

# BEAMLINE BEAMLINE BEAMLINE

Beamline N°19 - Newsletter

MARCH 2008

RDI BECOMES  
IBA INDUSTRIAL, INC.

02

WHO'S WHO...  
NEW FACES AT  
IBA INDUSTRIAL

02-03



REMINDER -  
NEW FIELD SERVICES  
OPTIONS AND RATES

03

NEW DYNAMITRON®  
SERVICE LEVEL  
AGREEMENTS AVAILABLE

IMPORTANCE OF  
DYNAMITRON®  
SYSTEM AUDITS

04-05

DYNAMITRON®  
MILLENNIUM ADVANCED  
TRAINING

SOFTWARE  
UPDATES &  
ENHANCEMENTS

06

HELPFUL HINTS

07

CUSTOMER  
SERVICE CORNER

COME AND MEET  
US AROUND THE WORLD

08

## RDI becomes IBA Industrial, Inc.



**RDI**®  
Member of the IBA group

BECOMES



Iba  
Industrial

# RDI becomes IBA Industrial, Inc.

## BENEFITING FROM AN INTEGRATION WITH A WORLD LEADER IN PARTICLE ACCELERATORS

RDI celebrates its 50th anniversary this year. After 50 years of proud dedication to the E-Beam industry, RDI reaches an additional key milestone by changing its name to IBA Industrial, Inc. IBA acquired RDI in 1999 and views the Dynamitron® and accelerator activities in New York as a key contribution to its success for the E-beam, X-ray and accelerator business. We are proud of our rich history, the success of the Dynamitron® and most importantly, our loyal customers. I want to say thank you for your continued support as we celebrate and look forward to the future. It is due to your faith in us as a supplier and partner that has allowed us to prosper and continue this tradition.

“RDI has created an excellent reputation of providing superior customer service over the years. Our goal is to continue that tradition and strive to make it even stronger. IBA aims at increasing the Dynamitron® services available to customers. The IBA facility in New York will remain a **Center of Excellence** for Dynamitrons®, other accelerator developments and customer support”.

Sincerely,  
**Roger Thomas**



**AS PART OF THE DYNAMITRON® STRATEGY, IBA DECIDED TO ADD A KEY PLAYER TO THE DYNAMITRON® ORGANIZATION. WE WOULD LIKE TO TAKE THIS OPPORTUNITY TO INTRODUCE ROGER THOMAS.**

Roger is VP of Customer Services and is responsible for all IBA Customer Service operation in the Americas including E-Beam, Molecular and Particle Therapy. Roger has extensive experience in customer service, medical and high radiation equipment. Roger’s philosophy is simple - you win customer loyalty and gain satisfaction by listening to your customers, understanding their needs and responding in a timely manner with value-added services and solutions.

## Customer Testimony

“RDI and IBA have provided excellent support for the Dynamitron® at our Gaithersburg, MD facility for more than 45 years. This machine is an important part of our customers supply chain. Unanticipated downtime would severely impact that supply chain and would cause our customers to seek alternatives. RDI/IBA support has helped Gaithersburg maintain unanticipated downtime well below 2%; in many years it has approached 0%. The RDI/IBA team understand the importance of their support and the reliability of their machines to their customers and their customers’ customers. Gaithersburg has never been disappointed in the response of RDI/IBA” says Ken Koziol, General Manager at Sterigenics.

**Who’s who...  
New Faces at **

# Reminder - New Field Service Options And Rates

IBA Industrial, Inc. has taken a decisive step in restructuring our global support infrastructure to provide greater customer focus and to better resource the departments that deliver our value-added services. We expect service to become a more significant competitive differentiator as the sophistication of the manufacturing process increases. We take our service commitment very seriously and have created a number of initiatives to enable us to serve you better.

More immediately, changes are being made to our standard service policy. These changes are required due to increased costs. The new rates are effective March 1, 2008 and are described below. Historically, IBA Industrial, Inc. has provided Telephone Technical Support at no charge. This has been provided even after-hours and weekends although the machines are well beyond the warranty period. The simple commercial reality is that extended free support services can only be entertained in a buoyant market. Effective March 1, a nominal fee will be assessed for Telephone Technical Support that is provided after-hours and weekends. A number of payment options are available depending upon your level of expertise, usage, maintenance philosophy and production demands.

