



# Product Warranty\*

During the warranty period, where Digital Projection is satisfied that any claim is within warranty, defective projection systems and accessories will be repaired or replaced at Digital Projection's discretion according to the conditions below. Warranty service is performed at Digital Projection Authorised Service Depots or at Digital Projection's headquarters in Middleton, Manchester.

Equipment (or parts thereof), which is replaced, shall become the property of Digital Projection. The Product Warranty is void on parts and lamp modules returned with broken warranty seals. The product warranty does not apply to operational symptoms or failures induced as a result of the use of third party control devices, third party communications or control software, or other system components not supplied by Digital Projection. The product warranty shall not apply to the repair or replacement of any parts or components required to support the regular and normal operation or maintenance of the Products and shall not apply to any damage to or failure of the products resulting from acts of God or conditions beyond the control of Digital Projection Ltd., including, but not limited to, accidents, fire, misuse, improper installation or adjustments, modifications, alterations, tampering, disconnection, vandalism, or failure to properly maintain or operate the Products.

Any exceptions to the conditions in this Warranty Statement are valid only if confirmed in writing from the Sales Director.

## ***Projection Systems & Accessories***

### **Mercury, Morpheus, Titan, HIGHlite, LIGHTNING and DLP Cinema series and MMS / VIP Products:**

All components excluding lamp modules, lamp bulbs, and lamp reflectors, carry a one year parts and labour warranty commencing on the invoice shipment date, during which time defective projection systems and accessories will be repaired or replaced at Digital Projection's discretion.

### **iVision and dVision Series:**

**Standard Use Applications (less than 8 hours per day):** All components excluding lamps carry a two year parts and labour return to factory warranty commencing on the invoice shipment date, during which time defective projection systems and accessories will be repaired or replaced at Digital Projection's discretion.

**High Use Applications (more than 8 hours per day):** As long as motorized parts, including cooling fans and colour wheels, are replaced every 7500 hours in iVision projectors, and every 17,500 hours in dVision projectors, and lamps are replaced at a maximum of every 2000 hours, all components excluding lamps carry a one year parts and labour return to factory warranty commencing on the invoice shipment date, during which time defective projection systems and accessories will be repaired or replaced at Digital Projection's discretion. The motorized parts are considered maintenance items, therefore, the cost for these items is the responsibility of the customer.

## ***Product Upgrades and Repairs***

If the projector/part is upgraded or repaired and is in warranty, the warranty on the associated parts and repairs, is EITHER ninety days OR the outstanding period of the projector warranty – whichever is the greater.

If the projector/part is out of warranty, the warranty on the associated parts and repairs, is ninety days. Warranty commences on the date of shipment by Digital Projection of the hardware, software upgrades and/or repairs.

## ***Projection Lamp Modules, Lamp Bulbs, and Lamp Reflectors***

Where Digital Projection is satisfied that any claim with respect to lamp modules, lamp bulbs or lamp reflectors is within warranty, Digital Projection shall, at its discretion, either replace the components free of charge or provide a replacement with a charge for hours used on the faulty part. This charge will be calculated as a proportion of the warranted life using the current price list. See individual lamp conditions below. The warranty is void on re-lamped modules for all products if the replacement of the lamp bulb or lamp reflector is carried out by a party other than Digital Projection Ltd., or if lamp bulbs or lamp reflectors from a supplier other than Digital Projection are used.

### **Projection Lamp Bulbs for POWER 4dv, 3qv, Lightning 8qv, 10qv, 10sx, 15sx, 22qv, 22sx, 25sx, 28sx, 30sx+, 30isx+, 35HD, 35HD-T, 30-1080p, THUNDER 9000qv, 10000Dsx, BLACKlite 10000, and Digital Projection Cinema iS10, iS8-2K, and iS15-2K**

The first lamp bulb included with each projector and all subsequent lamp bulbs purchased, are warranted to strike<sup>1</sup> and against manufacturing defects for one year commencing from date of shipment or 600 hours of use, whichever occurs first<sup>2</sup>.



### **Projection Lamp Bulbs for *Lightning* 40sx+, 40isx+, 45HD-T, 40-1080p**

The first lamp bulb included with each projector and all subsequent lamp bulbs purchased, are warranted to strike<sup>1</sup> and against manufacturing defects for one year commencing from date of shipment or 500 hours of use, whichever occurs first<sup>2</sup>.

