

Radcal Customer Support Form

Dear Customer:

Radcal's goal is to provide the best customer service possible and a prompt solution to any measurement issue you may have. You can help us to that goal by providing as much detail as possible. The form below is designed assist you in gathering the needed information for our service engineers. Please send the completed form and all supporting computer files⁽⁵⁾ to: **techsupport@radcal.com**.

Note: Please don't let this form overwhelm you. You only need to provide the information that is applicable to your measurement issue(s).

Customer Name: _____
 Hospital name or Organization: _____
 Telephone Number: _____
 Email: _____

Radcal Equipment

Model	S/N

Control unit: _____

Model	S/N

Sensor 1: _____

Model	S/N

Sensor 2: _____

Software:

Name	Version

Computer:

Mfg.	Model	OS	Other

Other: _____

Measurement Information

X-ray type: _____ (e.g. mammo, CT, dental, general rad, etc.)

Manufacturer: _____ Model: _____

Other: _____

Special information: _____

(e.g. sensor behind phantom, off axis, collimation, etc.)

Note: this information need not be entered if a Session file(s) ⁽⁵⁾ is provided

Measurement Number ⁽¹⁾	SDD cm	Generator Settings				Added Filt. mm
		kV	mAs ⁽²⁾	mA ⁽³⁾	Time (s) ⁽³⁾	
1						
2						
3						
4						
5						
6						
7						
8						

Measured						
kV	Time(s)	Dose	Rate /s)	HVL	Filtration	mA

⁽¹⁾ If a data file is provided, please match the measurement number to the files measurement index number

⁽²⁾ Leave blank if mA and time are manually set

⁽³⁾ Leave blank if mAs is set

⁽⁴⁾ Example: (2 mm Al +.5 Cu)

⁽⁵⁾ **For Rapidose, Rapid-Gold and Accu-Gold - Please save your measurement session file that coincide x-ray conditions listed above.**

⁽⁵⁾ **For Accu-Pro, Accu-Dose and Accu-kV - If using XLPRO software save your Excel files that match the x-ray conditions listed above or insert this work sheet into your Excel workbook**