



Reference: 4868

Product Advisory Notice

Hi-Art® Treatment System

Tuesday April 27, 2010

Dear Customer,

As a result of an internal review, TomoTherapy has identified an issue that we would like to bring to your attention.

Issue:

In the unlikely event gantry roll correction is applied to a phantom image which was translated (via DQA Setup Move Phantom), the Operator Station Registration Panel incorrectly rolls the image about the translated image center rather than the isocenter. Phantom registration performed in this manner will result in incorrect gantry roll being applied. Depending on plan parameters and the magnitude of phantom shift and gantry roll, the plan could fail to pass DQA Analysis. Patient plan registration is not affected by this issue.

Product Affected:

DQA plans in Hi-Art® Treatment System software versions 3.x.

Recommended Action:

Do not apply roll correction during phantom registration if the phantom was translated in DQA.

Resolution:

This issue will be remedied with software version 4.x.

We apologize for any inconvenience this may have caused you. As always, if you have any questions, please contact the TomoTherapy Customer Interaction Center by email or telephone using the contact information provided on the following page.

Sincerely,

Rob Bovy
Director of Regulatory Affairs and Quality Assurance



Reference: 4868

Customer Support

The Customer Interaction Center can be reached 24 hours a day, 7 days a week, by e-mail at support@tomotherapy.com or by phone at:

- **North America:** 1 866 368 4807
 - **Belgium:** 0800 38783
 - **France:** 0805 631 565
 - **Germany:** 0800 000 7541
 - **Italy:** 800 986 399
 - **Netherlands:** 0800 0201364
 - **Spain:** 800 300049
 - **Switzerland:** 0800 001927
 - **United Kingdom:** 0808 238 6035
 - **China/CNC (Northern):** 10 800 712 1701
 - **China (Southern):** 10 800 120 1701
 - **Hong Kong:** 800 967912
 - **Japan:** 0044 22 132374
 - **Singapore:** 800 1204 683
 - **South Korea:** 0079 81 4800 7204
 - **All other locations:** +1 608 824 2900 or +32 2 400 44 44
-