### SOME OF THESE INCLUDE:

- Service Level Agreements
- Extended Warranty Agreements
- Pre-Scheduled Visits such as Corrective and Preventative Maintenance, Audits
- Block Service Purchases
- Telephone Support Agreements

## FIELD ENGINEER SERVICE RATES

(Effective March 1, 2008)

### Field Engineer Service Rates - Standard

Travel Time Rate	Per Hour
Weekday, M-F, 8 AM to 5 PM	\$150.00
After-hour and Weekend	\$225.00
Sunday & Holidays	\$300.00
Onsite Labor	Rate Per Hour
Weekday, M-F, 8 AM to 5 PM	\$200.00
After-hour and Saturday	\$300.00
Sunday & Holidays	\$400.00

\* Travel Time is Portal to Portal  
 \* Travel and Living Expenses will be Invoiced as Incurred

### PLEASE CONTACT



us at **631-254-6800**  
 to discuss your service  
 needs or to request  
 additional information.

Field service is also expanding to meet your needs. New faces you may be seeing at your facility include:



**Phil Kelly**

Phil was born and raised in Alabama and served six years in the US Navy as a Navigation Electronics Technician. Since that time he has worked as a commercial radio field service technician and a Cyclotron technician. Phil attended Georgia Military College and Gainesville College.



**Ron Pyne**

Ron has a B.A. in Science and over ten years experience in equipment engineering. He is continuing his family tradition of working in electrical engineering applications and is lending his academic and practical experience in the business of RF electronics service and manufacturing.



**Bob DeChance**

Some of you may remember Bob as a former RDI field service engineer. Bob worked at RDI from 1984 to 1988, and has recently returned to the northeast area. Bob has a total of 30 years experience as an electronics technician and 18 years of experience actually running production using the Dynamitron®.

# New Dynamitron® Service Level Agreements Available!



## MAXIMIZE YOUR PRODUCTION THANKS TO A COMBINATION OF PRO-ACTIVE AND REACTIVE SERVICES

Customers have shown increased interest in regularly scheduled service visits in order to minimize the risk for unplanned downtime. IBA Industrial now offers a wide-range of creative service solutions for our Dynamitron® customers. A sample includes...

### PREVENTIVE SERVICES

Preventive Services aim at pro-actively avoiding deterioration or production stops by preventively replacing parts and by advising customers of symptom recognition.

#### ■ Preventive Maintenance

Performed by factory-trained engineers for customers willing to outsource the bi-annual maintenances.

#### ■ PM Assistance

Have IBA Industrial experts follow customer maintenance personnel during in-house Preventive Maintenances and benefit from the recommendations and experience of IBA Industrial in maintaining Dynamitrons®.

#### ■ Training

Gain new skills and expertise or refresh your knowledge as you train your technical staff at our New York offices.

#### ■ PM Audits

Have the IBA Industrial experts visit you once or twice a year to provide machine review and recommendations.

#### ■ Productivity Visits

The purpose of Productivity Visits is to work with customers to resolve issues that impact productivity.

*Examples include:*

- PM Inspections;
- Machine Audits;
- Issue Identification, Communication and Resolution;

- Spare Parts Management;
- Customer Training for Specific Operator or Maintenance Tasks;
- Documentation Review and Discussion;
- Review and Trending Analysis of Parts and Equipment;
- Resolve small issues that individually do not result in a request for service.

### EMERGENCY SERVICES

Emergency services aim is to restore your machine to production as quickly as possible. Resources include:

#### ■ Telephone Support

Help is a phone call away. When your machine faces an unplanned downtime, get our technicians on the phone to advise you on how to get production started as soon as possible. This service is available 24/7.

#### ■ Emergency Response

Sometimes when “Telephone Support” does not solve the issue, an on-site response becomes necessary.

#### ■ Guarantee of Departure

Provides a guarantee that our engineer will depart for your site within a predefined time frame after a service call.

Should you require additional information please contact IBA Customer Service.

## SERVICE LEVEL AGREEMENTS

Service Level Agreements are predefined Service packages matching most common customer needs. By selecting SLAs, customers can receive discounts on the purchase of services and parts. Customized service solutions are also available. Examples of our standard Service Level Agreements include:

- Extended Warranty Parts & Labor
- Week SLA

Add to preventive visits the assurance that IBA Industrial experts will depart to your site in less than 72 hours in case of emergency.

- Preventive SLA

Plan yearly preventive visits from IBA Industrial experts.

- Weekend SLA

Add to the Week SLA the possibility to call IBA Industrial during the weekend for emergency support with a guaranteed departure in less than 48 hours.

- Full Labor SLA

Remove the risk associated with preventive visits and emergency visits. You may also benefit from a quick departure guarantee.



