

URGENT IMPORTANT FIELD SAFETY MODIFICATION

Subject: Oncentra® Brachy v4.5.4 and 4.6.2 Installation Instructions

Product: Oncentra® External Beam Oncentra® Brachy

Scope: Oncentra Brachy version 4.0 and higher In combination with:
Applicator Library version 1.0.0 and higher.

Relates To: 806-01-BTP-002 (IFSN), 806-05-BTP-019 (Product Bulletin)

UDI Reference: 08717213052758, 08717213038660, 08717213020610,
08717213052321, 08717213052314, 08717213052307,
08717213052291, 08717213052246, 08717213052239,
08717213051881, 08717213051843, 08717213051782,
08717213051775, 08717213051294, 08717213020610,
08717213053717, 08717213053700

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Description of Problem:

Oncentra® Brachy offers Applicator Modelling functionality, which aids the end-user in the reconstruction of an entire applicator geometry by using Anchor Points. In two rare scenarios, the applicator model may get mirrored. This is caused by a design fault in the mapping of the applicator model to the user provided anchor point. If unnoticed, this could result in a difference between the planned and delivered dose.

| | |
|-------------------------|--|
| Technical Reference: | Not applicable |
| Manpower: | Depending on the current installation and database: average 2 hours |
| Tools & Test equipment: | Not applicable |
| Parts required: | <p><u>Oncentra Brachy v4.0-4.3 customers</u></p> <p>If a customer is now running Windows 7, they can update to v4.5.4. If the customer is still on Windows XP new hardware is required. As new hardware is probably delivered with Windows 10, it is required to also directly sell the update v4.6.2.</p> <p>See below table for all required actions to upgrade to the latest v4.6.2 on the Windows 10 IoT LTSC platform.</p> |

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| | <p><u>Oncentra Brachy v4.5.x customers (Windows 7 PC):</u> Oncentra Brachy v4.5.4 is validated on Windows 7. For customers running v4.5.x the next update kit is required to update to Oncentra Brachy v4.5.4:</p> <ul style="list-style-type: none"> • Installation kit, part number 170537-09. <p><u>Oncentra Brachy v4.6.0 or v4.6.1 customers:</u></p> <p>Windows 7 PC: Oncentra Brachy v4.6.2 is only validated on Windows 10. Customers running v4.6.0 on Windows 7 on a Z840 younger than 5 years can upgrade their operating system to Windows 10 IoT. In other cases new hardware is required.</p> <p>See below table for required actions when updating to the latest Oncentra Brachy v4.6.2 on the Windows 10 IoT LTSC platform.</p> <p>Windows 10 PC: To secure system stability we recommend customers that have Windows 10 Pro installed on their HP Z8 G4 or Z840 to upgrade to Windows 10 IoT LTCS.</p> <p>For customers running v4.6.x the next update kit is required to update to Oncentra Brachy v4.6.2</p> <ul style="list-style-type: none"> • Installation kit, part number 170538-02. <p><u>Hardware actions:</u></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">PC</th> <th style="text-align: left;">Action</th> <th style="text-align: left;">Part number</th> </tr> </thead> <tbody> <tr> <td> HP Z840 > 5 years HP Z800 HP Z820 Dell T7500 Dell T7600 Or similar </td> <td> Replace Hardware with HP Z8 G4 with Windows 10 IoT Enterprise LTSC High-End (1809) </td> <td> 170008-02** (HP Z8 G4 + 27 inch monitor) 170009-02** (HP Z8 G4 only) If required: 170062 (GPU card used by ACE algorithm) </td> </tr> <tr> <td> HP Z840 < 5 years with W7 Or similar </td> <td> Upgrade to Windows 10 IoT Enterprise LTSC High-End (1809) </td> <td> 170078-01 (Windows 10 IoT upgrade kit for HP Z840. This kit contains an additional 1TB SATA SSD to ease the upgrade procedure). </td> </tr> </tbody> </table> | PC | Action | Part number | HP Z840 > 5 years HP Z800 HP Z820 Dell T7500 Dell T7600 Or similar | Replace Hardware with HP Z8 G4 with Windows 10 IoT Enterprise LTSC High-End (1809) | 170008-02** (HP Z8 G4 + 27 inch monitor) 170009-02** (HP Z8 G4 only) If required: 170062 (GPU card used by ACE algorithm) | HP Z840 < 5 years with W7 Or similar | Upgrade to Windows 10 IoT Enterprise LTSC High-End (1809) | 170078-01 (Windows 10 IoT upgrade kit for HP Z840. This kit contains an additional 1TB SATA SSD to ease the upgrade procedure). |
|---|--|--|--------|-------------|---|--|--|---|---|---|
| PC | Action | Part number | | | | | | | | |
| HP Z840 > 5 years HP Z800 HP Z820 Dell T7500 Dell T7600 Or similar | Replace Hardware with HP Z8 G4 with Windows 10 IoT Enterprise LTSC High-End (1809) | 170008-02** (HP Z8 G4 + 27 inch monitor) 170009-02** (HP Z8 G4 only) If required: 170062 (GPU card used by ACE algorithm) | | | | | | | | |
| HP Z840 < 5 years with W7 Or similar | Upgrade to Windows 10 IoT Enterprise LTSC High-End (1809) | 170078-01 (Windows 10 IoT upgrade kit for HP Z840. This kit contains an additional 1TB SATA SSD to ease the upgrade procedure). | | | | | | | | |

