

XMG OASIS

The first portable laptop watercooling

User Manual

XMG OASIS User Manual

Product Name: XMG OASIS (Mk1 & Mk2)
Document Version: v1.2

Please read this user manual carefully before using the device.
Always keep this user manual at hand for future reference.

Table of contents

1. Description
2. Contents of delivery
3. Technical specifications & differences (Mk1/Mk2, 2022/2023)
4. Product overview
5. Assemble your XMG OASIS
6. Connect XMG OASIS with laptop
7. Choosing the right kind of coolant liquid
8. Inject liquid into XMG OASIS
9. Operate your XMG OASIS
10. Stop operation of XMG OASIS
11. Disconnect the water tubes
12. Drain liquid from laptop
13. Operation XMG OASIS with the drainage adapter still attached MUST be avoided!
14. Transporting laptop without draining…
15. Drain liquid from XMG OASIS for shipping, transport, travel, or liquid replacement
16. Transporting OASIS without draining…
17. Troubleshooting
18. Warning about children and pets
19. Support, warranty, RMA and shipping
20. Disassembly and spare parts
21. Liquid damage – what now?
22. Device maintenance
23. Reminders
24. Regulatory information

1. Description

XMG OASIS is a modular liquid cooling system that has been specially developed for the XMG NEO series. A pump pushes coolant liquid through a loop into the host laptop. Liquid carries thermal energy from the laptop back to XMG OASIS where it gets dispersed by a 120mm fan and radiator combination. The whole system generates significantly less fan noise than usual laptop air cooling systems with similar power levels. The system comes with accessories that are required for operation and maintenance. Before transporting XMG OASIS or its host laptop, all liquid must be removed from the respective device first.

2. Contents of delivery

- 1× XMG OASIS main unit (with refill port cover)
- 1× dual water tube with dual head quick release connector
- 1× dual head drainage adapter
- 1× cleaning brush
- 1× micro-fiber cloth
- 1× HDMI silicon plug
- 1× USB-C silicon plug
- 1× 60 ml ball pump

Only with Mk1:

- 2× hexagon water stopper (connected to main unit)
- 1× funnel

Only with Mk2:

- 1× modular power cable for connection to laptop

Only with Mk1/2023 and Mk2:

- Spare rubber seals (circular, blue) for water ports

i A small amount of distilled water, leftover from our internal outgoing quality control, might still be inside the main unit during unboxing. This is normal and can be mixed with your liquid coolant.

3.1. Technical specifications

Product ID	Mk1 (XOAM1), Mk2 (XOAM2)
Compatibility	XMG CORE (2022) & XMG NEO (2022 & 2023)
Operating mode	automatic pump and fan speed (adjustable in 3 levels) automatic standby
Volume	160 ml in reservoir 230 ml overall (incl. laptop loop)
Fan & radiator	each 120 mm standard size 25 mm fan depth
Tubes	65 cm long 9 mm diameter (incl. sleeve) quick release connector (plugs into host laptop)
Lighting	RGB LED (adjustable via Control Center of laptop)
Material	chassis made of plastic radiator made of aluminium tube sleeves made of textile
Status indicator	status LED (3 colors)
Communication	Bluetooth Low Energy (LE)
Power supply	DC-in: powered by 19.5 V or 20 V laptop power adapter DC-out: forwards power to host laptop through DC cable Plug dimensions: 5.5/2.5 mm outer/inner diameter, 12.5 mm length
Weight	Filled between 1.23 and 1.39 kg (depends on revision)
Dimensions	Mk1: 203 x 75 x 186 mm (L x B x H) Mk2: 195 x 72 x 166 mm (L x B x H)

ℹ The unit can be operated at an ambient temperature of max. 35 °C (95 °F). Do not subject it to temperatures below 5 °C (41 °F) or above 35 °C (95 °F).

⚠ Any changes or modifications not expressly approved by the party responsible for compliance may void the user's authority to operate this device and may invalidate your warranty.

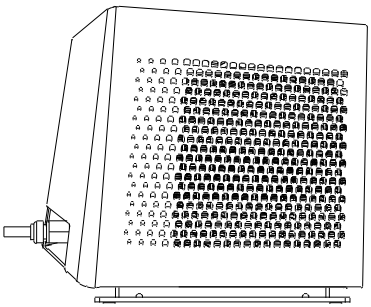
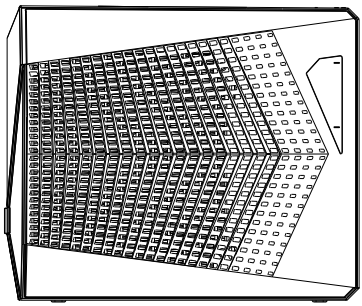
⚠ The use of unauthorized cables, tubes, flow meters, air pressure devices and similar accessories in the cooling loop may invalidate your warranty.

3.2. Distinction between Mk1 and Mk2

This manual covers two generations of the XMG OASIS (Mk1 and Mk2) in two different configurations (2022 and 2023).

The configurations only concern the connection to the laptop. The generations concern the housing of the cooling unit of the XMG OASIS itself or the connections on it.

The chassis generation can be easily distinguished by its appearance.

XMG OASIS (Mk1)	XMG OASIS (Mk2)
	

Most of the contents of this manual apply equally to both generations.

In some places, the manual distinguishes between the "Mk1" and "Mk2" generations. Pages or passages affected by this distinction are marked accordingly.

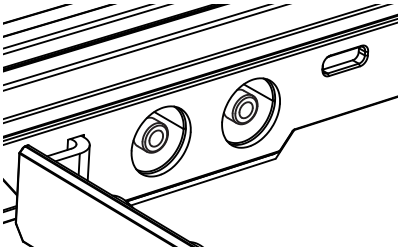
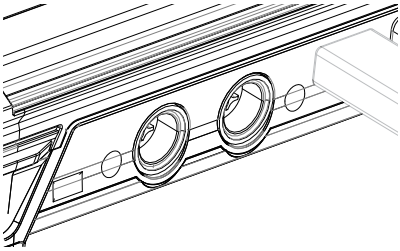
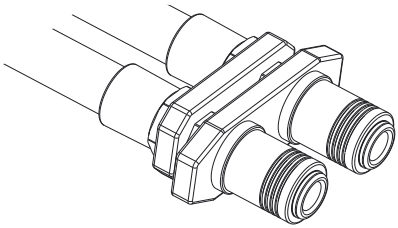
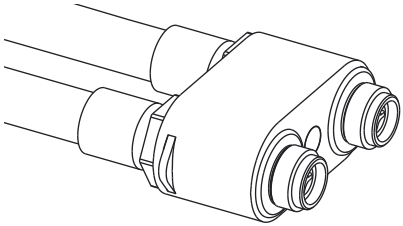
The marking for generation Mk2 (Mark 2) is outlined in red.

Mk1 **Mk2**

Differences between the "2022" and "2023" configurations (concerns the connection to the laptop, not the XMG OASIS chassis itself) are marked separately and apply equally to both chassis generations. This is explained on the following page.

3.3. Differences between 2022 and 2023

XMG OASIS (Mk1 and Mk2) requires two different modular adapter tubes between the 2022 and 2023 laptop generations.

Laptop configuration 2022	Laptop configuration 2023
	
	
Mechanical lock. Self-sealing on the side of the tube, but ***not*** on the side of the laptop.	**Magnetic** plug. Self-sealing on both sides: on the tube and on the laptop.
Adapter tube part number: **Mk1:** FGSLCT210010032THT **Mk2:** FGSLCT220020034STD	**Adapter tube part number:** **Mk1:** FGSLCT220010010STD **Mk2:** FGSLCT220020014STD

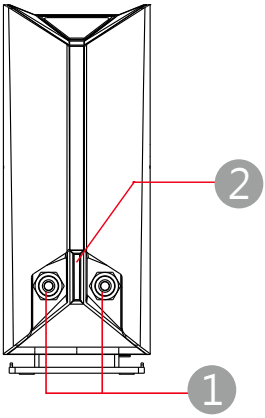
This user manual differs in some places between the 2022 and 2023 configurations. Pages affected by this distinction are marked accordingly. The marking for the 2023 configuration is outlined in red.