If you are interested in an audit for your system, please call our Customer Service Representative at **631- 254-6800** Ext. 110 for details and scheduling. Please review our new field service rates schedule in this issue.



# Importance Of Dynamitron® System Audits



## HELP PREVENT MAJOR PROBLEMS

**As part of IBA Industrial's concern for customer satisfaction, we place strong emphasis on communication between customers and ourselves. Whether it is by phone or by e-mail we are in contact with many of our customers to ask how their machines are running and to answer any questions or concerns they might have. Audits are an effective way to assess the current condition of any Dynamitron® and/or Personnel Safety System. By evaluating past and current problems and identifying impending or potential problems, audits help to resolve small problems and preclude major problems. The result is increased satisfaction, through improved reliability, greater productivity and reduced risk of personnel injury.**

Audits are categorized into the following services:

### FACILITY AUDIT

The Facility Audit is a general overview of the Dynamitron® and Safety System operation plus a review of past records and log books. The Facility Audit takes one day with the system being shut down for a short time, usually less than one half day.

### OPEN MACHINE AUDIT

The Open Machine Audit is an extensive check of the Dynamitron® System consisting of the Facility Audit check plus a review of the accelerator internal components with the vessel open. This is more detailed and can take from three to five days.

### SAFETY SYSTEM AUDIT

The Safety System Audit is a detailed check of the safety system components, operation and customer safety procedures. This is usually done in conjunction with the Open Machine Audit and will require an additional day of down time.

# Dynamitron® Millenium Advanced Training

IBA INDUSTRIAL IS OFFERING AN ADVANCED TRAINING CLASS FOR THE DYNAMITRON® MILLENNIUM CONSOLE. THE TOPICS COVERED INCLUDE:

- Radiation And Ozone
- Vacuum Pumping System
- Gas Handling System
- Operation
- Computer i/o System
- High Voltage Production
- Beam Production
- Scan
- Diagnostic Tools
- Maintenance
- Troubleshooting

These classes will be given at IBA's New York Facility. Seating is limited, so please make your plans now.

DPC-2000	>	Late Summer 2008
Millennium	>	Fall 2008

To reserve your seat(s), please contact Mario Zambardi, Project Manager at IBA Industrial. Tel. **631-254-6800** Ext. 120 or e-mail: [Mario.zambardi@iba-group.com](mailto:Mario.zambardi@iba-group.com)

## Software Updates & Enhancements

IMPROVE THE RELIABILITY OF YOUR SYSTEM

### FLASH DISK UPGRADE.

All DPC-2000's and Millennium control systems were originally installed with hard disks to hold their operational programs and their data. These hard disk drives are mechanical and therefore have a limited lifespan. Advances in flash disk memory have made this newer technology attractive for hard disk replacements, and in fact we have started to use flash disks as the main storage medium for our new systems. In order to better support our customers with this technology, we have made a replacement kit for all hard disk systems. Customers, who are concerned about mechanical hard disk failure and wish to improve the reliability of the system, can purchase this upgrade.

The flash disk upgrade consists of a small CF (Compact Flash) card and an interface board that allows the flash card to be attached to the same interface cable as the existing hard disk. The compact flash is pre-loaded by the software engineers at our site to have the latest

version of the programs that the customer is using at their site. In order to insure that all the latest customer data (such as optics drive, HVD and BTM curves, etc.) are installed on the flash disk, the customer will need to perform a backup operation from the DPC-2000 or Millennium Setup program, and then do a restore once the flash disk upgrade is installed.

For more information contact Customer Service at **631-254-6800** Ext. 110 or e-mail [Kathy.koslosky@iba-group.com](mailto:Kathy.koslosky@iba-group.com)

# Helpful Hints



## IS YOUR GAS HANDLING SYSTEM READY WHEN YOU NEED IT?

### GAS HANDLING SYSTEM MAINTENANCE

Although the gas handling system might be used infrequently, it is important that it perform well when needed to insure that the SF6 gas is properly dried and filtered when the system is operated. In most cases the gas handling system is located in an area of the facility that allows access without interrupting production. This makes it much simpler to perform periodic maintenance. The following suggestions are meant to help achieve this goal and can normally be done during production runs to insure that the system will be ready to perform when needed.