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| | | | |
|---------------|---|---|---------------------------------------|
| | For the upgrade from Windows 10 Pro to Windows IoT the next upgrade kit is available. | | |
| | PC | Action | Part number |
| | HP Z840 HP Z8 G4 with W10 Pro | Upgrade to Windows 10 IoT Enterprise LTSC High-End (1809) | 170064-00 (Windows 10 IoT upgrade) |
| | <p>** Due to delivery problems at our supplier it is possible that the 170008-02 or 170009-02 are not yet available at the moment that v4.6.2 is released. In this case order 170008-01 (HP Z8 with Windows 10 Pro + monitor) or 170009-01 (HP Z8 with Windows 10 Pro) and add 170064-00 (Upgrade to Windows 10 IoT).</p> | | |
| Installed by: | <p>Oncentra Brachy v4.5.4 is customer installable when updating from 4.5.x.</p> <p>Oncentra Brachy v4.6.2 is customer installable when updating from Oncentra Brachy v4.6.x on a Windows 10 system.</p> <p>When upgrading from Windows 7 or an older version of Oncentra Brachy (4.3 or older), Elekta service personnel trained on Oncentra System (Technical) training should do the upgrade.</p> | | |
| Trained by: | Elekta trainers certified on Oncentra Brachy v4.5.x. See section 7 for the training requirements. | | |

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1 Details

This document contains the installation instructions for Oncentra Brachy v4.5.4 for all customers running Oncentra Brachy v4.5.x. For customers running older Oncentra Brachy versions first upgrade to Oncentra Brachy v4.5. This document also contains the installation instructions for Oncentra Brachy v4.6.2 for all customers running Oncentra Brachy v4.6.x.

Please refer to the Product Bulletin or Release Notes for detailed information on the changes in Oncentra Brachy v4.5.4 and v4.6.2.

2 Related documents

| Reference | Description |
|-----------------|---|
| 806-01-BTP-002* | Mirroring of Applicator Model may occur in Oncentra® Brachy |
| 806-05-BTP-019* | Product Bulletin – Release of Oncentra Brachy v4.5.4 and v4.6.2 |
| 777.00298MAN* | Oncentra Brachy v4.5.4 System Administrator Manual |
| 777.00572MAN* | Oncentra Brachy v4.5.4 Release Notes |
| 777.00580MAN* | Oncentra Brachy v4.6.2 System Administrator Manual |
| 777.00588MAN* | Oncentra Brachy v4.6.2 Release Notes |
| 777.00592MAN* | Oncentra Brachy Customer Acceptance Tests |
| 777.00591MAN* | Oncentra Brachy Customer Acceptance Checklist |
| 777.00594MAN* | Oncentra Brachy Planned Maintenance Information |
| 777.00590MAN* | Oncentra Brachy Planned Maintenance Checklist |

* Latest version can be found in CLM.

3 Upgrade paths

For customers running Oncentra Brachy 4.6.x the upgrade to v4.6.2 is made available. For customers running Oncentra Brachy 4.5.x the upgrade to v4.5.4 is made available (validated on Windows 7).

Customers running v4.0-4.3 on Windows XP cannot be upgraded directly. These customers also require a new server license. Contact your local sales representative to discuss these situations.

In chapter 4 the upgrade procedure for a 4.5.x customer running on Windows 7 is explained and in chapter 5 the upgrade procedure for a 4.6.x customer running on Windows 7 or Windows 10 is explained.