Laptop 2022 **Laptop 2023**

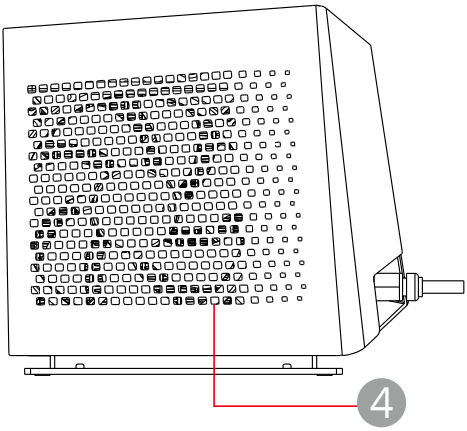
If XMG OASIS was purchased together with an XMG laptop, we always include the adapter tubes that matches the laptop. Further adapter tube pairs are available separately.

4. Product overview: XMG OASIS

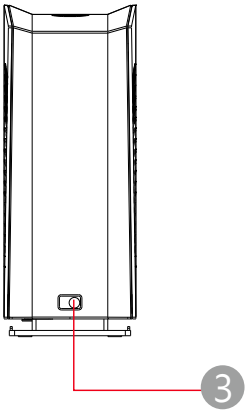
Front side view



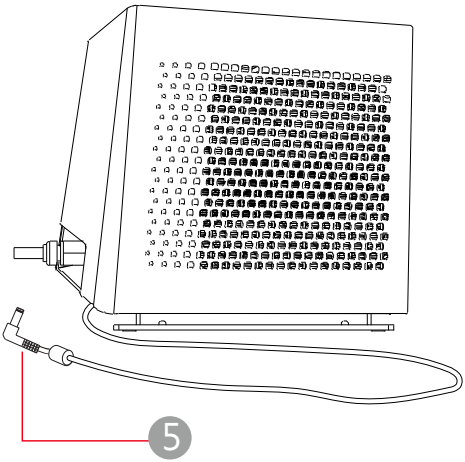
Left side view



Back side view



Right side view

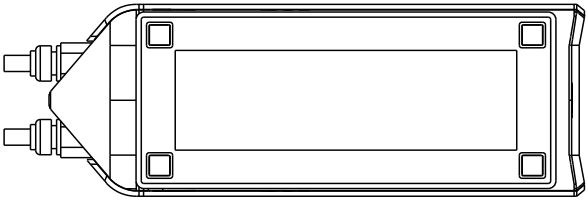


The power cord can be wrapped and stored around the base.

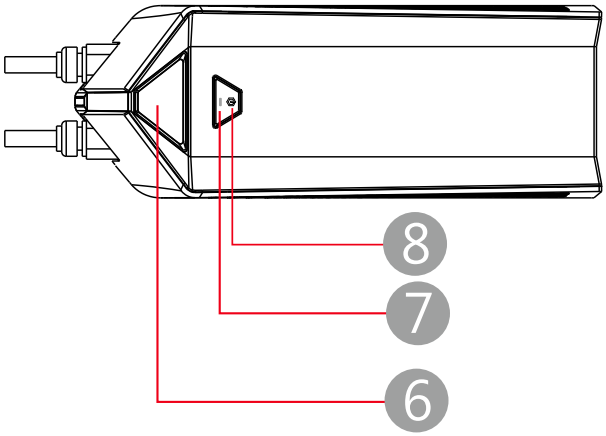
(1) Water tube sockets
(2) RGB LED
(3) Power supply port

(4) ventilatioj
(5) power connector

Bottom side view



Top side view



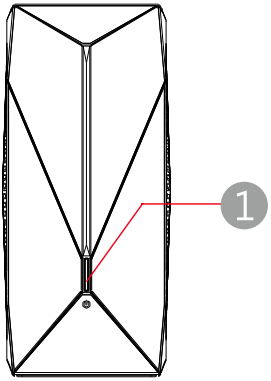
(6) refill port cover
(7) power LED indicator
(8) power button

Status LED indicator color codes

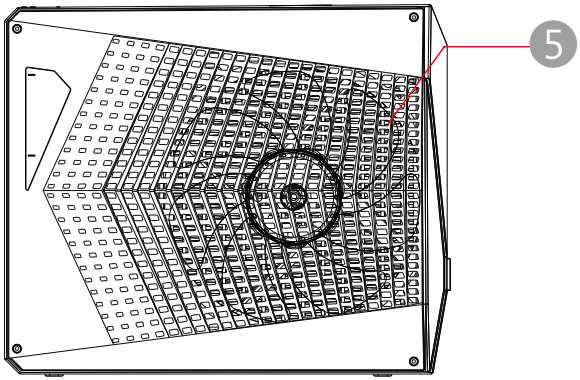
blue, blinking	Bluetooth searching
blue, steady	Bluetooth connected
purple, blinking	Liquid Input Mode
orange, blinking	System Error

4. Product overview: XMG OASIS

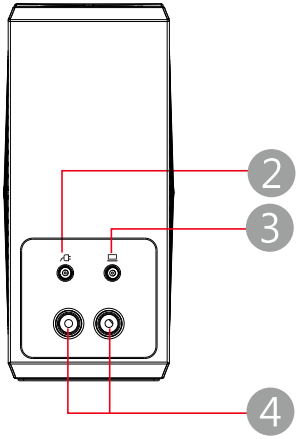
Front side



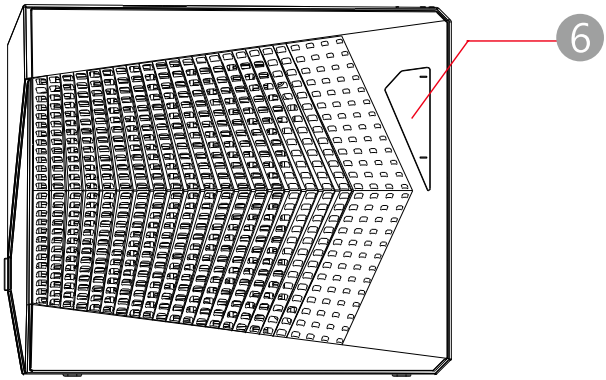
Left side



Back side

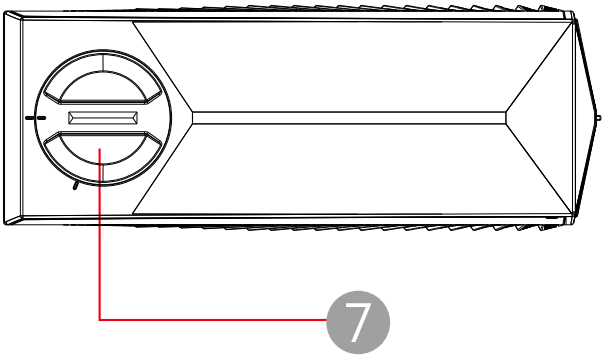


Right side



(1) status LED indicator
(2) power supply port
(3) port for power cable connected to laptop
(4) ports for water tubes
(5) ventilation
(6) water-level window

Top side



(7) Turn-screw cap for water refill port

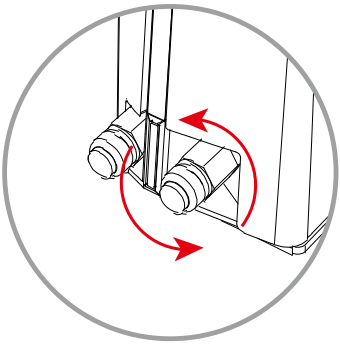
Status LED indicator color codes

blue, blinking	Bluetooth searching
blue, steady	Bluetooth connected
purple, blinking	Liquid Input Mode
orange, blinking	System Error

