



# Q&A's

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## Q: Why did XOS develop the R-Series?

**A:** We wanted to take one of the most well-respected XRF elemental analysis solutions in the world compatible with modern LIMS technology and make it more user-friendly than ever before. We also wanted to give it more capabilities to deliver value in today's data-driven world. The R-Series delivers on these features while preserving the same trusted reliability and precision of our current product line.

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## Q: Which products can I test with the R-Series analyzers?

**A:** Sindie R2 and Sindie R3 are your trusted solutions for products ranging from ultra-low sulfur diesel and gasoline to heavy fuel oil and crudes while Clora and Clora 2XP can be used for Chlorine analysis of aqueous solutions, aromatic products, heavy fuels, crudes and more.

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## Q: I have never used XRF technology for elemental analysis in my lab. What advantages does it offer over UVF?

**A:** XOS' MWDXRF Technology provides for a superior combination analytical performance, ease of use, measurement speed and reliability vs UVF. As MWDXRF requires no combustion which can create sooting in the analyzer, the XOS instrument holds their calibration for much longer and do not need to expertise needed to maintain and operate UVF systems.

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## Q: I am intrigued by this offering but am not sure if it's right for my unique application. Can someone help me determine if an R-Series analyzer is right for me?

**A:** Our application experts have decades of experience working in refineries and independent labs. They are here to help you find solutions for your business needs. Schedule your free 30-minute consultation here, [Chat with XOS applications expert](#) | [Custom virtual demo](#).

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## Q: Are payment plans available?

**A:** Reach out to us at [info@xos.com](mailto:info@xos.com) or contact your local sales representative to see what financing options are available in your area.

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## Q: Can I still buy a Sindie 2622 or Sindie 7039?

**A:** Previous m-series versions will no longer be available for purchase after mid-March of 2023. Buyers of the previous M-series version analyzers have no need to worry about their investment, however — XOS will support them with parts and service for at least 7 years from date of last sale.

**Q: I recently purchased an XOS sulfur/ chlorine analyzer —how long will XOS stand behind this product?**

**A:** If you recently purchased a sulfur or chlorine analyzer, rest assured that you're in good hands. XOS is committed to supporting the instrument with parts and service for at least seven years after the transition to the R-Series product line. You've made a great investment and XOS will be there to see that you get the most out of the life of your Sindie or Clora.

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**Q: What improvements does the R-Series deliver over the legacy offering?**

**A:** The R-Series delivers many improvements over the legacy product line:

- Easy to use
  - Intuitive 10-inch touch screen
  - Measurement time: 10-999 s
  - Traditional XRF sample cups or XOS Accucells – decided at time of order
  - LIMS integration for data management and transfer
  - Preset favorites capability to save data entry time and minimize mistakes on common samples
  - Bar code reader autofills sample name to reduce data entry time
  - Storage capacity for more than 50,000 measurement results
  - Supports up to 30 calibration curves
  - USB connectivity in front and back for connecting to printer, keyboard, mouse, memory stick
  - Supports USB as well as network printers
  - Large, easy-to-remove side panels for easy serviceability
  - Advanced error reporting and diagnostics
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**Q: Is the R-Series introducing a new methodology / technology?**

**A:** No, the R-Series uses the same proven methods for measuring critical elements in petroleum products as the legacy instruments. For a full list of methods our instruments comply with, please visit [Methods and Compliance: XRF Analyzers | XOS](#)

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**Q: Will the new Sindie and Clora instruments fit where my current instruments are on the bench?**

**A:** Yes, R-series analyzers are designed to fit the same space as legacy ones.

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**Q: I see that there are multiple Sulfur analysis solutions available. Which one is right for me?**

**A:** The differences between our various Sulfur analyzers is specific to ASTM/ISO Methods that are supported as well as analytical performance (differing Limits of Detection). It depends on your application as well as your budget and requirements. Please contact XOS or your local representative for additional details on the various models, as well as to arrange for a demonstration.

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**Q: What XOS Service Plans are available with the R-Series?**

**A:** We have a full offering of Service Plans available. To find out which plan is right for you, please visit <https://www.xos.com/service> or reach out to us at [info@xos.com](mailto:info@xos.com).

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**Q: How do I order an R-Series instrument?**

**A:** You can purchase one here. Or you can purchase through these additional channels: contact your local sales representative, send an email to [info@xos.com](mailto:info@xos.com), or call us at 1.518.880.1500.

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