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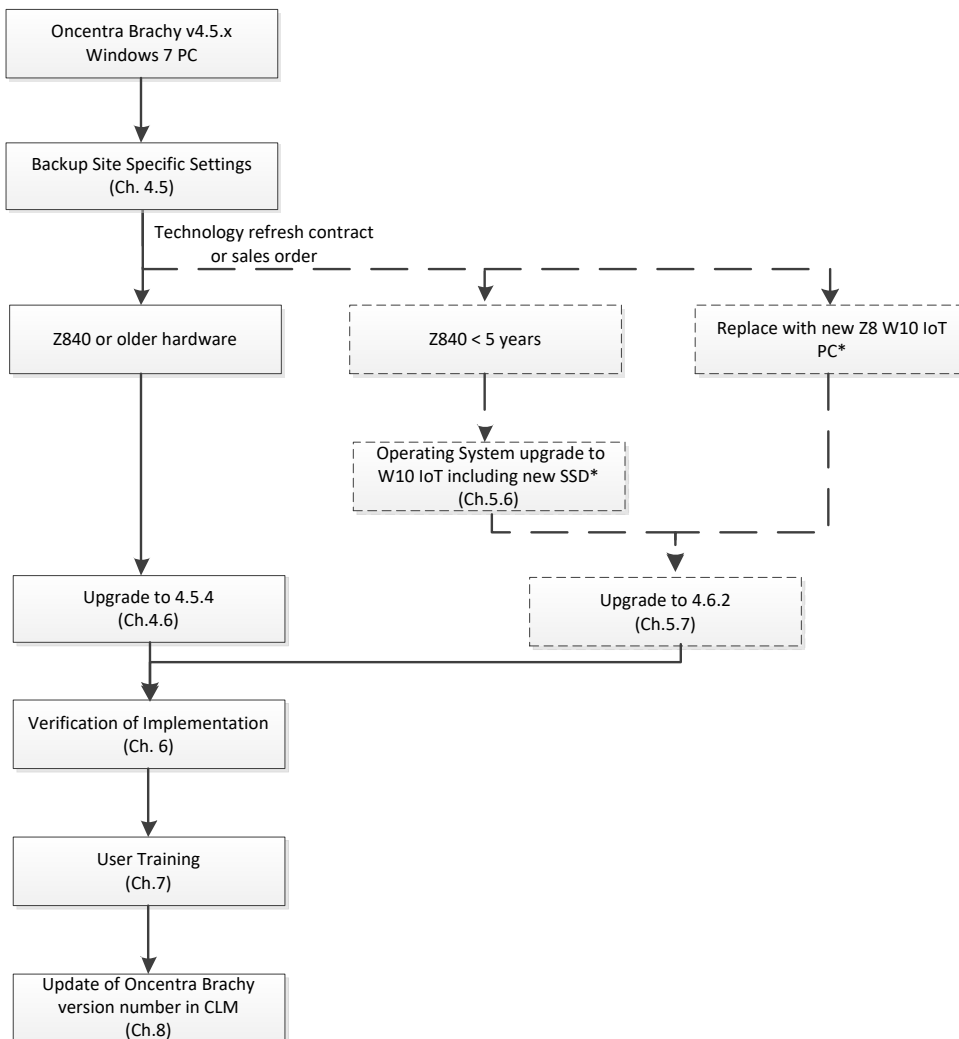
4 Oncentra Brachy v4.5.x customer upgrade.

4.1 Upgrade path

Oncentra Brachy v4.5.0 - v4.5.3 is only validated on Windows 7. For these customers Oncentra Brachy v4.5.4 is made available.

Below diagram explains which steps to take to upgrade the systems. In solid lines you see the direct upgrade path to Oncentra Brachy v4.5.4.

The dashed lines show the possible upgrade paths to the latest Oncentra Brachy 4.6.2 version. The costs of new hardware, operating system, software upgrade(s) (indicated with a * in the diagram) and possible training are part of a service contract including technology refresh. In case a customer has no service contract, or a service contract without technology refresh, contact your local service or sales representative for support.



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4.2 Installation Kit

The Oncentra Brachy v4.5.4 Installation Kit (170537-09) is required to do the update of Oncentra Brachy v4.5.x to v4.5.4.

4.3 Licensing requirements

No new licenses are required when upgrading from 4.5.x.

4.4 System Requirements

See section 2 of the System Administrator Manual (777.00298MAN) for the hardware requirements.

Oncentra Brachy v4.5.4 is validated on the next Operating Systems.

| Supported Operating System | Service Pack | Environment | Installation |
|---|-------------------------------|-------------|---------------|
| Windows 7 Professional | Service Pack 1 | 64-bit | Server/Client |
| Windows 7 Ultimate* | Service Pack 1 | 64-bit | Server/Client |
| Windows 7 Ultimate for Embedded Systems** | Service Pack 1 | 64-bit | Server/Client |
| Windows Server 2008 R2 | Service Pack 1 | 64-bit | Server only |
| Windows Server 2012 R2 | With latest patches installed | 64-bit | Server only |

*) Windows 7 Ultimate is required for support of a display language other than English.

