Product Advisory:
X-Cite 120LED / 120LED Boost - Liquid Cooling System Preventative Maintenance

As time in the field increases for any product, our Technical Support Team monitors ongoing service calls to look for opportunities for preventative maintenance. For the X-Cite 120LED and X-Cite 120LED*Boost* units we have seen issues relating to the liquid cooling system. The most common symptoms reported are:

- **Error 1 / Overheating**
- **Liquid Leaking from the LED Head**

To ensure reliable operation and avoid unplanned downtime, we recommend that any lab using an X-Cite 120LED / 120LED Boost system follow these precautionary steps:

1. **Check your serial number.** If your serial number is within these ranges, your unit should receive preventative maintenance to reduce the risk of future issues. The majority of the units requiring rework have been out of warranty for several years, however, we will be performing the rework at no charge.

Product	Serial Number Range	Preventative Rework Required	Cost
X-Cite 120LED and X-Cite 120LED*Boost*	XT120L-0100 to 2439	Tubing/coolant replacement	No charge
	XT120L-2545 to 2698	Reservoir replacement	No charge

2. **Check your operating temperature**. If you unit requires the tubing/coolant replacement, but the cooling system is still operating efficiently, doing the rework is still important, but not urgent. The LED temperature can be checked easily using the speedDIAL. Follow these steps:
    i. Turn on the X-Cite 120LED unit.
    ii. Using speedDIAL, adjust intensity to 100% and turn on LEDs.
    iii. Let system run for a minimum of 10 minutes.
    iv. Long press on speedDIAL to get into menus. Scroll down to “Srvc” and select by pressing the dial.
    v. Scroll down to Tmp2 and select by pressing dial.
    vi. LED temperature will be shown in °C. Refer to chart below.

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LED Temperature Range (Tmp2)	Meaning	Recommended Actions
Up to 55°C	Normal	Rework is not urgent, cooling system is working efficiently.
55°C to 65°C	Caution	Rework can be delayed, but make plans to send unit in as soon as it is convenient. Recheck temperature weekly to monitor for changes.
65°C to 75°C	Danger Zone	Send unit for rework promptly, cooling system is compromised.

3. **Contact us**. To ensure that these upgrades are done at your convenience and avoid unplanned downtime, please contact our Tech Support Team to book a time to proactively service your unit. Please do not ship any equipment without contacting us for an RMA number and shipping instructions.
   Email: TechSupport@excelitas.com
   Web Service Request: https://www.excelitas.com/ox_service_request_form

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