

CINEMA LASER MODULE CLEANING & REPAIR SERVICES

Improving the brightness performance of your system is now easier than ever with Christie® cinema laser module cleaning & repair services.

What cinema laser module cleaning & repair services does Christie offer?

- › **Laser module cleaning services:** Return a dirty laser module for cleaning to one of our ISO 6 (Class 1000 cleanrooms). We clean each optical surface and component before reassembling the laser module and performing a final inspection of the unit. We offer this service for laser modules that are in or out of warranty.

Out-of-warranty laser module repair services: Return your faulty out-of-warranty laser module for repair to one of our ISO 6 (Class 1000 cleanrooms). We replace any faulty parts and dismantle it to clean the component before performing a final inspection and test of the unit.

Why take advantage of these services?

- › Regularly cleaning your laser modules improves your audience's visual experience in your theatre.
- › Dust ingress and contaminated optical surfaces in the light path decrease onscreen brightness.
- › Cleaning these parts significantly restores perceived onscreen brightness!

Which laser modules are included in this program?

Laser module	Part number
LM-1	X46-301105-XX
LM-L-MP	X46-305109-XX
LM-R-MP	X46-306100-XX



How much do these laser module services cost?

Service description	Estimated repair fee		
	USD \$	GBP £	EUR €
<i>Non-refundable evaluation fee</i>	\$350	£300	€340
Flat rate cleaning, refurbishment, and repair*	\$4,000	£3,400	€3,900

*Additional charge for parts and materials

Repair warranty period

› 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

<p>1. Contact Christie Customer Care to let them know you'd like to request a laser module cleaning or repair service and they'll send you an RMA for repair request form.</p>	<p>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> <p>Note <i>If you already have a case number, please be sure to provide this reference when you contact Customer Care so they can give you the RMA return number and skip step 2.</i></p>
<p>2. Fill out the form in full and email it to Christie Customer Care.</p>	<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
<p>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.</p>	<ul style="list-style-type: none"> • Package your laser module(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>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.</p>	<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.
<p>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 laser module is ready for collection.</p>	<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.).
- › Laser modules that qualify for services may have been originally purchased as new, refurbished or demonstration units.
- › Laser modules that qualify 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 April 30, 2025, and
 - › Free from liens or encumbrances from any third-party.

Procedures

- › RMA requests to return laser modules qualifying for services must be requested from the relevant Christie office listed below no later than April 30, 2025.
- › Return of each laser module qualifying for service must be received by Christie within 30 days of the date of RMA issuance.
- › If returned laser module is ineligible (e.g., wrong laser module 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 laser module may be rejected by Christie and no service will be carried out. If rejected, the laser module 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 returned laser module for repair is confirmed no-fault-found (in Christie's sole and exclusive discretion) the non-refundable evaluation fee will still apply. The laser module 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 laser module is not returned to Christie within 30 days from RMA issuance, the RMA will be automatically closed, and the laser module service denied.

Shipping

- › Participant will pay for all freight, insurance, duties, taxes, financing charges and/or special handling for shipping laser modules qualifying for service to Christie and will arrange collection from Christie's facilities once the service is completed.
- › All laser modules 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 laser modules 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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