### **Projection Lamp Bulbs for *POWER* dvx, qvx, 5dv, 5qv, 6qv, 7qv, 8qv, 6sx, 8sx, and 10sx**

The first lamp bulb included with each projector and all subsequent lamp bulbs purchased, are warranted to strike<sup>1</sup> and against manufacturing defects for one year commencing from date of shipment or 500 hours of use, whichever occurs first<sup>2</sup>.

### **Projection Lamp Bulbs for *HIGHlite* 4100qv, 5000qv, 5100qv, 4000sx, 6000sx, 4000Dsx & 6000Dsx, 8000Dsx+, 12000Dsx+, 10000HD, 12000HD, 14000HD and *BLACKlite* 4000, 6000**

The first lamp bulb included with each projector and all subsequent lamp bulbs purchased, are warranted to strike<sup>1</sup> and against manufacturing defects for 90 days commencing from date of shipment or 1000 hours of use, whichever occurs first<sup>2</sup>.

### **Projection Lamps Bulbs for *HIGHlite* 4000sxcc, 4100qvcc**

The first lamp bulb included with each projector and all subsequent lamp bulbs purchased, are warranted to strike<sup>1</sup> and against manufacturing defects for 90 days commencing from date of shipment or 1500 hours of use, whichever occurs first<sup>2</sup>.

### **Projection Lamps for *SHOWlite*, Mercury, Morpheus, Titan, iVision and dVision**

The first lamp bulb included with each projector and all subsequent lamp bulbs purchased, are warranted to strike<sup>1</sup> and against manufacturing defects for 90 days commencing from date of shipment or 500 hours of use, whichever occurs first.

### **Lamp Bulbs and reflectors sold by Digital Projection for user replacement in Modules**

All lamp bulbs and reflectors sold for user replacement in modules are supplied with an out-of-box warranty only. Defects must be noted and communicated in writing to Digital Projection within fifteen (15) days of the invoice date. Where user re-lamping causes a negative effect on the projector or other components, the product warranty is invalidated. The manufacturers decision is final.

### **Non Digital Projection supplied Lamp Modules, Lamp Bulbs, and Lamp Reflectors**

Lamp modules, lamp bulbs and/or lamp reflectors requiring service that were not originally supplied by Digital Projection, will only be serviced at Digital Projection's discretion. No warranty will be offered on the service of non Digital Projection supplied lamp modules, lamp bulbs or lamp reflectors. Where use of non Digital Projection supplied components causes a negative effect on the projector or other components, the product warranty is invalidated.

### **Lamp Modules and Lamp Reflectors (excluding Lamp Bulbs) for *LIGHTNING*, *HIGHlite* and *THUNDER***

*LIGHTNING* lamp module components and lamp reflectors carry a warranty against defects in materials and workmanship for six (6) months or 600 hours of use, whichever comes first. *HIGHlite* and *THUNDER* lamp module components and lamp reflectors carry a six (6) month warranty against defects in material and workmanship. This warranty is void on re-lamped modules for all products if the replacement of the bulb or reflector is carried out by a party other than Digital Projection Ltd., or if bulbs or reflectors provided by a supplier other than Digital Projection are installed in the Module.

## ***Freight***

Warranty replacement parts will be shipped at Digital Projection's expense using standard (non-expedited) services. Customers are responsible for cost of returning faulty warranty parts to Digital Projection. All freight costs for non warranty parts are the responsibility of the customer.

## ***Parts returns***

All parts returned for any reason must be clearly marked with the RMA (Return Material Authorisation) number issued by Digital Projection. RMA numbers are obtained from Digital Projection Customer Support.

All parts returned must be shipped in original or authorised packaging; failure to do so could result in the warranty being void.

<sup>1</sup> Lamps that fail to strike may be due to external causes such as installation or venue mains power or other projector components. Digital Projection reserves the right to verify the cause of the fail-to-strike condition before providing lamp warranty coverage.



<sup>2</sup>Projection Lamps for all models must include a functional lamp hour meter on the lamp assembly. Lamp Modules returned which do not include hour meters carry a warranty of 30 days from the date of shipment.

*\*This Product Warranty Statement is intended to clarify Digital Projection's terms and conditions of sale and seeks to explain practical operation of those terms in respect to warranty. As such, it is subject to the terms of Digital Projection's distributor/dealer agreement.*