

CINEMA LIGHT ENGINE CLEANING & REPAIR SERVICES

Improving the brightness performance of your system is now easier than ever with Christie® cinema light engine services.

This program is not available in Canada.

What cinema light engine services does Christie offer?

- › **Light Engine Exchange program:** Significantly reduce cinema downtime and the cost of a light engine repair by returning an out-of-warranty, faulty light engine in exchange for credit against the purchase of a replacement under the [Light engine exchange program](#).
- › **Out-of-warranty Light Engine Repair program:** Return your faulty light engine for repair to one of our ISO 6 (Class 1000 cleanrooms). We'll dismantle it to clean the component and replace any faulty parts before we perform a final inspection and test of your unit.
- › **Flat rate cleaning and refurbishment:** Return a dirty light engine for cleaning to one of our ISO 6 (Class 1000 cleanroom) locations. We clean each optical surface and component part before we reassemble your light engine and perform a final inspection.

Why take advantage of these programs?

- › **Reduce your total cost of ownership and maximize illumination efficiency:** Dust on your light engine and other optical components can imitate premature brightness loss. If you increase your projector brightness to compensate, lamps and light engines can expire faster than expected. A better and more-efficient long-term solution is to have the components cleaned.
- › **Improve the visual experience in your theatre:** Dust ingress and contamination of optical surfaces in the light path can decrease onscreen brightness significantly if left unattended. If the light engine is contaminated, onscreen brightness drop can be more severe. Cleaning these parts can exponentially increase the perceived brightness onscreen!
- › **We guarantee repairs against failure for one year:** For your peace of mind, we ensure that your repaired component parts will run strong through the next blast of blockbusters -- for a full year after we complete your repair.



How much do these light engine services cost?

Service description	Estimated service fees		
	USD \$	GBP £	EUR €
<i>Non-refundable evaluation fee</i>	\$350	£300	€340
Flat rate cleaning and refurb	\$ 1,500	£ 1,300	€ 1,450
Repair - 2K DMD replacement	\$ 4,300	£ 3,700	€ 4,200
Repair - 4K DMD replacement	\$ 5,200	£ 4,400	€ 5,100
Repair - Prism replacement	\$ 5,500	£ 4,700	€ 5,400
Repair - 2K formatter	\$ 2,100	£ 1,800	€ 2,050
Repair - 4K formatter	\$ 2,500	£ 2,200	€ 2,400

* We'll give you a detailed estimate of each repair, excluding freight charges

Are these services covered by warranty?

- › We offer a one-year warranty on repair services.

Please note: We don't offer a warranty on cleaning services.

How to take advantage of these services

1. Contact Christie Customer Care to let them know you'd like to request a light engine cleaning or repair service and they'll send you an RMA for repair request form.	<ul style="list-style-type: none"> Americas - Cinema.orders.Americas@christiedigital.com EMEA - Cinema.orders.EMEA@christiedigital.com APAC - Cinema.orders.APAC@christiedigital.com China - Cinema.orders.China@christiedigital.com <p>Note If you already have a case number, please be sure to provide it when you contact Customer Care so they can give you the RMA number and skip step 2.</p>
2. Fill out the form in full and email it to Christie Customer Care.	<p>Make sure to include:</p> <ul style="list-style-type: none"> the part number and serial number of the laser module you're returning for repair or cleaning a brief description of the reported failure, if any a purchase order to cover the full amount of the non-refundable evaluation fee
3. Customer Care will confirm if you're eligible and send you an RMA order acknowledgment and number. Please follow the directions on the right within 30 days.	<ul style="list-style-type: none"> Package your light engine(s) with original accessories in original packaging, or packaging that provides protection during shipping. Include your RMA number on your shipping label and ship to the address on your RMA order acknowledgement Purchase sufficient insurance on your shipment: Christie is not responsible for damage or loss during transit <p>* If you'd like to purchase packaging for your light engine(s), please contact Customer Care</p>
4. Once we receive your returned product, Customer Care will complete a product evaluation to determine if a repair is necessary. If it is, we'll send you a repair estimate quotation within 30 days. Note the repair estimate may differ from the estimated repair fee shown above.	<ul style="list-style-type: none"> If we determine that your product is not repairable or if it was lost or damaged during shipping we'll notify you. You'll need to collect your product from our facility (unless it was lost in transit), and the repair request will be canceled.
5. Once Customer Care receives your purchase order to cover the full cost of either cleaning or repair (or both if applicable), we'll complete the cleaning or repair within 60 days and let you know as soon as your light engine is ready for collection.	<ul style="list-style-type: none"> Although the product evaluation fee is non-refundable, we'll credit it toward your repair fee.

Terms & conditions

Qualifying conditions

- › Qualified participants are Christie dealers and cinema exhibitors / operator end-users ("Participants")
- › Participants must be in good standing with Christie (no past due accounts, etc.).
- › Light engines qualifying for services may have been originally purchased as new, refurbished or demonstration units.
- › Light engines qualifying for services must be:
 - › In good working order or be serviceable or repairable, as determined by Christie in its sole discretion,
 - › Received by Christie between June 1, 2024 and May 31, 2025; and
 - › Free from liens or encumbrances from any third-party.

Procedures

- › RMA requests to return light engines qualifying for services must be requested from the relevant Christie office listed below no later than April 30, 2025.
- › Return of each light engine qualifying for service must be received by Christie within 30 days of the date of RMA issuance.
- › If returned light engine is ineligible (e.g., wrong light engine or serial number not approved for RMA) or not acceptable (e.g., not serviceable or repairable or damaged beyond repair in Christie's sole and exclusive discretion), the light engine may be rejected by Christie and no service will be carried out. If rejected, the light engine may be collected by the Participant and, if not collected within 30 days of notice of rejection by Christie, Christie may dispose of such light engine without any liability or compensation to the Participant.
- › If returned light engine for repair is confirmed no-fault-found (in Christie's sole and exclusive discretion) the non-refundable evaluation fee will still apply. The light engine may be collected by the Participant and, if not collected within 30 days of notice of rejection by Christie, Christie may dispose of such laser module without any liability or compensation to the Participant.
- › If light engine is not returned to Christie within 30 days from RMA issuance, the RMA will be automatically closed, and the light engine service denied.

Shipping

- › Participant will pay for all freight, insurance, duties, taxes, financing charges and/or special handling for shipping light engines qualifying for service to Christie and will arrange collection from Christie's facilities once the service is completed.
- › All light engines qualifying for service must be shipped to Christie's designated address and labelled as indicated on the RMA order acknowledgement, including the RMA number on the shipping label.
- › All returned light engines qualifying for service must be packaged in their original packaging, or packaging that protects the laser module during shipping. Electrostatic discharge (ESD) packaging is required during shipment of static sensitive assemblies with exposed circuitry.
- › Christie is not responsible for damage or loss during transit.

Miscellaneous

- › Services under this program cannot be stacked with any product specific promotions.
- › Christie reserves the right to terminate or change any aspect of this program at any time without prior notice.
- › Christie will have no liability for loss or damage to the laser module qualifying for services received by Christie.

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For the most current specification information, please visit christiedigital.com

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