

Title	Calisto Gantry Cover Bracket Inspection and Replacement
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This Field Action is targeted at ALL Radixact systems that utilize the Calisto style gantry shipped prior to June 18th, 2023. All systems with serial number 4010500 and above that shipped prior to June 18th, 2023. are impacted.

Background:

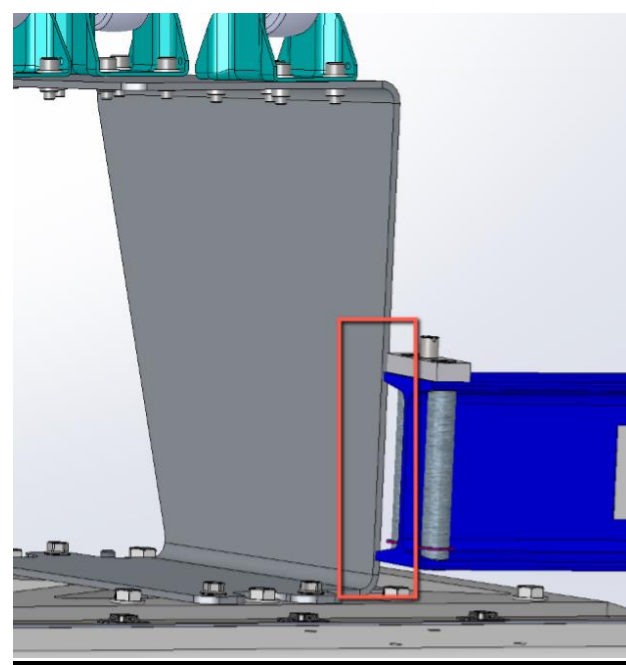
It has been discovered that when utilizing the Jib Crane Assembly while servicing Radixact systems with a Calisto style gantry, that in some instances there is not enough clearance for the Jib Crane to function as intended. In these instances, it will collide with the cover bracket at the top of the gantry. When this occurs, the Field Service Engineer may try to lift the Jib Crane to clear the bracket, which creates an unsafe working condition and presents a safety hazard to the Field Service Engineer.

This Field Action will have the Field Service Engineer inspect the Jib Crane to ensure that it has enough clearance to function properly and does not collide with the cover bracket. If it does collide with the cover bracket, a new cover bracket must be ordered and the existing cover bracket must be replaced.

Action:

Please perform the following steps -

1. Wait for Service Infrastructure to create a work order for your site. This ensures only one work order is opened at a time without creating compliance issues. The work order will have the name: RXFA23-008 Calisto Gantry Cover Bracket Inspection and Replacement.
2. Complete the assigned training for this Field Action in Accuray University.
3. Deliver the Customer Safety Notification to the appropriate site representative to make them aware of the issue and obtain a signature from the representative as acknowledgement of the Field Action. Please ensure that the notification is in the site's native language.
4. Attach the signed Customer Notification letter to the Work Order in ServiceMax.
5. Work with the customer to schedule a time to complete this Field Action and add the scheduled date to the Work Order in ServiceMax.
6. Travel onsite and perform the Field Action.
7. Remove the gantry covers and inspect the Jib Crane and observe that the Jib Crane can move past the cover bracket at the top of the gantry without interference, as shown below.



8. If the Jib Crane does collide with the bracket, then order PN 1088370 - FRU, Enclosure, Gantry, Upper Roller Bracket, Radixact, Gen2.
9. Once the item has been received, replace it by downloading T-SVC-01348 – Upgrade the Radixact Gantry Enclosure Upper Bracket from Agile and replace the bracket.
10. Restore the system to functionality.
11. Close the work order in ServiceMax once the work has been completed. Please ensure that the signed Customer Notification from Step 3 is attached to the work order prior to work order closure.

A standard FSE tool kit is required to complete this FA.



Field Action

RXFA23-008, Rev A

FA Priority	Release Date	Completion Date
Priority II	See Agile	180 days from launch
Required FSE Training	Required Customer Training	Estimated Implementation Hours
Yes	No	1
Affected Product(s)	Affected Sub System(s)	Affected Component(s)
Radixact	Calisto Gantry	Jib Crane Assembly
Reference Documents		Required Parts
T-SVC-01348 – Upgrade the Radixact Gantry Enclosure Upper Bracket		1088370 - FRU, Enclosure, Gantry, Upper Roller Bracket, Radixact, Gen2
Release Method		Related Anomalies
ECO-27383 (RXFA23-008)		N/A
Revision	Revision Author(s)	Revision Description
A	R. Weier	Initial release

1. Field Action Plan

1.1. Site Identification and Configuration

- 1.1.1. This is a targeted Field Action for sites globally that are listed in the FA Description.
- 1.1.2. RBU Management will confirm sites affected by this issue and inform the FA Program Manager
- 1.1.3. RBU Management, FA Program Manager, and the FSE will verify the correct configuration before proceeding.

1.2. Service Infrastructure will proactively open Work Orders for the sites that are identified.

1.3. Scheduling Update

- 1.3.1. The FSE and RBU Management will contact the customer to schedule the update. The time to complete the update will take approximately one (1) hour.

1.4. Completing Update

1.4.1. The FSE will complete the FA Awareness Training for FA RXFA23-008 before beginning the work to complete the FA.

1.4.1.1. The FSE will order the necessary parts in the Required Parts section to complete the update.

1.4.1.2. A standard tool kit is required to complete this FA.

1.4.2. The FSE installs all Required Parts, following the instructions provided in the Reference Section based on the current software version of the system.

1.4.3. The FSE completes all necessary Post Service Checks.

1.5. Order Completion

1.5.1 FSE takes the necessary actions to complete the Work Order for the update and updates the system configuration details in ServiceMax, if applicable.