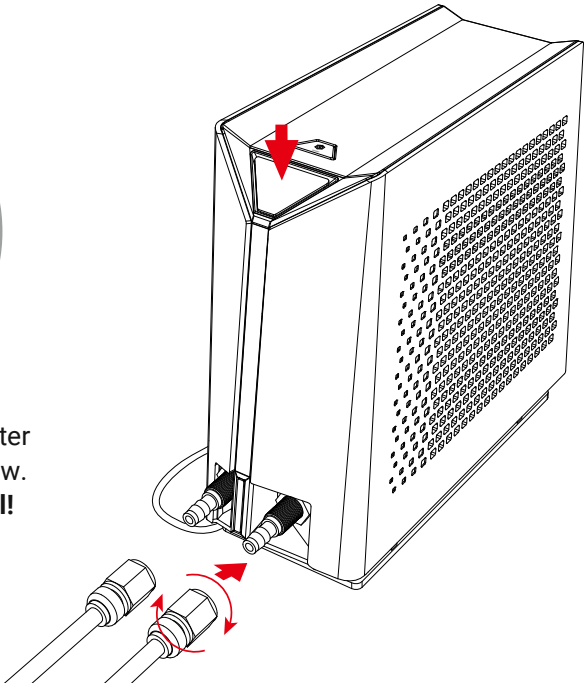
5. Assemble your XMG OASIS

1. Read the user manual before operating XMG OASIS.
2. Keep the original box & packaging safe – **do NOT throw it away!**
3. Check the contents for visual damage. Check if the connectors are firmly attached to the water tubes on both ends.
4. Put the device upright on the desk, with the power button at the top.
5. Gently unscrew the hexagon water stoppers on the XMG OASIS main unit. Do not throw them away, you will need them again later. Keep them safe in the original box of XMG OASIS.
6. Gently attach the black connectors of the water tubes to the main unit by carefully tightening the screws. Avoid twisting the tubes during this process. Stop tightening when you encounter resistance.

⚠ **Do NOT use a wrench** or any other tool to undo or tighten connectors. Improper force may damage the tube sockets, leading to long-term water leaks.



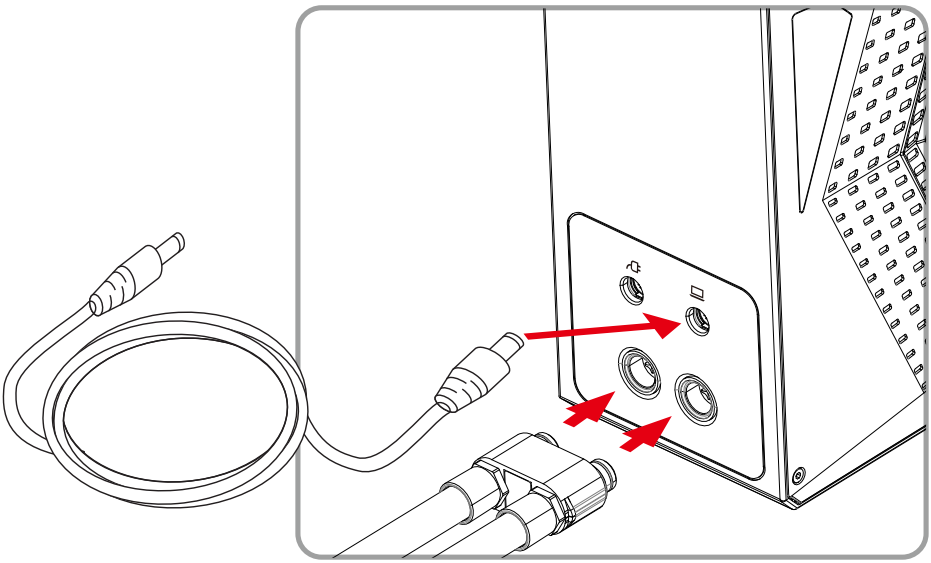
Gently remove the hexagon water stoppers by loosening the screw. **Keep them safe after removal!**



Make sure the connectors are attached firmly, but **don't squeeze them too hard.** Stop turning when you notice the resistance is getting stronger. Do NOT use a wrench for this step – do it by hand!

5. Assemblierung der XMG OASIS

1. Read the user manual before operating XMG OASIS.
2. Keep the original box & packaging safe – do NOT throw it away!
3. Check the contents for visual damage. Check if the connectors are firmly attached to the water tubes on both ends.
4. Put the device upright on the desk, with the power button at the top.
5. Connect the supplied water tubes to the connectors on the back of the XMG OASIS. The connections snap into place magnetically. Make sure that the connector is fully connected in parallel. If necessary, jiggle the connector a little until it fully engages.
6. Connect the supplied power cable to the port on the back of the XMG OASIS, which is labelled with a laptop symbol.

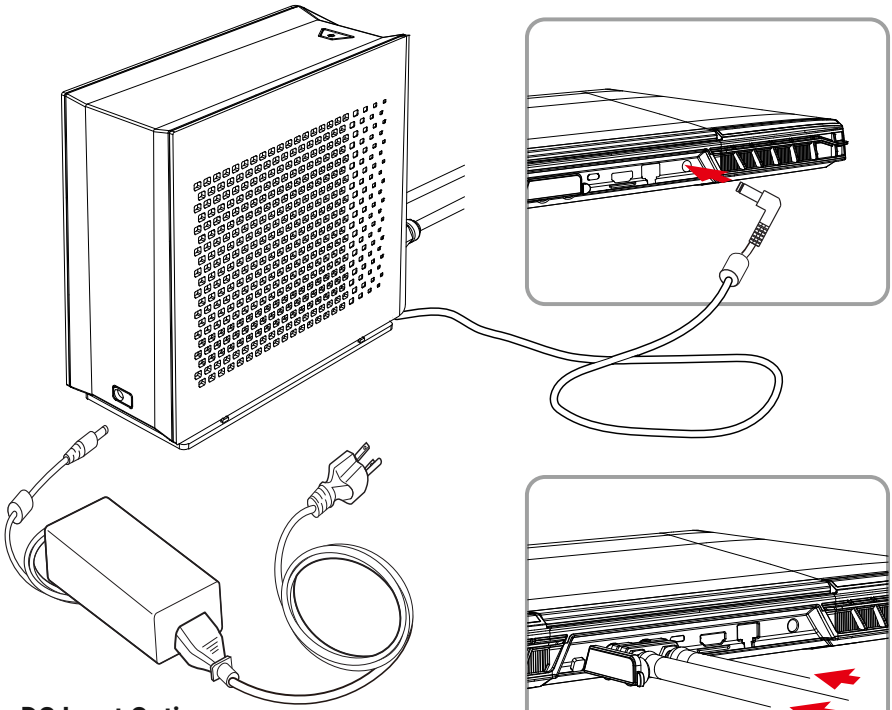


⚠ Make sure that the connector is fully connected in parallel. If necessary, jiggle the connector a little until it fully engages.

6. Connect XMG OASIS with laptop

Laptop 2022

1. Optional: seal shut the USB-C and HDMI ports of the laptop with the silicone plugs included in the XMG OASIS package.
2. Place the laptop on the desk, open the rubber seal on the rear side of the laptop.
3. Insert the quick release connector into the water ports of the laptop. When you hear it make a click sound it will be attached correctly. The connector is reversible, meaning: the orientation (which tube connects to which port) does not matter. Connect it in such a way that the tubes do not get twisted. Keep them straight and parallel, do not bend them too hard.
4. Connect the laptop's power adapter to the DC port on the rear of the XMG OASIS main unit. Do not connect the adapter to wall power yet.
5. Connect the power cable of XMG OASIS to the laptop's power port. Now, connect the power adapter to the wall power outlet.



