

**CHRISTIE®**

# STANDARD LIMITED WARRANTY

(FOR PROAV PRODUCTS)

**Effective date:** September 1, 2020

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## ProAV Products

The following warranty periods apply to ProAV Products purchased from Christie or a Reseller on or after the Effective Date:

New ProAV Products	Warranty Period
3-chip DLP® projectors (including Christie RGB pure laser projectors)	3 years
1-chip DLP® projectors (lamp-based)	3 years
1-chip DLP® projectors (laser phosphor)	3 years or 20,000 hours of operation, whichever occurs first
1-chip DLP® projectors (LED)	2 years
Fiber optic bundles associated with fiber-coupled RGB laser projectors	3 years
Laser modules associated with fiber-coupled RGB laser projectors	3 years
LCD projectors (lamp-based)	3 years or 6,000 hours of operation, whichever occurs first
LCD projectors (laser phosphor)	5 years or 20,000 hours of operation, whichever occurs first
LCD panels (including power shelves supplied therewith)	3 years
Image processors, video wall controllers, media servers and players	2 years
LED walls (including LED display controllers and power shelves supplied therewith)	3 years
Service parts	1 year
Projector accessories supplied otherwise than as an original part with the projector	1 year

## ProAV Products (continued)

Refurbished ProAV Products	Warranty Period
3-chip DLP® projectors (including Christie RGB pure laser projectors)	1 year
1-chip DLP® projectors (lamp-based)	1 year
1-chip DLP® projectors (laser phosphor)	1 year or 5,000 hours of operation, whichever occurs first
1-chip DLP® projectors (LED)	1 year
Fiber optic bundles associated with fiber-coupled RGB laser projectors	1 year
Laser modules associated with fiber-coupled RGB laser projectors	1 year
LCD projectors	1 year
LCD panels (including power shelves supplied therewith)	1 year
Image processors, video wall controllers, media servers and players	1 year
LED walls (including LED display controllers and power shelves supplied therewith)	1 year
Service parts	1 year
Projector accessories	90 days

## Definitions

- › “Christie” means whichever Christie company in the Christie group of companies is the seller, lessor or licensor of the warranted ProAV Product to the Customer;
- › “Christie Office” means the office of Christie designated by Christie from time to time for the purpose of this warranty;
- › “Consumable” means any component item contained in a ProAV Product where the performance of such item is expected to deteriorate within normal use of the ProAV Product (but is not a Preventative Maintenance Item).
- › “Customer” means the End User or the Reseller;
- › “End User” means the first end user of a ProAV Product for its own use outside of the Christie group of companies, whether such end user is a purchaser, lessee or licensee;
- › “Preventative Maintenance Item” means any component item in a ProAV Product that is identified in the maintenance schedule specified by Christie as requiring periodic mandatory inspection and replacement;
- › “ProAV Product” means any product described in the above tables of new and refurbished ProAV products; and
- › “Reseller” means the first purchaser of a ProAV Product outside of the Christie group of companies who purchases a ProAV Product for resale or other distribution as an authorized Christie reseller or distributor of ProAV Products.

## Warranty and limitations

### General warranty

- › Christie warrants to the Customer that the ProAV Product will be free from defects in materials and workmanship for the applicable warranty period specified above. The warranty period for a ProAV Product commences from the date of Christie’s invoice for the ProAV Product to the Customer and continues for the applicable warranty period specified above.

### Laser projector brightness warranty

- › **Christie RGB pure laser projectors only:** Subject to the limitation of the applicable warranty period specified above and subject to verification, Christie warrants to the Customer that any decrease in the brightness of lasers integrated in a Christie RGB pure laser projector within the first 10,000 hours of operation after manufacture of the projector that is caused by failure or impairment of laser diodes, measured at the lens at the system projector level under Christie-specified temperature, humidity and other environmental conditions, will not exceed 20% of the initial projector system level specification for Christie RGB pure laser projectors.
- › **Laser phosphor-based projectors only:** Subject to the limitation of the applicable warranty period specified above and subject to verification, Christie warrants to the Customer that any decrease in the brightness of lasers integrated in a laser phosphor-based projector within the first 20,000 hours of operation after manufacture of the projector that is

caused by failure or impairment of laser diodes, measured at the lens at the system projector level under Christie-specified temperature, humidity and other environmental conditions, will not exceed 50% of the initial projector system level specification for laser phosphor-based projectors.

### Customer inspection, shipping damage, reporting

- › It is the Customer’s obligation to inspect the ProAV Product for any visual damage (including any damage to any pre-installation package seal or tamper-detection mechanism applied by Christie to such ProAV Product) prior to installation, use of the ProAV Product or running of any applicable “dead on arrival” test and to immediately report such damage to Christie or the Reseller and there will be no warranty in respect of such damage for failure to make such report.
- › Within 15 days after installation of a laser based projector, the Customer will record and submit to Christie the requested installation information specified on Christie’s Laser Projection Installation Checklist available on Christie’s website at [www.christiedigital.com](http://www.christiedigital.com) or on request from (and returned to) Christie at [lasercompliance@christiedigital.com](mailto:lasercompliance@christiedigital.com).