### VACUUM PUMP

1. If the gas handling vacuum pump has not been used recently any water in the oil will have separated from the oil and will be at the bottom of the oil sump. Use a suitable container and open the oil drain valve to drain this water into the container until you see oil start to appear, then close the oil drain and dispose of the fluid. Check the level of the oil in the oil sight glass and add oil (R-65053) as necessary. Oil level should be at the center of the sight glass or in the lower half when operating at high vacuum.
2. If the vacuum pump has been shut down for an extended period of time, turn over at least two revolutions by hand before starting to insure free movement of parts.
3. Pump operates best with the oil at 140-160 degrees F. Gas ballast can be used to help heat the oil to this level.
4. When pumping overnight use cooling water sparingly to maintain proper oil temperature.

### GAS COMPRESSOR

1. Check oil level on the oil level bayonet. Oil should be up to the fill mark. Oil should be heavy duty non-detergent type with rust and oxidation inhibitors. Check manual for viscosity versus environment.
2. Check oil pressure with pump running. The oil pressure should be about 15 PSI for normal service.

Check the manual for adjustment of the oil pressure. The compressor can be run in a closed loop through the dryer with the inlet valve throttled to nearly closed for this adjustment.

### GAS SYSTEM DRYER

1. The gas dryer should be checked periodically to insure that the activated alumina crystals are capable of extracting moisture from the SF6 gas when transferring gas. A simple check is to close the compressor inlet valve. Drop the gas pressure in the dryer to as low as possible by equalizing with the gas storage vessel. Open the outlet valve of the pump and then open the valves from the dryer to the vacuum pump and evacuate the dryer. Throttle the inlet valve to the vacuum pump slowly until fully open. (Inlet pressure to the pump should not exceed 5 PSIG). Vacuum pump should be able to pull the dryer down to less than 300 millitorr. Follow gas handling procedures to reclaim crystals by heating the crystals if necessary.
2. When evacuation is complete close ballast valve, then turn off pump. Close all valves, then open valves from gas storage vessel to dryer to bring.

### GAS SYSTEM FILTER

Check gas system filters and replace when necessary.

# Customer Service Corner

## IMPORTANT SHIPPING INFORMATION. PROCEDURE FOR REPAIRS, RETURNS AND SPARE PARTS SHIPMENTS.

Please follow the instructions to expedite repairs and ensure prompt shipment of spare parts.

### FOREIGN REPAIR RETURNS

#### U.S. GOODS BEING RETURNED FOR REPAIR

- “Temporary Import”
- “Repair and Return”

Please contact customer service at IBA Industrial to determine if parts should be returned for evaluation or repair.

### IMPORTANT POINTS FOR RETURNING PARTS:

- Documentation should reference the RA number issued by Customer Service.
- The airway bill must be filled out completely and correctly.
- All return paperwork must be marked, **“U.S. GOODS BEING RETURNED FOR REPAIR”**.
- The schedule B number, **9801.00.10.12**, also needs to be included on **ALL** documentation. This notifies US Customs that this is a return repair and eliminates duties and taxes fees.
- The portion of the airway bill that indicates “Temporary Import” and “Repair and Return” must also be checked.
- All repair returns must be shipped door to door. **No collect shipments will be accepted.**

**PLEASE BE CAUTIOUS REGARDING THE VALUE OF THE SHIPMENT, AS THESE PARTS ARE OLDER AND POSSIBLY DAMAGED AND DO NOT CARRY THE FULL VALUE OF NEW COMPONENTS.**

**IF THE AIRWAY BILL IS NOT FILLED OUT CORRECTLY, THESE ITEMS MAY BE HELD IN CUSTOMS WHICH WOULD DELAY THE REPAIR AND RETURN TO YOU, AS WELL AS ADD DUTIES AND TAXES WHICH YOU WOULD BE RESPONSIBLE FOR.**

# Come And Meet Us Around The World!

IBA INDUSTRIAL WILL BE PRESENT AT THE FOLLOWING TRADE SHOWS:

- **WIRE**  
APRIL 3 - 4. DUSSELDORF, GERMANY
- **MDM EAST 2008**  
JUNE 3 - 5. NEW YORK CITY
- **EPAC**  
JUNE 23 - 27. GENOA, ITALY
- **IMRP 2008**  
SEPTEMBER 21 - 25 LONDON, UK
- **IRAP 2008**  
OCTOBER 12 - 17 RIO DE JANEIRO, BRAZIL
- **MEDICA**  
NOVEMBER 19 - 22 DUSSELDORF, GERMANY



#### CONTACT IBA INDUSTRIAL

IBA Industrial, Inc.  
151 Heartland Blvd., Edgewood,  
NY 11717-8374  
TEL : +1 631 254 6800  
FAX: +1 631 254 6810  
[www.iba-industrial.com](http://www.iba-industrial.com)