



XIS100 Service Advisory

Apple iPod Touch™ and OS 3.0 Software Release

XIS100: iPod Touch™ (1G, first generation) with OS release 3.0 works with XIS100 software version R1.2.9

iPod Touch™ (2G, second generation) with OS release 3.0 will not work with XIS100 software version R1.2.9. All newer releases of the XIS100 software (starting with R2) are already compatible.

If you have already loaded OS version 3.0 into your iPod Touch™ 2G, or wish to do so, the software in your XIS100 needs to be upgraded by Xantech.

USA Residents:

Xantech will perform this software upgrade free of charge as long as your unit is under manufacturer's warranty. Qualified customers will still be responsible for the shipping costs to return the product to Xantech. Xantech will cover the cost of return ground shipping within USA.

Before shipping your XIS100 to Xantech, you will need to get an RMA number by calling 1-818-362-0353, extension 2. Units returned without an RMA number clearly marked outside the shipping carton will be refused, and will be returned to the sender. When you call, you will be asked to provide certain eligibility information such as your unit's serial number (which is located under the XIS100 dock), your name and address, and date and place of purchase. You are responsible for properly packaging your XIS100 for a safe journey to Xantech. Xantech will not be responsible for XIS100s that are received damaged. All damaged units will be returned without performing the software update.

Turnaround time from receipt by Xantech to the unit being handed over to the shipping company for return to the customer is estimated to be 2 working days.

Outside USA:

Please contact your Xantech dealer or distributor from whom you originally purchased this product.

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