

Your X-Ray Installation Journey

Congratulations on your new im3 X-ray generator. Here's your clear, step-by-step roadmap from confirmed order to a fully installed and running system — so you always know what's happening and what we need from you.

8 weeks, order to install

Return checklists by week 6 to keep your week 8 install date

WEEK
1

GETTING STARTED

Welcome & introductions

You'll be introduced to Clodagh and Richie, your installation coordinators, and receive your site-preparation checklists (electrical, isolators, lighting) along with Radiation Protection Adviser (RPA) guidance and training options. A provisional installation date is booked — typically 8 weeks out — for you to confirm.

WEEK
2

RPA & SUPPORT CHECK-IN

RPA approval begins & checklist support

We request your RPA documentation and begin the critical assessment process. Your sales manager checks in to confirm your checklists have arrived and offers support with anything you need to complete them.

WEEK
3-4

SITE PREPARATION

You prepare your site

This is your window to complete any required electrical or structural work. Helpful reminders land in your inbox along the way — and our team is on hand if questions come up.

WEEK
5-6

PROGRESS REVIEW

Checklists confirmed, booking locked in

We review progress together. Once your completed checklists are back with us, your installation slot and software setup are confirmed in the engineer's diary. If more time is needed, we'll offer an alternative date — no drama, just a plan.

WEEK
6-7

ON ITS WAY

Equipment shipped & install day planned

Your equipment is dispatched to site. Shortly before installation, your engineer calls to walk you through exactly what to expect on the day.

WEEK
8

GO LIVE

Installation day

Your engineer completes the installation and carries out the critical assessment on site. Warranty information is uploaded, and your sales manager is in touch to book your follow-up training and certification.

WEEK
8

PROVISIONAL RESULT

Provisional pass or fail, on the day

Your engineer gives a provisional pass or fail for the critical assessment before leaving site. The equipment cannot be used clinically until the full report is received back from the RPA.

UP TO
6 WKS

FULL REPORT & LOCAL RULES

Full RPA report & local rules, if required

The full critical assessment report follows from the RPA within 10 working days. If new local rules are needed for your practice, these are written afterwards and can take up to 6 weeks — equipment must wait for this before clinical use. This window is also used to book a follow-up training session for any team member wanting extra practice, a deeper dive on a specific area, or who missed the initial session.

WHY THE CHECKLISTS MATTER

Returning checklists on time keeps your install on schedule. Clinics who complete theirs promptly move from checklist submission to install in as little as 2 weeks.

QUESTIONS ALONG THE WAY?

Clodagh and Richie are your point of contact for checklists, RPA guidance and scheduling — your sales manager is always on hand too.