



Reference: 4900

April 23, 2010

Product Advisory Notice

Dear Customer:

TomoTherapy Inc. is sending this Product Advisory Notice to make you aware of an anomaly which may affect the performance of the TomoElectrometer.

Issue:

TomoTherapy has been informed by Standard Imaging, supplier of the TomoElectrometer, that units with firmware version 2.9 and 3.0 may experience infrequent low readings when in the free run mode only. The TEMS mode is unaffected by this issue.

For affected units with firmware version 3.0 it is estimated that the low readings will occur in approximately 3-10% of measurements and the readings will be on average 6% below the expected reading. The frequency of low readings is consistent and is not expected to trend upward over time. Units with firmware version 2.9 have exhibited the same issue with significantly fewer measurements of low reading. Those readings are approximately 1% below expectations.

The firmware version of your TomoElectrometer will appear on the display upon power up.

Product Affected: TomoElectrometers with 2.9 and 3.0 version firmware**Recommended Actions:**

If your TomoElectrometer is exhibiting low readings, based on previous readings, perform additional measurements.

Resolution:

Standard Imaging has developed a revised firmware, versions 2.9.1 and 3.0.1 (dependent upon the age of the unit), to address this issue. Both versions can be downloaded. Instructions on how to complete that download process can be found on the Standard Imaging website at http://www.standardimaging.com/product_home.php?id=97&tab=otherinfo. If you have any questions regarding the download process, please contact Kraig Krause or Nora Bechtold at Standard Imaging at 1-608-831-0025, extensions 7814 or 7827.

If you choose not to download the firmware, the revised firmware will be installed in your TomoElectrometer when it is returned for service, remanufacturing or recalibration.

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,

A handwritten signature in black ink, appearing to read "Rob Bovy".

Rob Bovy
Director of Regulatory Affairs and Quality Assurance

Support

TomoTherapy Incorporated keeps our customer sites running smoothly with proactive service plans and responsive 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: 1 866 363 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

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