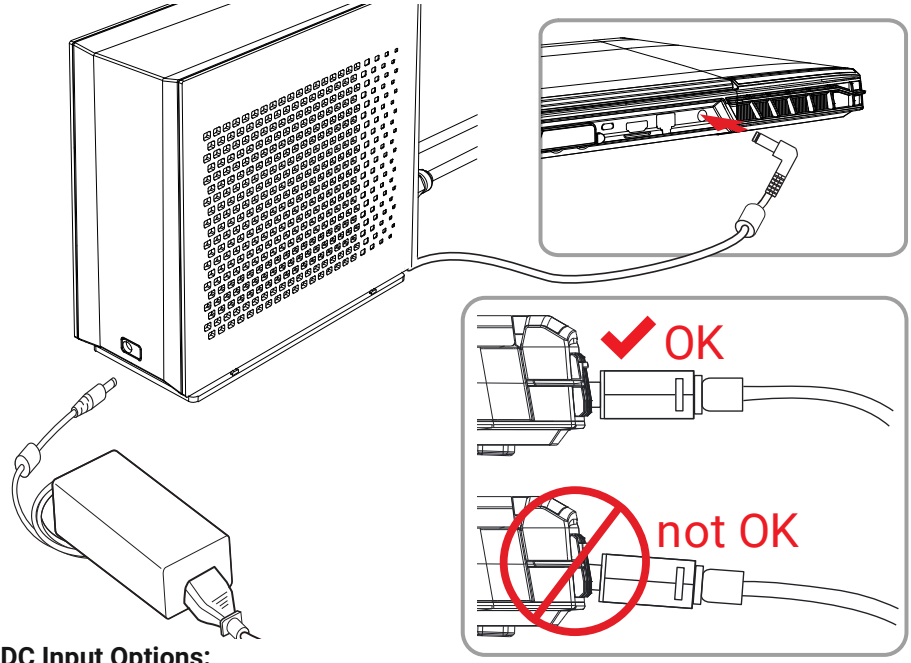
DC Input Options:
230 Watts (19.5 V / 11.8 A)
280 Watts (20 V / 14 A)
330 Watts (19.5 V / 16.9 A)

Keep tubes parallel when connecting.

6. Connect XMG OASIS with laptop

Laptop 2023

1. Optional: seal shut the USB-C and HDMI ports of the laptop with the silicone plugs included in the XMG OASIS package.
2. Place the laptop on the desk, guide the quick-release fastener to the water ports of the laptop until it connects to the laptop by magnetic force.
3. Make sure that the lock is fully connected in parallel. If necessary, jiggle the plug a little until it fully engages.
4. The connector is reversible, i.e. it does not matter which tube is connected to which of the two holes. Connect the magnetic lock so that the tubes are not twisted and can be passed over the table without bending.
5. Connect the laptop's power adapter to the DC port on the rear of the XMG OASIS main unit. Do not connect the adapter to wall power yet.
6. Connect the power cable of XMG OASIS to the laptop's power port. Now, connect the power adapter to the wall power outlet.



Make sure that the magnetic plug is parallel and fully connected.

DC Input Options:
230 Watts (19.5 V / 11.8 A)
280 Watts (20 V / 14 A)
330 Watts (19.5 V / 16.9 A)

7. Choosing the right kind of coolant liquid

We recommend using industry-grade distilled water with XMG OASIS. Other liquid solutions that are specifically made for PC liquid cooling are not recommended because their chemical additives might accelerate the wear and tear of some of the materials used in XMG OASIS, especially some of the plastics. Further information and guidance on where to buy distilled water can be found under this link: https://go.xmg.gg/xmg-oasis-liquids_en

You should NEVER fill in tap water, mineral water or any other food liquid - not even as a test. Once a liquid has been filled in, some traces are likely to remain in the system and cannot be removed. Liquids that are not explicitly recommended for use with PC liquid cooling will inevitably cause organic substances, minerals, and other contamination to accumulate. In the long term, this might cause clogging, reduced thermal efficiency, galvanic corrosion, or other system failures.

Contact of the coolant with foreign metals and other foreign bodies should also be avoided. For example, you should not transfer your coolant into a separate metal bottle before use, as this will cause impurities and material abrasion to mix into the liquid.

⚠ **Using inappropriate liquids might void your warranty coverage.**

⚠ **Do NOT** use tap water, mineral water nor any other food product.

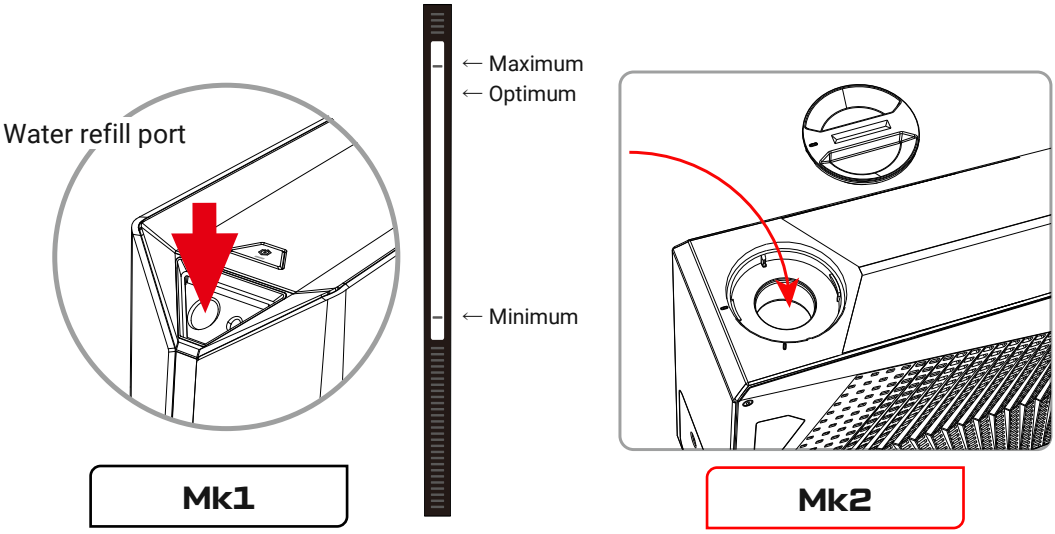
⚠ **Do NOT** use coolant liquid with chemical additives.

⚠ **Do NOT** use coolant liquid with color additives.

⚠ **Do NOT** use liquids for cars or any other products that are not certified for PC liquid cooling.

8. Inject liquid into XMG OASIS

1. Open the refill port cover on the main unit. Place the funnel into the bigger of the two holes and slowly pour the recommended coolant liquid solution into the funnel.
2. Observe the water level through the vertical lens on the front (Mk1) or the rear (Mk2) of the rear unit. Pour liquid until the water level reaches the “Maximum” line, marked near the top of the lens.
3. Verify that the water tubes of XMG OASIS are firmly connected to your host laptop before proceeding.
4. Press and hold the power button of XMG OASIS for 5 seconds. The power button will blink in purple color, indicating that it has entered “Liquid Input Mode”. During this mode, the pump will work to push liquid from the reservoir into the cooling loop.
5. The water level behind the front lens will drop. Add additional liquid until the water level stabilizes about 1 cm below the “Maximum” line.
6. XMG OASIS will automatically leave “Liquid Input Mode” after a few cycles. Press and hold the power button again for 5 seconds to repeat this operation. Running multiple cycles might help to push all remaining air bubbles out of the loop, resulting in a quieter operation.
7. When everything is done, recap the refill port cover. Check all connections of the loop for any residual leakage – there should not be any liquid drops on the chassis or on the surface below.



