

# CINEMA OUT-OF-WARRANTY REPAIR PROGRAM

Return service parts for repair to save cost when receiving a new replacement

This program is not available in Canada

## Why return and repair?

Returning parts for repair can often be a more efficient, sustainable, and budget-friendly alternative to purchasing a replacement. We created this repair program to save you both time and money – and help keep your cinema up and running!

## 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.

## Which parts are included in this program?

Part number	Description	Estimated repair fees		
		USD\$	EUR€	GBP£
00X-000320-0X	Ballast Switching 7kW	\$1,600.00	£1,550.00	€1,350.00
00X-000847-0X	ASSY Processor PCB S1 RoHS	\$750.00	£725.00	€650.00
00X-001195-0X	Ballast 3kW	\$1,400.00	£1,350.00	€1,200.00
00X-001197-0X	PCB Motherboard	\$500.00	£490.00	€425.00
00X-101341-0X	ASSY PIB	\$750.00	£725.00	€650.00
00X-101342-0X	ASSY ICP 1.5	\$1,150.00	£1,125.00	€1,000.00
00X-102075-0X	Touch Panel Control	\$1,450.00	£1,400.00	€1,250.00
00X-102757-02	ASSY PIB3G	\$750.00	£725.00	€650.00
00X-103914-0X	F-MAIN	\$750.00	£725.00	€650.00
00X-103915-0X	F-IMB	\$750.00	£725.00	€650.00
00X-106802-07	ASSY HUB-NX	\$750.00	£725.00	€650.00
00X-110904-0X	ASSY PCB Enhanced FIB (EFIB)	\$750.00	£725.00	€650.00
00X-111426-01	IMCB2	\$500.00	£490.00	€425.00



## Which parts are included in this program?

Part number	Description	Estimated repair fees		
		USD\$	EUR€	GBP£
00X-111469-01	ASSY PCB BBP2	\$500.00	£490.00	€425.00
00X-111666-04	CBP	\$500.00	£490.00	€425.00
00X-113426-08	ASSY PCB HKBB 6.1	\$500.00	£490.00	€425.00
00X-113607-03	ASSY PCB SCCD	\$500.00	£490.00	€425.00
00X-120476-0X	Ballast 2100W	\$1,200.00	£1,175.00	€1,050.00
00X-120704-0X	Lamp Power Supply 2.3kW	\$1,000.00	£975.00	€850.00
03-260729R52p	ASSY Enhanced FIB (EFIB) RoHS	\$500.00	£490.00	€425.00
Non-Refundable Evaluation Fee		\$350.00	£340.00	€300.00

## How to take advantage of these services

<p>1. Take advantage of this program by contacting your authorized Christie reseller to let them know you need to return a product for repair that is out-of-warranty. They'll send you an RMA for repair request form.</p>	<ul style="list-style-type: none"> <li>› Americas - <a href="mailto:Cinema.orders.Americas@christiedigital.com">Cinema.orders.Americas@christiedigital.com</a></li> <li>› EMEA - <a href="mailto:Cinema.orders.EMEA@christiedigital.com">Cinema.orders.EMEA@christiedigital.com</a></li> <li>› APAC - <a href="mailto:Cinema.orders.APAC@christiedigital.com">Cinema.orders.APAC@christiedigital.com</a></li> </ul> <p><b>Note</b> 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.</p>
<p>2. Fill out the form in full and email it to <a href="#">Christie Customer Care</a>.</p>	<p>Make sure to include:</p> <ul style="list-style-type: none"> <li>› the part number and serial number of the product you are returning</li> <li>› a short description of the reported failure</li> <li>› a purchase order to cover the full amount of the non-refundable evaluation fee</li> </ul>
<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"> <li>› Package your product(s) with original accessories in original packaging, or packaging that protects your return during shipping</li> <li>› Include your RMA number on your shipping label and ship to the address on your RMA order acknowledgement</li> <li>› Purchase sufficient insurance on your shipment: Christie is not responsible for damage or loss during transit</li> </ul>
<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"> <li>› 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.</li> </ul>
<p>5. Once Customer Care receives your purchase order to cover the full cost of the repair, we'll complete the repair within product is ready for collection.</p>	<ul style="list-style-type: none"> <li>› Although the product evaluation fee is non-refundable, we'll credit it toward your repair fee.</li> </ul>

## 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.)
- › Parts qualifying for repair may have been originally purchased as new, refurbished, or demonstration units.
- › Parts qualifying for repair must be:
  - › In good working order or be 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 engine qualifying for services must be requested from the relevant Christie office listed below no later than April 30, 2025.
- › Not less than 5 parts and not more than 10 parts may be returned pursuant to each RMA.
- › Return of each part qualifying for repair must be received by Christie within 30 days of the date of RMA issuance.
- › If returned part is ineligible (e.g., wrong product or serial number not approved for RMA) or not acceptable (e.g., not repairable or damaged beyond repair in Christie's sole and exclusive discretion), the part may be rejected by Christie's and no repair will be carried out. If rejected, the part may be collected by the Participant and, if not collected within 30 days of notice of rejection by Christie, Christie may dispose of such part without any liability or compensation to the Participant.
- › If returned part is confirmed no-fault-found (in Christie's sole and exclusive discretion) the non-refundable evaluation fee will still apply. The part may be collected by the Participant and, if not collected within 30 days of notice of rejection by Christie, Christie may dispose of such part without any liability or compensation to the Participant.
- › If part is not returned within 30 days from RMA issuance, the RMA will be automatically closed and the return of the part repair denied.

### Shipping

- › Participant will pay for all freight, insurance, duties, taxes, financing charges and/or special handling for shipping parts qualifying for repair to Christie and will arrange collection from Christie's facilities once the repair is completed.
- › All parts qualifying for repair 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 parts qualifying for repair must be packaged in their original packaging, or packaging that protects the part 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

- › 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 part qualifying for repair received by Christie.

**Corporate offices****Worldwide offices**

---

Christie Digital Systems USA, Inc. Cypress PH: +1 714-236-8610	Australia PH: +61 (0) 7 3624 4888	China (Shenzhen) PH: + 86 755 3680 7000	Mexico PH: +52 (55) 4744-1791	United Arab Emirates PH: +971 (0) 4 503 6800
Christie Digital Systems Canada Inc. Kitchener PH: +1 519-744-8005	Brazil PH: +55 11 3181-2952	Colombia PH: +57 (315) 652-9620	Singapore PH: +65 6877 8737	United Kingdom PH: +44 (0)118 977 8000
	China (Beijing) PH: +86 10 6561 0240	Germany PH: +49 221 99 512-0	South Korea PH: +82 2 702 1601	United States (Arizona) PH: +1 602-943-5700
	China (Shanghai) PH: +86 21 6030 0500	India PH: +91 (080) 6708 9999	Spain PH: +34 (0) 91 633 99 90	United States (Texas) PH: +1 469-757-4420

---

For the most current specification information, please visit [christiedigital.com](http://christiedigital.com)

Copyright 2024 Christie Digital Systems USA, Inc. All rights reserved. Our centers of excellence for manufacturing in Kitchener, Ontario, Canada and in Shenzhen, China are ISO 9001:2015 Quality Management System-certified. All brand names and product names are trademarks, registered trademarks or tradenames of their respective holders. "Christie" is a trademark of Christie Digital Systems USA, Inc., registered in the United States of America and certain other countries. DLP® and the DLP logo are registered trademarks of Texas Instruments. Performance specifications are typical. Due to constant research, specifications are subject to change without notice.