**) Windows 7 Ultimate for Embedded Systems requires specific configuration and is only supported when system configuration is done by the Elekta service organization.

The required Windows Service Pack must be installed before Oncentra Brachy v4.5.4 is installed.

4.5 Backup of Site-Specific settings

Before you start the upgrade make sure to store the following data at a safe external location.

| Folder | Contents | OCB Server | OCB Clients |
|--|--|------------|-------------|
| \OTP_DB | Databases | Yes | No |
| \OTP_DATA | Data folder | Yes | Yes |
| \Backup\Physics and \Backup\Repository | Database backup | Yes | No |
| \Program Files(x86)\Nucletron\License Service\licenses | License keys | Yes | No |
| \Program Files \Nucletron\ Brachy | From this folder, save all files with names on the form *_local.* | Yes | Yes |
| \Program Files \Nucletron\ Brachy \Isolines | From this folder, save the files: isolinesdefinition.dtd isolines.xml | Yes | Yes |

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| Folder | Contents | OCB Server | OCB Clients |
|-------------------------------|---|------------|-------------|
| \ProgramData\Etiam \WinSCP | The two files: WINSCP32.INI WinSCP32.DAT contain parameters that are essential for the execution of WinSCP32. | Yes | Optional |

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4.6 Upgrade to Oncentra Brachy v4.5.4

For detailed installation instructions, see section 4 of the Oncentra Brachy v4.5.4 System Administrator manual. For detailed upgrade instructions, see section 13 of the Oncentra Brachy v4.5.4 System Administrator Manual (777.00298MAN).

After installing Oncentra Brachy v4.5.4 make sure to restore the Site-Specific settings.

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5 Oncentra Brachy v4.6.x customer upgrade.