9. Operate your XMG OASIS

1. Make sure that laptop and XMG OASIS are connected to external power and that the water tubes are firmly attached.
2. Power on your laptop and make sure that Bluetooth is turned on.
3. Press the power button on the XMG OASIS main unit. The LED indicator of the power button will start pulsating in blue color.
4. Open the Control Center on your laptop and find the XMG OASIS control module. At first run, the application will pop up with a short tutorial. The exit button is on the last page of the tutorial.
5. Click the “Connect” button. XMG OASIS will now pair with your laptop via Bluetooth. At this moment, the fan and pump will start operating.
6. Click on "Liquid Input Mode". The pump will now become slightly louder at regular intervals to expel the last air bubbles from the loop. In this mode, lift the XMG OASIS upright and tilt it carefully in all directions. If necessary, perform this procedure several times until the operating noise normalises.
7. After five minutes of normal operation, check all connections for fluid leakage. If liquid has leaked out, shut down the laptop and check the connections of the cooling circuit.

⚠ Water expands as it gets hotter. If you fill over the Optimum line, increased water pressure during prolonged operation may cause liquid to push against the refill port cover, causing small leaks through the top of the main unit.

i Regularly check the level on the water level indicator and keep it about 1 cm below the "maximum" mark.

i XMG OASIS will automatically reconnect to host laptop if the Control Center is installed on the laptop and the devices are within Bluetooth range.

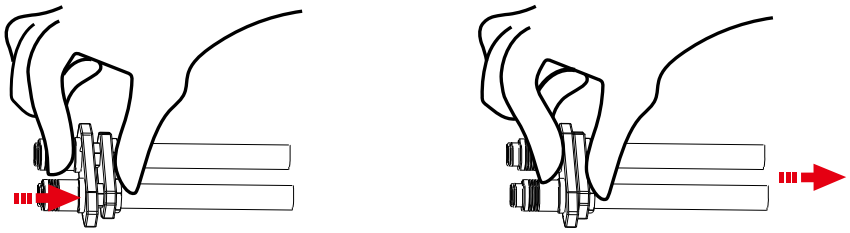
10. Stop operation of XMG OASIS

1. In the XMG OASIS module of the Control Center, click on the “Disconnect” button. Wait a few seconds until the fan and pump inside the main unit have come to a full stop.
2. Power down XMG OASIS by pressing the power button on the top of the main unit. When the device is powered down, all LEDs will be off.

11. Disconnect the water tubes

When you are finished using XMG OASIS and you intend to disconnect the water tubes, please follow these instructions:

1. As a precaution, shut down the laptop or send it to hibernate mode. Sending it merely to standby mode is *not* sufficiently safe.
2. Disconnect the power adapter from XMG OASIS and disconnect the DC cable of XMG OASIS from your laptop.
3. Keep a handkerchief, tissue paper or microfiber cloth ready on hand. **There might be small droplets of liquid emerging during the next step.** Remove them as soon as they emerge.
4. Gently squeeze the lock mechanism of the quick release connector and swiftly remove it from the laptop horizontally.
5. Inspect the area around the water ports of the laptop for liquid droplets. Remove all fluids, keep all surfaces clean and dry.
6. Now close the rubber seal of the laptop. **This operation may cause additional liquid to be squeezed out** around the edges and the ventilation hole of the rubber seal. Inspect the area again and **clear off all remaining fluids**. Make sure the rubber seal is fully closed and all surfaces are clean and dry.



Squeeze the quick release connector and remove it from the laptop horizontally.

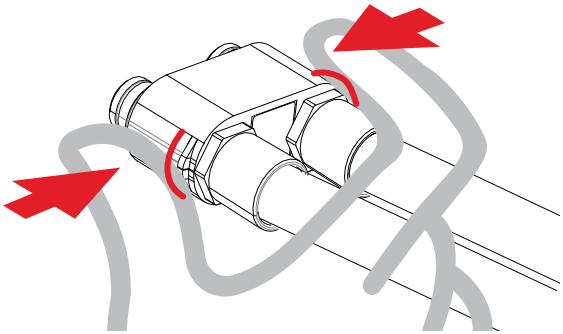
⚠ **Leak warning:** make sure that XMG OASIS is turned off before you remove the water tubes. If you disconnect during operation, the water pressure caused by the operating pump will cause additional leakage.

⚠ **Heat warning:** if you have been using the laptop with the tubes connected but with XMG OASIS *not* running, the quick release connector (which is metal-made) may have accumulated a lot of heat from the temperature generated by the system. Please make sure to test the connector's temperature with a quick touch before fully grasping it.

11. Disconnect the water tubes

When you are finished using XMG OASIS and you intend to disconnect the water tubes, please follow these instructions:

1. As a precaution, shut down the laptop or send it to hibernate mode. Sending it merely to standby mode is *not* sufficiently safe.
2. Disconnect the power adapter from XMG OASIS and disconnect the DC cable of XMG OASIS from your laptop.
3. Keep a handkerchief, tissue paper or microfiber cloth ready on hand. **There might be small droplets of liquid emerging during the next step.** Remove them as soon as they emerge.
4. Grasp the magnetic plug firmly between your thumb and index finger and pull it horizontally away from the laptop against the magnetic force. **Do not pull on the tubes**, but only on the end piece of the tube, i.e. directly on the magnetic closure.
5. Inspect the area around the water ports of the laptop for liquid droplets. Remove all fluids, keep all surfaces clean and dry.



Grasp the magnetic closure on both sides and remove it horizontally from the laptop.

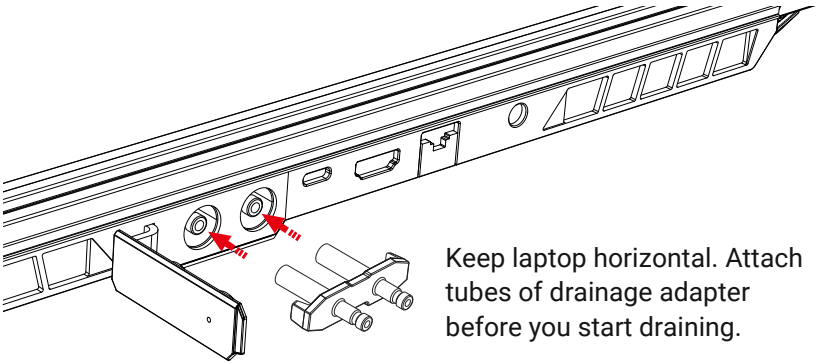
⚠ **Leak warning:** make sure that XMG OASIS is turned off before you remove the water tubes. If you disconnect during operation, the water pressure caused by the operating pump will cause additional leakage.

⚠ **Heat warning:** if you have been using the laptop with the tubes connected but with XMG OASIS *not* running, the magnetic quick release connector may have accumulated some heat from the temperature generated by the system. Please make sure to test the connector's temperature with a quick touch before fully grasping it.

12. Drain liquid from laptop

It is strongly recommended to drain liquid from the laptop **every time you plan to take the laptop away** from its current place of operation. Please follow these instructions:

1. Shutdown the laptop or set to hibernate before disconnecting the tubes from your laptop. See Chapter 11 for details. With the water ports open, make sure the laptop is clean and dry before proceeding.
2. Push the dual head drainage adapter with its transparent tubes over the water ports of the laptop and have them fully inserted, about 4 mm deep.