## Warranty and limitations (continued)

### Exclusions

This warranty does not cover:

- a) Problems or damage occurring during shipment, in either direction.
- b) Projector lamps, including decrease in brightness of projector lamps (See Christie's separate lamp program policy).
- c) Decrease in brightness of lasers contained in, or associated with, any ProAV Product other than as specified above under the heading "Laser projector brightness warranty" in respect of lasers integrated in a projector.
- d) Adverse brightness performance caused by the use of electronic image correction technology used to manipulate the size or shape of a projected image to ensure correct geometric alignment with the projection surface.
- e) Problems or damage caused by use of a projector lamp beyond the recommended lamp life, or use of a lamp other than a Christie lamp supplied by Christie or an authorized distributor of Christie lamps.
- f) Problems or damage caused by combination of a ProAV Product with non-Christie equipment (including, without limitation, non-Christie laser illumination devices) or use of a ProAV Product with any non-Christie interface device.
- g) Problems or damage caused by the use of any lamp, fiber optic bundle, laser module, replacement part or component purchased or obtained from an unauthorized distributor of Christie lamps, fiber optic bundles, laser modules, replacement parts or components including, without limitation, any unauthorized distributor offering Christie lamps, fiber optic bundles, laser modules, replacement parts or components through the internet (confirmation of authorized distributors may be obtained from Christie).
- h) Problems or damage caused by misuse, negligence, improper power source, accident, fire, flood, lightning, earthquake or other natural disaster.
- i) Problems or damage occurring during unpacking or installation or caused by improper handling, installation/alignment, or by equipment modification, if by other than Christie service personnel or a Christie authorized repair service provider.
- j) Problems or damage caused by use of a ProAV Product in any manner in contravention of Christie's use specifications for such ProAV Product, including, without limitation, any use specifications in respect of dust contamination, ambient temperature, humidity or any other environmental operating conditions or restrictions as may be specified in such use specifications or, in respect of laser-based projectors, the following use specifications if none are otherwise specified:

Specifications	Details
<b>Operating ambient temperature</b>	15°C to 25°C
<b>Operating humidity</b>	20% to 80%, non-condensing
<b>Operating altitude</b>	Up to 2,000 meters above sea level
<b>Particulate filtration</b>	<p>The ambient operating environment must have an air particulate matter purity that meets ISO 14644-1 standard ISO 9 classification. If air filtration is used to maintain the ISO 9 classification the performance of air filtration is measured in accordance with the ANSI-ASHRAE 52.1-1992 standard dust-spot efficiency of 90% nominal and 30% minimum.</p> <p>Projector systems must be installed in an environment that is capable of providing, at all times, an environment that has an indoor Air Quality Index (AQI) of 50 or less</p>

## Warranty and limitations (continued)

- k) Problems or damage caused by use of a ProAV Product on a motion platform or other movable device where such ProAV Product has not been designed, modified or approved by Christie for such use.
- l) Problems or damage caused by failure to install any software or firmware updates made available by Christie.
- m) Problems or damage caused by use of a projector in the presence of sensory-based systems when installed in themed entertainment environments (e.g. oil-based fog machines, water, etc.) or laser-based lighting that is unrelated to the projector.
- n) For LCD projectors, the warranty period specified in the above table applies only where the LCD projector is in "normal use", which means the LCD projector is not used more than 8 hours a day, 5 days a week.
- o) For LCD panels of 84 inch size or larger, the warranty period specified in the above table applies only where the LCD panel is in "normal use" which means the LCD panel is not used more than 16 hours a day.
- p) Except where the ProAV Product is designed for outdoor use, problems or damage caused by use of the ProAV Product outdoors unless such ProAV Product is protected from precipitation or other adverse weather or environmental conditions and the ambient temperature is within the recommended ambient temperature set forth in the specifications for such ProAV Product.
- q) Image retention on LCD panels.
- r) Defects caused by normal wear and tear or otherwise due to normal aging of a ProAV Product.
- s) Any Consumable or problems or damage caused by the failure to replace any Consumable.

- t) Any Preventative Maintenance Item after the first replacement thereof in compliance with the periodic mandatory replacement thereof identified in the maintenance schedule specified by Christie.

Except where any of the foregoing warranty exclusions applies, this warranty applies to all Preventative Maintenance Items before the first replacement thereof in compliance with the periodic mandatory replacement thereof identified in the maintenance schedule specified by Christie.

Christie will have no obligation to replace any fiber optic bundle until such time as there are no unused fiber optic strands contained in such fiber optic bundle that may be used in substitution for a failed fiber optic strand.

This warranty does not apply to any ProAV Product where the serial number has been removed, obliterated or tampered with. This warranty also does not apply to any ProAV Product sold by a Reseller to an End User outside of the country where the Reseller is located unless (i) there is a Christie Office in the country where the End User is located or (ii) the required international warranty fee has been paid.

Failure to perform maintenance as required and in accordance with the maintenance schedule specified by Christie will void the warranty.

