

Service Special

Dear valued customers and partners,

First of all, we hope that you and your families are all safe and healthy and you made it well through the pandemic crisis so far.

Due to travel restrictions we are currently offering only limited on-site support and hope for your understanding. Despite the difficult situation, we are trying to support you and your customers as best as we can.

We offer various online services and documentation to help you to cope with technical challenges and keep your X-RAY WorX

equipment in perfect condition for safe and reliable operation.

This special edition of our X-NEWS focuses on services, tools, and documentation. It might help you to improve your understanding of X-RAY WorX products, to resolve technical problems and to provide up-to-date technical information to your customers.

Our service, marketing, and sales departments are glad to help you in all situations. Stay safe and healthy.

Microfocus Training Week 2021

Unfortunately, we needed to cancel our service trainings in Garbsen that were scheduled for September 2020.



Our primary intention is to host you safely and make sure your travelling is convenient and reliable.

We hope that the next training classes can take place in Garbsen in spring 2021. However, we are aware that the situation may change quickly.

We will evaluate the global situation end of this year and will discuss our options for service trainings in Garbsen next year.

We hope to meet new participants, and also those, who were booked for this year's courses in our 2021 training sessions.

Documentation

X-RAY WorX offers a wide range of written documentation for their products. Starting from educational technical documentation, via maintenance manuals, detailed product assembly drawings up to our troubleshooting guide for field service engineers. Below you find a detailed list of documentation that you may request from X-RAY WorX or download from our FTP server.

- ▶ Engineering guideline for system integrators
- ▶ Commissioning check list
- ▶ Technical drawings and CAD files
- ▶ Assembly instructions
- ▶ Maintenance manuals
- ▶ X-COM operating manual, advanced functions manual and integration manual
- ▶ Release notes (X-COM, product features) and CE notifications (changes and enhancements)
- ▶ Training handbook including diagnostics guide
- ▶ Service bulletins for special updates or frequently occurring tasks
- ▶ Manual for generator test kit

We may also send a detailed description of all available documentation on request.



Service

X-RAY WorX offers remote services for diagnostics and repair. We are prepared to support you over different channels via e-mail, phone, TeamViewer, Skype, and various web conferencing platforms.

Contact us to get help in the fields of:

- ▶ Technical consulting and training
- ▶ Integration and installation support
- ▶ Maintenance
- ▶ Troubleshooting and diagnostics
- ▶ Spare parts



Spare parts and delivery

X-RAY WorX partners rely on high availability and short-term delivery of consumables and important spare parts for their X-ray tubes. We are committed to keep these important parts and components on stock to avoid down-times.



Please take notice that we are currently facing a reduced availability of overseas flights. This may lead to a slightly extended delivery time for consumables and spare parts.

To gain an overview of available spare parts and options for our X-ray tubes, please also ask for our *spare parts catalogue* and *options catalogue*.

Maintenance tools

The detailed technical diagnostics of operational problems requires the right tools. X-RAY WorX compiled dedicated toolkits for the tracing of a vacuum problem or the faulty behaviour of the high voltage generator.

Furthermore, maintenance kits for several components are available. Contact your X-RAY WorX [service department](#) or inform yourself in our spare parts catalogue.



Upgrades

X-RAY WorX X-ray tubes are designed in a modular way. Several components can be replaced or upgraded to boost the performance of your tube. Configuration files allow the handling of different hardware setups. Please contact your X-RAY WorX service department if you are interested to upgrade your existing tube in one of the following areas.

Target options

- ▶ The thickness of the target layer has an impact on the spot size and the flux of your X-ray source. Different layer thicknesses are available for X-RAY WorX transmission targets that allow you to optimize the tube for a particular application.
- ▶ The material of the target defines the X-ray spectrum of your tube. Generally, tungsten is a good choice. For applications in the lower energy range, targets made from molybdenum or copper may yield a better absorption and contrast of low-density material. Refer to our technical datasheet for more details about available target materials.

Cooling options

- ▶ Replacement of the X-Cooler 800 by the new Peltier-type X-Cooler 1200. The more precise temperature control of X-Cooler 1200 reduces low-amplitude spot movement and may increase the accuracy of your nano CT scans.
- ▶ The cooling elements for tube head and turbo pump are designed to reduce the thermal extension of the tube and to avoid heat being transferred into the X-ray cabinet. Cooling elements are available for all product lines.

Filters and collimators

- ▶ Several collimators are available for reflection and transmission target tubes. Collimators are mounted in front of the output window or transmission target. They are limiting the X-ray cone beam and avoid scattered radiation.
- ▶ Filters can be used to avoid or reduce beam-hardening artifacts in CT scanning. X-RAY WorX offers filter sets including holder that can be combined with collimators as well.