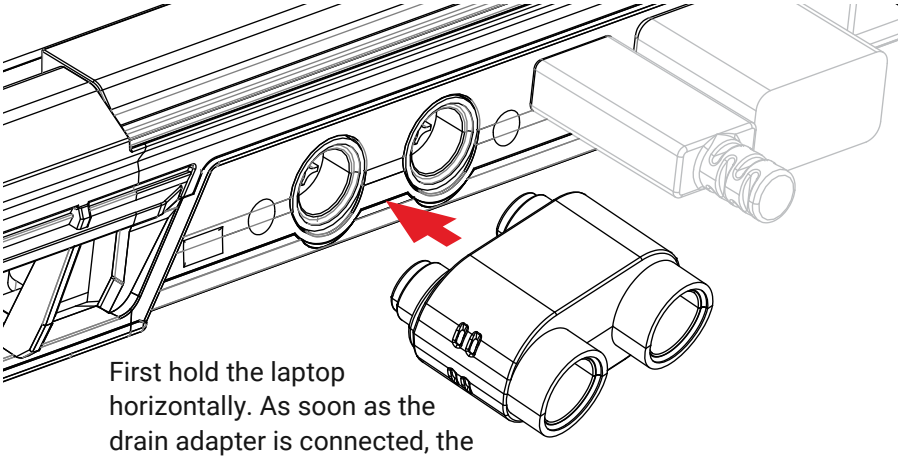
Keep laptop horizontal. Attach tubes of drainage adapter before you start draining.

3. Carefully lift the laptop and tilt it backwards, with the rear of the laptop at the lowest point, aiming the drainage adapter towards a small container or tissue paper. Slowly swerve left and right in order to release all liquid.
4. To remove the last few drops of liquid, put the laptop back into the horizontal position on your table, remove the drainage adapter and place the tip of the bulb pump (see delivery contents) on one of the water ports, then gently squeeze it to blow air through the water pipe. Drops of liquid will come out of the *opposite* water port – catch them with a tissue paper.
5. Inspect the area around the water ports of the laptop for remaining liquid droplets. **Remove all fluids, keep all surfaces clean and dry.**
6. Now close the rubber seal of the laptop. Inspect the area again and clear off all remaining fluids. Make sure the rubber seal is fully closed and all surfaces are clean and dry.

12. Drain liquid from laptop

It is strongly recommended to drain liquid from the laptop **every time you plan to take the laptop away** from its current place of operation. Please follow these instructions.

1. Shutdown the laptop or set to hibernate before disconnecting the tubes from your laptop. See Chapter 11 for details. Make sure the laptop is clean and dry before proceeding.
2. Connect the 2-in-1 drain adapter in the appropriate orientation (see illustration) to the water connections of the laptop.



First hold the laptop horizontally. As soon as the drain adapter is connected, the draining can begin.

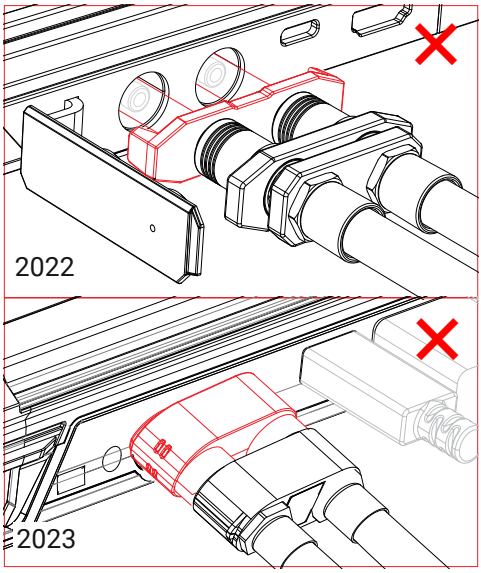
3. Prepare an absorbent towel or tissue paper and place it under the water connections of the laptop.
4. Insert the tip of the supplied ball pump into one of the water connections of the 2-in-1 drain adapter. Squeeze the ball pump multiple times to blow air through the pipe to force water out.
5. Remove the 2-in-1 drainage adapter from the laptop.
6. Dry the water connections of the laptop with a cloth from any remaining liquid. Dry the drainage adapter.
7. Re-examine the area around the water connections and remove any remaining liquid. **Dry all surfaces thoroughly.**

13. Operation XMG OASIS with the drainage adapter still attached MUST be avoided!

It would theoretically be possible to leave the drain adapter plugged into the laptop and permanently connect the water hoses to the drain adapter. **This is NOT recommended!**

With the quick release unlocked, the adapter might break away from the laptop, causing any unstoppable leak from the tubes.

The drainage adapter is designed in such a way that it is able to keep the quick release connector of the water tubes **permanently** open. This allows the adapter to fulfil one of its functions, namely of draining all liquid from the main unit of XMG OASIS.



However, this construction also harbors a danger: if you connect the drainage adapter to the laptop and then connect the tubes to the adapter **at the same time**, the adapter forms a bridge within the cooling circuit. However, this bridge is **not mechanically stable**. If you accidentally pull on the tubes or the laptop (possibly by accident, but also by children or pets), then the drain adapter is pulled out of the laptop while it remains connected to the now loose hoses and keeps them permanently open.

Such an opening of the cooling loop would have the disastrous consequence of all leaking all liquid out of the main unit - and in close proximity to your laptop! The risk of liquid damage is high! Therefore, this configuration should be avoided at all costs.

Do ***not*** use the drain adapter as a link between the laptop and the XMG OASIS. Remove it as soon as it has fulfilled its primary function, which is to drain fluid from either the laptop or the tubes. Do not install any other accessories between tubes, quick-release connector and your laptop!

14. Transporting laptop without draining...

Some users might consider to *not* drain the laptop and to just close the rubber seal while liquid is still trapped inside. **This is not recommended!**



Mobile usage and transportation of laptop with leftover liquid inside the laptop is NOT recommended!

The following remarks will explain this in more detail.

Safety of rubber seal

The rubber seal on your laptop is able to hold some liquid inside during mobile use. However, **it is NOT a 100% foolproof device**.

- Single drops of liquid might escape through the ventilation hole.
- The rubber cover might lose its sealing ability over time.
- It might be damaged from wear and tear.
- It might be opened accidentally during transportation or usage.
- Water expansion caused by high temperatures might push it out.

Risk of freezing temperatures

Environmental temperatures below 5 °C (41 °F) might cause damage to pipes and connectors by freezing the liquid that is still trapped inside.

High risk of irreparable, permanent damage

Any fluids that leak into the laptop's I/O ports or ventilation holes or that otherwise end up on electronical components inside the laptop *will* cause **irreparable, permanent damage to your laptop.**

Causes of defects are determined by our RMA technicians upon local inspection of the device. Defects resulting from accidents, negligence, or otherwise inappropriate usage are **NOT covered under warranty**.

⚠ **Practice utmost caution every single time** when disconnecting XMG OASIS from your laptop. Drain all liquid from the laptop before transport. Always **keep all surfaces clean and dry.**

14. Transporting laptop without draining...

It would be conceivable to refrain from draining the laptop and simply rely on the self-sealing of the water connections. However, this comes with **some risks**!



Mobile usage and transportation of laptop with leftover liquid inside the laptop is NOT recommended!

The following remarks will explain this in more detail.

Safety of self-sealing water tubes

The self-sealing water ports are able to retain liquid inside the laptop. **However, this is not 100 % safe.**

- The seal of the ports could leak due to normal wear and tear, improper handling or accidents.
- It could be opened accidentally during mobile use or transport, e.g. if its star-shaped valve is pressed in by a pointed object.
- Even a single leaked drop could cause water damage to the laptop's electronics.

Risk of freezing temperatures

Environmental temperatures below 5 °C (41 °F) might cause damage to pipes and connectors by freezing the liquid that is still trapped inside.

Fundamental risk of irreparable, permanent damage

Any fluids that leak into the laptop's I/O ports or ventilation holes or that otherwise end up on electronical components inside the laptop *will* cause **irreparable, permanent damage to your laptop.**

Causes of defects are determined by our RMA technicians upon local inspection of the device. Defects resulting from accidents, negligence, or otherwise inappropriate usage are **NOT covered under warranty**.