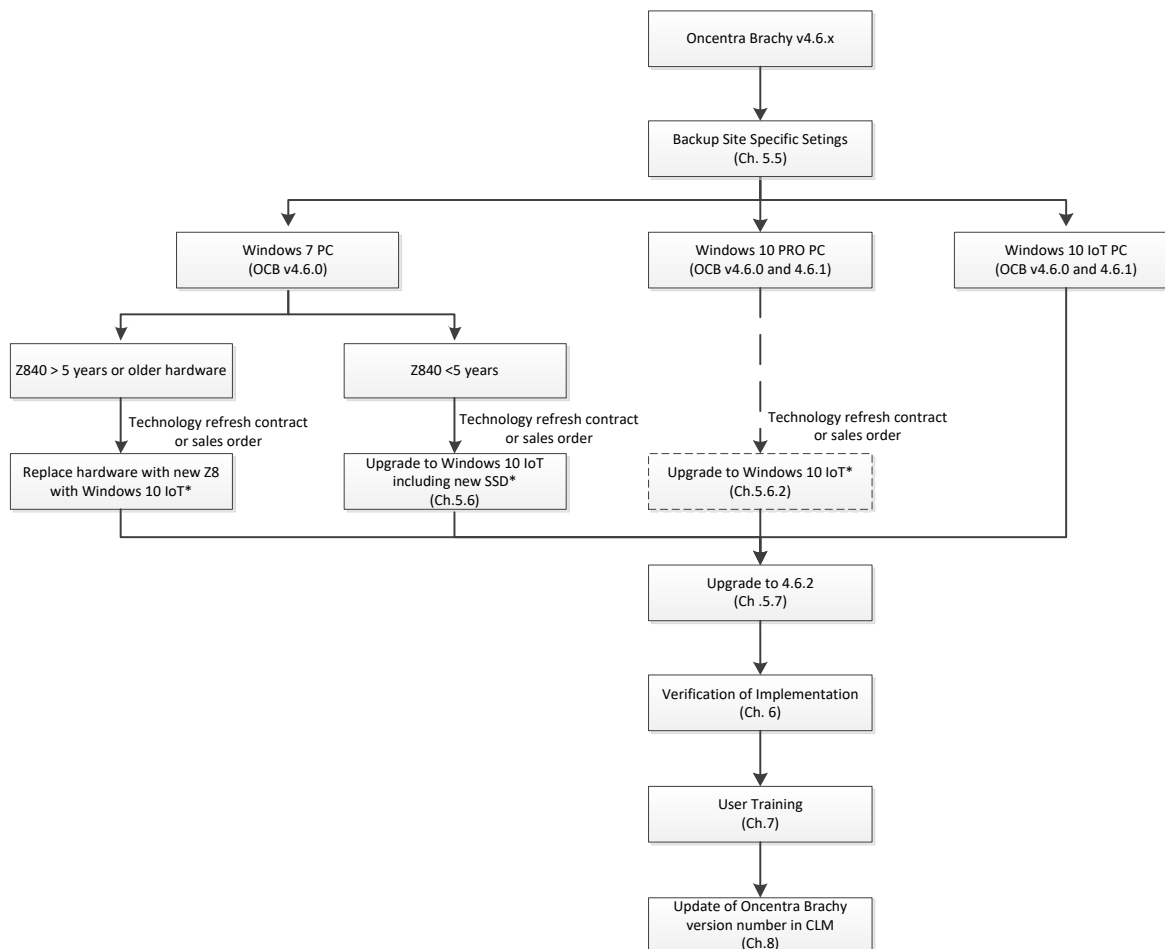
5.1 Upgrade path

Oncentra Brachy v4.6 was validated on Windows 7 and Windows 10. Oncentra Brachy v4.6.1 and v4.6.2 are only validated on Windows 10. Due to this, different upgrade paths to Oncentra Brachy v4.6.2 are possible.

Below diagram explains which steps to take depending on the hardware. In solid lines you see the direct upgrade paths. The dashed lines show the possible upgrade paths to the latest Windows 10 IoT Enterprise 2019 LTSC platform. In the rest of this document Windows 10 IoT is used for readability.

Windows 10 IoT secures system stability. The Windows 10 IoT includes support for bug fixes and security patches during a 10-year period (starting at LTSC release date) without the need to install the semi-annual W10 feature updates.

The cost of new hardware, operating system or software upgrade(s) (indicated with a * in the diagram) are part of a service contract including technology refresh. In case a customer has no service contract, or a service contract without technology refresh contact your local service or sales representative for support.



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5.2 Installation Kit

The Oncentra Brachy v4.6.2 Installation Kit (170538-02) is required to do the upgrade of Oncentra Brachy v4.6.x to v4.6.2.

5.3 Licensing requirements

No new licenses are required when upgrading from 4.6.x.

5.4 System Requirements

See section 3 of the System Administrator Manual (777.00580MAN) for the hardware requirements. Oncentra Brachy v4.6.2 is validated on the next Operating Systems.

| Operating system | Service Pack | Environment | Installation |
|--|-------------------------------|-------------|---------------|
| Windows 10 IoT Enterprise LTSC High-End (1809) | | 64-bit | Server/Client |
| Windows 10 Pro | With latest patches installed | 64-bit | Server/Client |
| Windows Server 2019 | With latest patches installed | 64-bit | Server only |
| Windows Server 2016 | With latest patches installed | 64-bit | Server only |
| Windows Server 2012 R2 | With latest patches installed | 64-bit | Server only |

For the Oncentra Brachy Application Server, it is required that at least one administrator account is available in English, to make it possible for the service staff to service your Oncentra Brachy system.

5.5 Backup of Site-Specific settings

Before you start the upgrade make sure to store the following data at a safe external location.

| Folder | Contents | OCB Server | OCB Clients |
|--|---|------------|-------------|
| \OTP_DB | Databases | Yes | No |
| \OTP_DATA | Data folder | Yes | Yes |
| \Backup\Physics and \Backup\Repository | Database backup | Yes | No |
| \Program Files(x86)\Nucletron\License Service\licenses | License keys | Yes | No |
| \Program Files \Nucletron\ Brachy | From this folder, save all files with names on the form *_local.* | Yes | Yes |

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| Folder | Contents | OCB Server | OCB Clients |
|---|---|------------|-------------|
| \Program Files \Nucletron\ Brachy \Isolines | From this folder, save the files: isolinesdefinition.dtd isolines.xml | Yes | Yes |
| \ProgramData\Etiam \WinSCP | The two files: WINSCP32.INI WinSCP32.DAT contain parameters that are essential for the execution of WinSCP32. | Yes | Optional |

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5.6 Upgrade of Operating System to Windows 10 IoT Enterprise 2019 LTSC

Note: *After the installation and setup of Windows 10 IoT it is required to download several drivers. For this an internet connection is required or make sure to download the required drivers beforehand.*

As the HP Z840 is delivered in the past with Windows 7 Embedded, an extra SATA SSD is delivered in the upgrade kit (170078-01). This to make sure that it is always possible to reinstall the old disk Windows 7 Embedded.

This extra SSD is not required for a Z840 that has been upgraded to Windows 10 Pro before. Note that the HP Z8 G4 computer does not use SATA SSDs. For these upgrades to Windows 10 IoT, only the DVD and license are required (170064-00).