Christie reserves the right to audit the ProAV Product site location to verify compliance with Christie's use specifications for such ProAV Product, including, without limitation, any use specifications in respect of dust contamination, ambient temperature, humidity or any other environmental operating conditions or restrictions for such ProAV Product.

This warranty does not obligate Christie to provide any on-site warranty service at the ProAV Product site location.

## Warranty claim remedies

Christie will repair or replace defective ProAV Products without charge during the warranty period as follows:

- i. Christie will repair or replace defective ProAV Products if the defective ProAV Products are shipped at the Customer's expense to the Christie Office, as Christie may direct, in which case the Customer must pay all applicable customs duties on the importation of such ProAV Products (other than customs duties in respect of site locations within countries where a Christie Office is located or within the European Union which will be paid by Christie), or

- ii. Christie will ship replacement parts to the site location of the defective ProAV Products or the location of a Christie authorized repair service provider, in which case the Customer must pay all labor charges incurred to effect repairs and all applicable customs duties on the importation of such parts (other than customs duties in respect of site locations within countries where a Christie Office is located or within the European Union which will be paid by Christie) and the replaced defective parts must be returned to Christie.

## Warranty claim procedures

- › If the ProAV Product was acquired directly from Christie, the warranty claim relating to that ProAV Product must be submitted directly to a Christie Office. The address of such Christie Office may be obtained from Christie upon request.
- › If the ProAV Product was acquired from a Reseller, the warranty claim relating to that ProAV Product must be submitted to the Reseller through which the ProAV Product was acquired; provided, however, that if the Reseller has ceased to conduct business for any reason, the End User may submit any warranty claim relating to that ProAV Product directly to Christie.
- › No ProAV Product or part may be returned without obtaining an RMA (return material authorization) number from Christie. If a ProAV Product is returned to Christie or a Christie authorized repair service provider without first obtaining an RMA number, the ProAV Product may be returned to Customer at Customer's expense. To obtain an RMA number, an RMA request must be submitted to Christie at the location where the warranty claim is submitted. Before issuing an RMA number or before repairing or replacing any ProAV Product under this warranty, Christie may require the End User to provide (i) evidence of the failure conditions satisfactory to Christie, (ii) proof of purchase (including date) in form and substance satisfactory to Christie and (iii) where applicable, submission of a completed Laser Projection Installation Checklist. Upon the issuance of an RMA number, Christie will specify the location to where the ProAV Product is to be returned. All returned ProAV Products must be properly packaged for shipment (in original packaging if possible). Static sensitive assemblies must be packaged within a static protective bag, and failure to do so will VOID the warranty as to those assemblies. ProAV Products returned with no fault found will be subject to an evaluation fee. Christie or, if applicable, the Christie authorized repair service provider will bear the cost of returning repaired ProAV Products or replacement ProAV Products to the Customer, except that the Customer will be responsible for payment of any applicable customs duties on any international shipment.
- › Christie may, in its sole discretion, provide a replacement ProAV Product to the Customer prior to receipt by Christie or its authorized repair service provider of the ProAV Product to be returned under RMA. If the ProAV Product for which an RMA number was issued is not returned to the location specified by Christie within twenty (20) days after the issuance of the RMA number, Christie will invoice the Customer for such replacement ProAV Product at the then current list price of such ProAV Product. Failure by the Customer to pay such invoice in a timely manner may cause Christie to revoke or suspend any advanced replacement ProAV Product privileges and any credit terms with Christie, until such invoice is paid in full.
- › In making any repair under warranty, Christie and the Christie authorized repair service provider, if applicable, may use refurbished parts. Christie warrants replacement parts used in making warranty repairs for the remainder of the original warranty period of the ProAV Product incorporating such parts. If a replacement ProAV Product is provided under this warranty, Christie warrants such replacement ProAV Product for the remainder of the original warranty period of the replaced ProAV Product.
- › This warranty may be supplemented or modified by other programs offered by Christie, if applicable, including Christie's extended warranty program and Christie's CDXchange program, or by express written agreement with Christie. This warranty does not apply to obsolete, refurbished or other ProAV Products offered for sale by Christie under special programs which specify shorter warranty periods or different warranty terms from those specified in this warranty.

## Limitations

- › EXCEPT AS OTHERWISE EXPRESSLY AGREED BY CHRISTIE IN WRITING, THIS WARRANTY APPLIES IN LIEU OF ANY AND ALL OTHER EXPRESS OR IMPLIED WARRANTIES, AND CHRISTIE MAKES NO OTHER REPRESENTATIONS, WARRANTIES OR CONDITIONS, WRITTEN, ORAL OR STATUTORY, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTY OR CONDITION OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE OR PURPOSE, ALL OF WHICH OTHER WARRANTIES OR CONDITIONS ARE HEREBY EXPRESSLY DISCLAIMED AND EXCLUDED TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW.
- › TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, CHRISTIE WILL HAVE NO LIABILITY FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL, EXEMPLARY OR PUNITIVE DAMAGES, INCLUDING WITHOUT LIMITATION LOST REVENUES OR PROFITS, WHETHER OR NOT CHRISTIE HAS BEEN ADVISED THAT ANY SUCH DAMAGES MAY OCCUR.