⚠ **Practice utmost caution every single time** when disconnecting XMG OASIS from your laptop. Drain all liquid from the laptop before transport. Always **keep all surfaces clean and dry.**

15. Drain XMG OASIS for shipping, travel, or liquid replacement

For transportation, travel, shipping (including RMA and warranty shipping) and for replacing all liquid inside the loop, it is required to **fully drain all liquid** from the cooling loop by following these instructions:

1. XMG OASIS can hold around 230 ml of liquid, including the liquid inside the dual water tubes. Find a capture container (e.g., large glass or bowl) that will be able to hold this amount of liquid.
2. Clear the desk. **Remove your laptop** and other electronics or sensitive items. Alternatively, perform this task **above a sink in the kitchen or bathroom**.
3. Remove the refill port cover on top of the XMG OASIS main unit to help maintaining air pressure during the operation.
4. Aim the quick-release fastener into your capture container and connect the drain adapter in the appropriate orientation to the quick-release fastener of the hoses for a perfect fit.
5. Carefully raise the main unit with one hand while still aiming the tubes into your container. Let gravity assist the process.
6. When the liquid stops flowing, gently tilt the main unit of XMG OASIS by 90° left, right, backward, and forward in order to release further fluids that may still be trapped in the inner tubing and reservoir.
7. When all fluids are emptied, disconnect the drainage adapter from the water ports of the laptop.
8. Unscrew the water tubes from the main unit of XMG OASIS and stow them without bending them too hard. Find the hexagon water stoppers and gently screw them onto the sockets of the main unit.
9. Close the refill port cover and use a tissue paper or cloth to wipe off all remaining fluids from XMG OASIS and the water tubes.

⚠ Before traveling, empty all fluids from your laptop and XMG OASIS, including the tubes, to avoid **water leakage during transportation**.

⚠ Before exposing XMG OASIS to environmental temperatures below 5 °C (41 °F), drain all liquid from the cooling loop to prevent pipes from cracking through frost.

⚠ Always check your laptop and XMG OASIS for fluids before and after usage and when disconnecting parts.

15. Drain XMG OASIS for shipping, travel, or liquid replacement

For transportation, travel, shipping (including RMA and warranty shipping) and for replacing all liquid inside the loop, it is required to **fully drain all liquid** from the cooling loop by following these instructions:

1. XMG OASIS can hold around 230 ml of liquid, including the liquid inside the dual water tubes. Find a collection container (e.g., large glass or bowl) that will be able to hold this amount of liquid.
2. Clear the desk. **Remove your laptop** and other electronics or sensitive items. Alternatively, perform this task **above a sink in the kitchen or bathroom**.
3. Remove the water hoses from the front of the cooling unit. Remove the refill port cover on the top of the cooling unit.
4. **Above the collection container:** turn the cooling unit upside down and let the water come out completely through the refill opening. This empties most of the water tank, but there is still liquid in the inner hoses and in the radiator.
5. **Above the collection container:** plug the supplied drain adapter into the water connections at the back of the cooling unit. Leave the refill connection open. Tilt the cooling unit so that liquid can drain out better via the drain adapter.
6. When the liquid stops flowing, gently tilt the main unit of XMG OASIS by 90° left, right, backward, and forward in order to release further fluids that may still be trapped in the inner tubing and reservoir.
7. When all fluids are emptied, disconnect the drainage adapter, close the refill port cover and use a tissue paper or cloth to wipe off all remaining fluids from XMG OASIS and the water tubes.

⚠ Before traveling, empty all fluids from your laptop and XMG OASIS, including the tubes, to avoid **water leakage during transportation**.

⚠ Before exposing XMG OASIS to environmental temperatures below 5 °C (41 °F), drain all liquid from the cooling loop to prevent pipes from cracking through frost.

⚠ Always check your laptop and XMG OASIS for fluids before and after usage and when disconnecting parts.

16. Transporting OASIS without draining...

If you wish, for the sake of convenience, to transport XMG OASIS with liquid inside against the official recommendation, do this **at your own risk** and make sure to adhere to the following advice:

- **Do NOT pack XMG OASIS together with any other electronics, sensitive equipment or delicate objects.** Laptop and XMG OASIS must be transported separately, in two different bags.
- Place XMG OASIS on a towel or blanket to catch any residual fluid that might emerge during transportation.
- Make sure that the water tubes are **NOT BENT EXCESSIVELY** inside your bag, lest it will cause material damage and leakage over time.
- Please note these instructions for the different chassis generations:

Mk1

You must guarantee that XMG OASIS will always be kept upright during transportation. The refill port on top of XMG OASIS is not 100% waterproof if the device is leaning sideways or upside down.

Mk2

The screw cap of the refill opening on the top can be screwed on by hand to make it watertight. Make sure that the screw cap is firmly tightened. For safety reasons, it is advisable to transport the OASIS as upright as possible, even with the refill opening screwed on tightly.

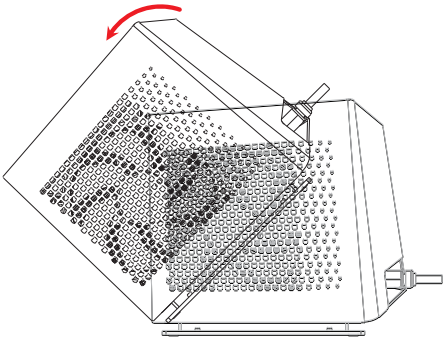
⚠ Leakage may cause **permanent damage** to XMG OASIS and to surrounding electronics and sensitive objects.

⚠ Liquid damage that is caused during transportation or any other inappropriate handling is **NOT covered under warranty**. We assume **NO LIABILITY** for consequential damages to any items that are placed near or transported with XMG OASIS or its corresponding laptop.

⚠ If there is a chance that the laptop or XMG OASIS may be exposed to environmental temperatures below 5 °C (41 °F) during travel and transportation, **all liquid must be drained** regardless of convenience. Liquid exposed to freezing temperatures may cause damage to pipes and connectors and will invalidate your warranty.

i If you often commute between places (e.g. home and working place), please consider to **buy additional units** of XMG OASIS in order to avoid risky and inconvenient transportation.

17. Troubleshooting



Very loud operating noise: this is probably caused by air bubbles still trapped in the internal tubing or around the pump. If the tubes are still connected to the laptop, activate the “Liquid Input Mode” again to displace air bubbles inside the system. Gently tilt the cooling unit of the XMG OASIS in all directions: to **the left**, to **the back**, to **the right**, to **the front**. You can tilt the cooling unit up to 90° for this. Make sure that no liquid escapes from the refill opening. If necessary, carry out this procedure several times until the operating noise normalises.

Leakage: if water leakage occurs, please power down the device immediately and check if all ports are firmly connected. See if you can slightly tighten the ports to ensure that pipes are sealed. However, **do NOT overtighten** the screw connectors on the front of the main unit. If leakage occurs despite reasonably tight fittings, please contact support.

Unable to connect in Control Center:

- Check if XMG OASIS is connected to external power.
- Check if XMG OASIS is powered on (LED on).
- Check if the laptop’s Bluetooth function is on.
- Restart the laptop and XMG OASIS so it can pair again.
- Click “Reset” button in the XMG OASIS module of Control Center.
- Consider to reinstall Control Center, or upgrade to a new version.

Pump malfunction: when the water pump of XMG OASIS is malfunctioning, the power LED indicator blinks in orange light and the device shuts down automatically after 10 seconds. Double-check if XMG OASIS is filled with coolant liquid. Otherwise, contact support.

18. Warning about children and pets

When operating XMG OASIS, there is a risk that unauthorized third parties, such as children or pets, may tamper with the device and cause mechanical damage or liquid damage. If unauthorized third parties in your household might be able to gain access to the device, please observe the following instructions.

