calibrate your test equipment. Regular checks increase the credibility of your X-ray equipment and offer increased radiation protection.

The RaySafe Service Program is the best way to protect your investment and ensure a predictable annual expense.

Benefits are:

- Extended service program warranty*, ensuring your device will be kept in “like-new-condition”, including replacement at no charge in case of instrument failure
- Validation/calibration on a fixed schedule with precise adjustments so you have greater assurance of accuracy
- Faster turnaround time so that your instrument is returned more quickly
- Your device can remain in the RaySafe Service Program indefinitely, until the product is discontinued

Accredited calibration services:

- RaySafe is the only vendor that can perform a full calibration to maintain manufacturing standards
- Calibration certificates traceable to PTB, and RISE
- Checks performed in modern state-of-the-art facilities in the US and Europe, in accordance with relevant ISO standards
- ISO/IEC 17025 accredited calibration services with a unique scope of measurement parameters and ranges

* Manufacturing warranty: two years for RaySafe X2 and RaySafe X2 Solo, and one year for all other products



What are the service options for RaySafe products?

RaySafe systems can be maintained under the “Service Program”, or be calibrated/repared on an “as needed” basis.

The RaySafe Service Program ensures a predictable annual expense keeping your device working accurately and efficiently.

For devices outside the RaySafe Service Program, you can choose to calibrate/repair your equipment at any time/interval.

You can join the RaySafe Service Program any time from purchase up until the end of the manufacturing warranty for your device. The device should then be returned for service every one or two years, depending on service cycle (\pm three months). If the device is not returned on time, we reserve the right to end the RaySafe Service Program for your device.

The service program is not considered a “contract” and you may choose to leave it at any time – however, if an instrument leaves the RaySafe Service Program, it cannot re-join later.

Can you explain the service pricing?

You pay for the RaySafe Service Program based on your device and chosen service program cycle.

What is included in the RaySafe Service Program?

- All calibrations (as found, adjustments and calibrations as left – with PTB/RISE traceable certificates)
- All firmware upgrades
- Repairs and replacements (parts and labor)*
- Functional checks of accessories, which may include replacements
- Annual calibration reminders

** Warranty void if the product is disassembled, modified or repaired by an unauthorized person/facility, or if its functionality is impaired by damage, abuse or failure to use and maintain according to manufacturer instructions.*

How is the RaySafe Service Program structured?

RaySafe X2 and RaySafe X2 Solo	RaySafe ThinX, RaySafe 452
The service program is tied to each sensor with an individual price per sensor.	Each serial number has its own individual service program.
You can send your sensors separately or as a kit. Recommended calibration cycle is every 12 months.	Recommended calibration cycle is every 12 months.

Note: It is possible to send a complete RaySafe X2 kit for service, rather than just individual sensors, in order to keep all sensors in the same service timeframe.



Why would a customer purchase service from RaySafe rather than a third-party service provider?

RaySafe is the only vendor that can perform a full calibration (including adjustment) of RaySafe equipment to maintain manufacturing standards. Third-party vendors are only able to offer verification of a device. In case of failure, the unit must be sent to RaySafe, thus extending the turn-around time for the service to be completed.

Only the RaySafe Service Program offers the wide range of benefits, including extended warranty, faster turn-around time, and calibration adjustments.

How do I enroll in the RaySafe Service Program?

If you want to join the service program, fill in all requested information about your device in the “Service Request Form”, and when prompted check the “RaySafe Service Program” box before continuing with the other steps.

If you would like to know more about the RaySafe Service Program, including options for pre-payment, contact your local sales representative.

For your convenience, scan any of the two QR codes below (you may need to zoom in).



Service Request Form



Contact Us!



RaySafe

We empower our everyday heroes to focus only on protecting lives.

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