5.6.1 Replacing the system disk of a HP Z840 Windows 7 Embedded

Note: *Make sure to have a backup of all data available on a safe (external) location before you replace the C-drive.*

Removal of Original Windows 7 system disk:

- Unplug the Z840 from mains and ground yourself to prevent damage from electrostatic discharges.
- Open the Z840 side door.
- Remove the top hard drive bay from the system



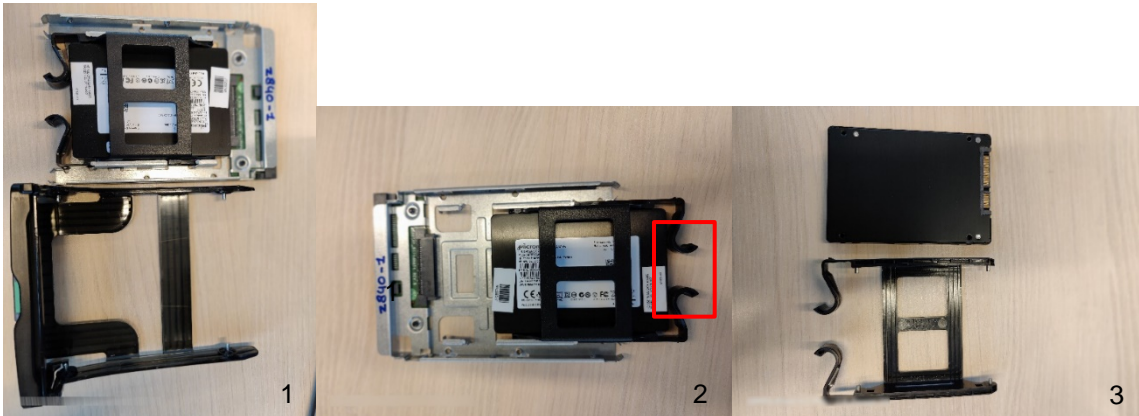
Check that the correct disk (Windows 7 OS drive) is removed:

1. Power on the system without any bootable media in the DVD drive or USB ports.
 - a. The system should give an error 'Boot device not found....'.
2. If the system does boot into Windows 7 the wrong data drive was removed (D:) and you must remove the other drive.

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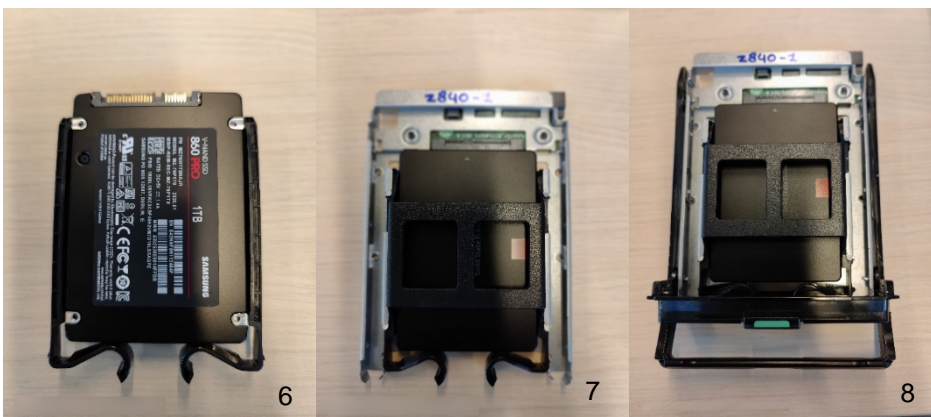
Disassemble the SSD from the removed drive bay (see photo's below):

1. First remove the outer plastic frame. This can be done by pushing the plastic frame outwards.
2. Next, slide out the drive from the metal frame. For this push the black plastic together.
3. Last, remove the drive from the inner plastic frame by pushing the plastic frame outwards.
4. After the complete upgrade is finished give the original Windows 7 hard drive to the customer for safe storage.



Assembling the new SSD

5. Unpack the new SSD.
6. Place the new SSD in the inner plastic frame as shown below.
7. Slide the SSD into the metal frame.
8. Complete the assembly by mounting the inner metal frame into the plastic outer frame.



9. Place the new disk back into the Z840 and make sure all drive bays are mounted correctly (not sticking out).
10. Close the side door of the computer.

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5.6.2 Installation of Windows 10 IoT

The process of installing Windows 10 IoT on an upgraded PC (Z840 or Z8) or a new PC (Z8) follows the same procedure.

This chapter explains the first steps to get Windows 10 IoT installed on the PC.