Locking the device away after use

It is recommended to disconnect XMG OASIS from the laptop after active use and to clean and dry all surfaces (see chapter 11). Then lock the device and its tubes away in a safe place, such as a lock-proof cabinet. It is also recommended to drain the laptop after use (see chapter 12). This is especially important during the night or before leaving the place of operation.

Unit may tip over and lose liquid in the process

When full, a tilt angle of 29 degree is enough to cause the device to tip over to the side. This may cause considerable amounts of liquid to escape from the refill port on the top of the device.

Pets, especially domestic cats, have an inclination to knock objects over. It is therefore essential that the device is not placed without supervision in areas where pets can gain access.

Securing the device against accidental tipping is only possible to a limited extent. During operation, the ventilation areas on both sides of the device must remain free in order to provide sufficient airflow. The 7 cm wide stand is fixed with four screws (M2*3.5 format) and can be replaced. A technical drawing can be found in the download portal on our website.

⚠ Damage caused by negligent or improper handling or by unauthorized third parties will result in loss of warranty. The manufacturer accepts **NO LIABILITY** for consequential damage to surrounding objects or property.

19. Support, warranty, RMA and shipping

Website and support

Please find links to additional resources (downloads, documents, FAQ, troubleshooting, community channels) on our website:

- https://xmg.gg/en/xmg-oasis

If you have any further questions, please do not hesitate to contact us:

- E-Mail: support@xmg.gg
- Phone: +49 341 2467040 (Mo to Fr, 8 am to 6 pm)

Warranty, RMA and shipping

Please contact our support team in case of any defects on your product. Solutions might involve advanced replacement of spare parts (such as tubes) or RMA return of the whole device.



All liquid must be drained from XMG OASIS prior to shipping.

In case of RMA return or *any other shipping*, it is **your responsibility** to:

- drain all liquid from the device,
- disconnect the tubes from the device,
- reconnect the hexagon water stoppers to the front of the device.

The device must be tilted at different angles to be fully drained. The drain outlet must be at the lowest point of the device for gravity to facilitate the drainage operation. See chapter 15 for further instructions.

⚠ Leakage has a **high risk** to cause **permanent damage** to XMG OASIS and to surrounding electronics and sensitive objects. Liquid damage that occurs during shipping will **invalidate your warranty.**

i Please keep the original carton of XMG OASIS for the eventuality of future shipping. For RMA and other returns, make sure to include all accessories. If you do not have access to the carton anymore, please contact support.

20. Disassembly and spare parts

Disassembly

In the event of a defect or for any other purpose, we do NOT recommend disassembling the device!

- The internal structures of the device can be quite delicate.
- Any mistakes during disassembly and reassembly may cause material failure, leading to future leakage.
- Any defects that are caused by inappropriate disassembly, mechanical damage, chassis modifications or swapping out parts may void your warranty.

Mk1

Disassembly of the "Mk1" generation is relatively difficult and should only be carried out by trained specialists. See service manual in the download portal.

Mk2

Generation "Mk2" can be opened relatively easily with the 1.5 mm hex key (Allen key) supplied. Nevertheless, we advise against opening the chassis in the absence of a specific cause.

Service manual

A service manual with disassembly steps is located in the download portal on our website. The service manual is for reference only and does not express an encouragement to disassemble the device. In the event of any technical problems or defects, please contact our support team first.

Spare parts

We are able to ship spare parts such as tubes and connectors to fulfill our warranty agreement and for any after-warranty service. If you wish to order a spare part, please contact our support team with a picture of the part you wish to order.

21. Liquid damage – what now?

In the event that fluids may have entered the laptop, the first thing to do is to **stay calm**! Here are some tips on how to prevent the situation from getting worse.

1. Keep the laptop in a horizontal position with the feet pointing downwards.
2. If the laptop is not already switched off, shut it down via the start menu (**hibernate** or **shutdown**; standby is *not* sufficient).
3. If the laptop is unable to shut down, press and hold the laptop's power button for 5-10 seconds to force it to switch off.
4. The laptop is switched off when all the LEDs have gone out.
5. Switch off the OASIS and disconnect the laptop and OASIS from the power supply.
6. Take an absorbent tissue (e.g. paper tissue) and dry the surfaces of the laptop without moving it.
7. If there is liquid in the ports (USB-C, LAN, HDMI, etc.), fold a piece of dry tissue paper so that you can hold the tips of the tissue into the ports to soak up and remove the liquid. Be careful not to move the laptop.
8. Repeat the process until you find no more fluids with fresh, dry tissue tips.
9. Disconnect the water tubes from the laptop without moving the laptop. Dry off the water ports. See chapter 11 for details.
10. Leave the laptop in this position for an hour, then check again with a dry tissue to see if you can still find liquid residue on the surfaces or in the ports.
11. Liquid might still be *inside* the laptop and cause **irreparable damage**. Therefore, it is important to not tilt or move the laptop yet. Ideally, the liquid may not yet have touched any electronics and it might be accumulating inside the bottom shell of the laptop.
12. If possible, lift the laptop slowly and carefully, without tilting it, keeping it in its horizontal position. Carry it to a warm, dry place (e.g. sunny window sill; near a heater, fan), put it down (again, without tilting it) and open the display by about 30 degree. Leave the laptop switched off for at least two weeks in a warm and dry place without turning it on or moving it.
13. During this time, contact our support team to discuss further steps.

⚠ We cannot guarantee that these tips will lead to success. Therefore, the first priority is to **prevent liquid from entering the inside of the laptop** in the first place.

22. Device maintenance

- Do not use any other liquid except distilled water to operate XMG OASIS.
- Replace all the liquid in the cooling loop (laptop and XMG OASIS) **every 3 months**. This might seem excessive, but it will put you on the safer side and guard you against any accidental contamination.
- Use the provided microfiber cloth to clean and dry the 2-in-1 connector and the water port on the laptop after every disconnect.
- Use the provided wipe and brush to clean the tube connector and the water port on the laptop.
- Consider to contact our support team to return your laptop and XMG OASIS for voluntary device check-up. See this FAQ article for details: https://www.xmg.gg/en/faq/#warranty

23. Reminders

- Please read the user manual in full before operating the device.
- Please check all ports for leakage before powering up the device.
- Do not power on the device if there is no liquid inside the device.
- Turn XMG OASIS off, before you unplug the tubes from your laptop.
- Do NOT use the drainage adapter as a bridge between laptop and the tubes of XMG OASIS.
- Keep the device away from children, pets or unauthorized 3rd parties.
- Before exposing XMG OASIS to environmental temperatures below 5 °C (41 °F) and before *any transportation or shipping*, **drain all liquid from the main unit, the cooling loop, and the laptop.**
- Any changes or modifications not expressly approved by the party responsible for compliance may void the user's authority to operate this device and may invalidate your warranty.
- The use of unauthorized cables, tubes, flow meters, air pressure devices and similar accessories in the cooling loop may invalidate your warranty.

24. Regulatory information

CE compliance

This device is classed as a technical information equipment (ITE) in class B and is intended for use in living room and office. The CE-mark approves the conformity by the EU-guidelines:

- EMC Directive 2014/30/EU,
- Low Voltage Directive 2014/35/EU (equals A2:2013),
- RF Directive 2014/53/EU

FCC Information

Federal Communications Commission Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/ TV technician for help.

RF Exposure Warning

This equipment must be installed and operated in accordance with provided instructions and the antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter. End-users and installers must be provide with antenna installation instructions and transmitter operating conditions for satisfying RF exposure compliance.

Do you have any more questions?



Scan this code to find your answer in our FAQ.

Contact:

Schenker Technologies GmbH
Walter-Köhn-Str. 2C
04356 Leipzig
GERMANY

E-Mail: support@xmg.gg