

Product Information Bulletin

PIB-X58

Date: May 27, 2020

X-Cite® 120Q Series - Manufacturing Relocation & XE120-QX Discontinuation

The Excelitas Technologies® location in Mississauga, Canada, home to the X-Cite product line for over 17 years, is nearing capacity. To ensure that manufacturing space and resources are available for next generation innovations, we will be relocating X-Cite 120Q series production to the Excelitas manufacturing facility in Singapore.



Originally established in 1974, our Singapore manufacturing facility has been at its current location since 2008. The Singapore location is a key site for Excelitas in optics fabrication as well as in the assembly of optics systems for the medical, life science and semiconductor markets. With accreditations including ISO9001 and ISO14001, we are confident that our customers will continue to benefit from the high quality and reliability of our X-Cite products established over the last 17 years. For more information on our Singapore facility, please visit our website: <https://www.excelitas.com/location/singapore>

The transition will occur between July and September 2020. By September 2020, all X-Cite 120Q units will be manufactured and shipped from Singapore. Product labels will state “Made in Singapore” and country of origin will be listed as “Singapore” in export documentation.

We will also be taking this opportunity to streamline the X-Cite 120Q series down to the two most popular models: **X-Cite 120Q with iris** and **X-Cite 120PC-Q**. The **X-Cite 120Q without iris** model will be discontinued and taken out of production as of September 1, 2020. Purchase orders for this model will be accepted up until August 28, 2020 or while supplies last. We will do our best to accommodate last time buys until August 28, 2020, however we cannot guarantee that there will be systems available for order up to this date.

Summary of Timeline by Model

Model	July	August	September	October
XI120-QX (X-Cite 120Q with iris)	Production transition period Units shipping from both Canada and Singapore		All units shipping from Singapore	
XI120PC-QX (X-Cite 120PC-Q)				
XE120-QX (X-Cite 120Q, no iris)		Submit LTB orders by August 28	Final Shipments	No longer available

Please see the FAQs below for additional information on ordering and logistics.

1. Where do I send my purchase orders for X-Cite 120Q?

Purchase orders should continue to be addressed to Lumen Dynamics, an Excelitas Technologies company, and sent to orders@excelitas.com, where they will be processed by our Customer Service Team in Mississauga, Canada.

2. I am ordering a mix of X-Cite 120Q and other X-Cite systems, e.g. XYLIS. Do I need to submit separate purchase orders?

No, separate purchase orders are not necessary. Continue to order X-Cite systems as you normally would. Orders that require items from both Singapore and Canada will be treated as “partial shipments” on a common PO number.

3. If an order is being fulfilled from two sites, how will shipping be charged?

There will be two separate shipping charges, similar to any other partial shipment situation.

4. Are shipping charges going to be significantly higher from Singapore?

This depends on the “ship to” location. Destinations in Asia may see similar or lower shipping charges, while other regions may see slightly higher charges. Consult your carrier for an estimate. (Shipments will originate from: Excelitas Technologies Singapore Pte Ltd Optics Division, 8 Tractor Road, Singapore 627969).

5. How will customs/taxes change when a shipment is coming from Singapore?

As per the current process, our standard shipping terms will remain FCA or Ex-works origin, which will now be Singapore. Therefore, customers are responsible to pay for all applicable customs and taxes on all shipments. We will work to assist our customers in making this transition and understand how it will affect the actual charges.

6. Where do I send X-Cite 120Q units for repair?

No change. Repairs will continue to be performed at our Mississauga facility and authorized service centers in other regions. Contact techsupport@excelitas.com to confirm your nearest service location.

7. Will lead times change?

Typical lead times are expected to remain the same — 2-3 weeks for single/low volume orders. Contact us to confirm for high volume stocking orders.

8. Will sales acknowledgments take longer?

We will be working to provide order acknowledgments within the same timeframes. However, as our customer service teams will now be receiving delivery time confirmations from Singapore, there may be slight delays as we make this transition.

9. Where will replacement lamps and light guides ship from?

Replacement lamps and light guides will be stocked in both the Singapore and Mississauga facilities. Customers in Asia will be able to receive lamps and light guides directly from Singapore, while orders in other regions will be shipped directly from Mississauga.

If you have any further questions about this notice or any other X-Cite product, please feel free to speak to your account manager or contact me directly. Thank you for your loyalty and continued support of X-Cite products.

Best Regards,

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