Note: *To avoid any confusion between drives during installation it is recommended to remove/disconnect the D and E drive from the PC during the upgrade to or installation of Windows 10 IoT.*

Note: *The installation of Windows 10 IoT will wipe the C-drive. Make sure to have a backup of the site specific settings on an external location.*

1. If possible, disconnect the D and E drive from the PC.
2. Start up the computer.
3. Select **F9** during startup to enter the boot menu.
4. Put the Windows 10 IoT DVD in the DVD drive.
5. Select **UEFI – DVD/CDROM** (name might be slightly different, depending on the hardware) and click **Enter**.
6. Press any key to boot from the DVD.
7. Wait for the Operating System installation to start (might take a while).
8. Select the correct language and keyboard and click **Next**.
9. Click **Install now**.
10. Fill in the **Windows activation key** delivered with the installation kit and click **Next**.
11. **Accept the license terms** and click **Next**.
12. Select **Custom: Install Windows only (advanced)**
13. Select the C-drive, in the overview the C-drive might not be disk 0, so make sure to select the drive with Windows on it. Delete all existing partitions on the C-drive via the delete button, until there is 1 drive with only Unallocated Space left, select **Next**.

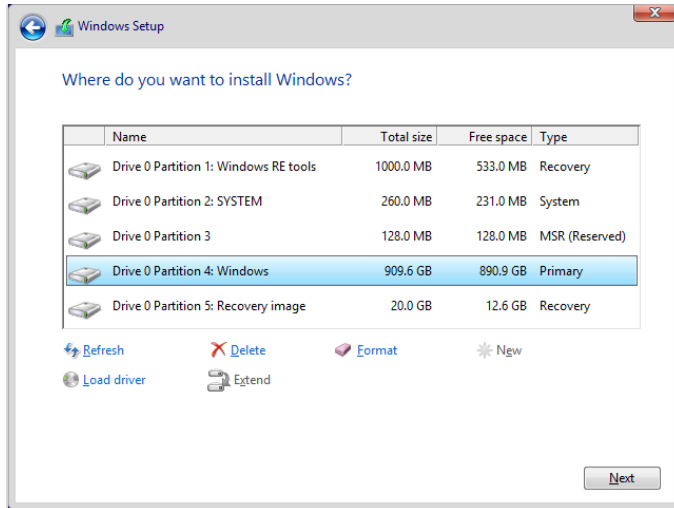
Note: *Do not delete the partitions from the other drives.*

Note: *Check the disk size (sum of all partitions), the C and D drive are both 1 TB on the Z8.*

Note: *When deleting the partitions, also delete the partition where it states Windows.*

See picture below as an example. In this case the C drive is actually Drive 0, but this could also be Drive 1 or 2.

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14. Wait for Windows 10 IoT to install completely.

When Windows 10 IoT is finished installing, continue the setup of Windows 10 as normal.

5.6.3 Installation of .Net 3.5

To install .Net 3.5 the Windows 10 installation DVD can be used. For this:

1. Start up the computer
2. Put the Windows 10 IoT DVD in the DVD drive
3. Go to Start – Windows System and right-click Command Prompt and select *Run as Administrator*
4. Type in:

```
DISM /Online /Enable-Feature /FeatureName:NetFx3 /All /LimitAccess /Source:DVD:\sources\srcx
```

Normally the DVD drive is the F-drive, so the complete command line becomes:

```
DISM /Online /Enable-Feature /FeatureName:NetFx3 /All /LimitAccess /Source:F:\sources\srcx
```

5. Press enter and wait until the installation is completed.

5.6.4 Configuration

After the installation and setup of Windows 10 IoT make sure to:

- Configure the network settings.
- If possible, connect the system to the internet to update all drivers and install possible patches. If no internet connection is available install the drivers manually.
- If the system has a calculation GPU, go to the NVIDIA website to download and install the correct drivers.
- Create the required Windows accounts.

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5.7 Upgrade to Oncentra Brachy v4.6.2 (part nr. 170538-02)

For detailed installation instructions see section 6 of the System Administrator manual. For detailed upgrade instructions, see section 12 of the Oncentra Brachy v4.6.2 System Administrator Manual (777.00580MAN).

After installing Oncentra Brachy v4.6.2 make sure to restore the Site-Specific settings.

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6 Verification of implementation

Verify the installation:

- Start Oncentra Brachy, check that all user accounts are there.
- Verify that old patient data is there and can be opened.
- Verify that data can still be received and imported from remote DICOM peers.
- Verify that the DICOM destinations can be reached.
- Verify that the connectivity with the afterloader work.
- Create a test plan and verify that the parameters can be send and executed.
- Verify that the backup works.

If any of the above steps fail, the issue must be resolved, or the upgrade shall be rolled back. When all above steps succeed fill in the Modification Acknowledgment form at the end of this document and attach it to the workorder in CLM.

Note: *It is recommended to back up the system after the upgrade.*

7 User training

Make the user aware of the changes and solved issues. Refer to the Release Notes for an overview of the changes and solved cases. Please see below table to check if training is required for this upgrade.

| Old version | New version | Training required? |
|------------------------------|-----------------|--------------------|
| v4.6.x | v4.6.2 | No |
| v4.5.x | v4.6.2 | No |
| v4.5.x | v4.5.4 | No |
| v4.3.x (microSelectron user) | v4.5.4 or 4.6.2 | No |
| V4.3.x (Flexitron user) | v4.5.4 or 4.6.2 | Yes |
| Earlier version than v4.3.x | v4.5.4 or 4.6.2 | Yes |

Note: *The table only refers to the training requirements as part of this FCO process. In case a customer purchases the upgrade or new licenses or extra training, then this is part of the sales process and this might require extra training.*

Note: *When a customer upgrades from v4.3 or earlier versions, make sure that the Oncentra Brachy trainer has the required certifications on the older version. This will allow the trainer to adequately explain the differences between the software versions.*

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8 Update of Oncentra Brachy version number in CLM

After the upgrade is performed make sure to update CLM with the correct installed Oncentra Brachy version.

You need to uninstall the current Installed Product (Oncentra Brachy Software Kit) and install the new Installed product (Oncentra Brachy v4.5.4 or Oncentra Brachy v4.6.2) on CLM manually. The procedure is as follows:

1. Open the WO created for the FCO, (IFSM for upgrading to v4.5.4 or v4.6.2).
2. Click on **Report Parts** under **Actions**. (The Technician and Location may need to be filled in for this button to be enabled.)
3. Populate the Work Detail as below and click **Save**:
 - Service type – Software Upgrade
 - Activity Type – Replacement
 - Consume from location – Customer Owned Stock
 - Item Qty - 1
 - If Oncentra Brachy v4.5.4 is installed:
 - Item – 170537, S/W Patch, Oncentra Brachy v4.5.4
 - Major – 4, Minor – 5, Revision – 4
 - Affected IP – (Select existing Installed Oncentra Brachy Software IP)
 - Customer Owned Stock Serial Number – N/A
 - Activity Date – (Date of Upgrade)
 - If Oncentra Brachy v4.6.2 is installed:
 - Item – 170538, S/W Patch, Oncentra Brachy v4.6.2
 - Major – 4, Minor – 6, Revision – 2
 - Affected IP – (Select existing Installed Oncentra Brachy Software IP)
 - Customer Owned Stock Serial Number – N/A
 - Activity Date – (Date of Upgrade)

9 Quality assurance

Please request the local physics department to perform quality assurance as required by local regulations before going clinical with the new version. In Appendix A of the User Manual the user can find a Treatment Plan Approval Checklist that we strongly recommend to fill in for every treatment.

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MODIFICATION ACKNOWLEDGEMENT

If the solution detailed in this Field Safety Modification is being implemented by the Elekta Service Partner (Distributor or Self-Maintainer), the implementer is required to complete the details in the boxes below and sign the document to confirm completion. If the implementation is refused by the customer, the implementer must obtain the customer's signature in the refusal section. Please return this report to the local Elekta Office or its Representative.

| | |
|---|--------------------------------------|
| Classification: Important Field Safety Modification | FCO Reference Number: 806-02-BTP-002 |
| Description: Installation Instructions Oncentra® Brachy v4.5.4 and v4.6.2 | |
| Product: Oncentra® External Beam Oncentra® Brachy | |
| Hospital: | |
| Device Serial No(s): (if applicable) | Location or Site: |
| <p>Action on this unit/device was (<i>select one</i>):</p> <p><input type="checkbox"/> Completed as per instructions on (date: day/month/year):</p> <p><input type="checkbox"/> Not completed, because the unit/device is in storage (<i>if applicable</i>):</p> <p><input type="checkbox"/> Not completed, because (<i>give reason</i>):</p> <p><input type="checkbox"/> Delayed by customer, because (<i>give reason</i>):</p> <p><input type="checkbox"/> Refused by customer, because (<i>give reason</i>):</p> | |
| <p><small>Note: If you use a work order in the CLM configuration database, you do not have to complete this section. The work order will be used to add the information to the system.</small></p> | |
| <p>Modification not Completed / Refused by customer because: This section is to be completed by the customer.</p> <p>Reason:</p> <p>Name: _____ Title: _____</p> <p>Signature: _____ Date: _____</p> | |
| <p>Acknowledgement by non-Elekta installing engineer: This section is to be signed by the installing engineer only when performed by a third party representative or a hospital employee.</p> <p>Name: _____ Title: _____</p> <p>Signature: _____ Date: _____</p> | |