

Technical Bulletin

Replacing a harness when performing LOS RMA due to TEC or red laser error

This bulletin provides information on which harnesses must be replaced when the laser optical subsystem (LOS) is replaced.

When the LOS is replaced due to a defect with a TEC or red laser, the applicable harness must be replaced as the harness may be damaged from a high current or high temperature associated with the failure. For more information about the harness and LOS, refer to the Service guide for your model.

Affected products

The following products are affected.

- CP2309-RGB
- CP2315-RGB
- CP2320-RGB
- CP4315-RGB
- CP4320-RGB
- CP4325-RGB
- CP4330-RGB
- CP4415-RGB Gen1
- CP4420-RGB Gen1
- CP4430-RGB
- CP4440-RGB
- CP4450-RGB
- Griffyn 4K32-RGB
- D4K40

Affected components

The following components are affected.

Product	LOS part number	Harness part number
CP2309-RGB	003-109090-XX 003-007380-XX	003-113855-XX
CP2315-RGB	003-108039-XX	
CP2320-RGB	003-107941-XX	
CP4315-RGB	003-109541-XX	003-114401-XX
CP4320-RGB	003-109540-XX	
CP4325-RGB	003-107107-XX	
CP4330-RGB	003-108628-XX 003-109384-XX	
CP4440-RGB	003-109483-XX (LOS A)	
CP4450-RGB	003-109455-XX (LOS B)	
D4K40	003-108484-XX	
CP4415-RGB Gen1	003-109880-XX	003-114420-XX

Product	LOS part number	Harness part number
CP4420-RGB Gen1	003-109881-XX	
CP4430-RGB	003-200156-XX	003-114540-XX
Griffyn 4K32-RGB	003-109713-XX	003-114350-XX

Technical support

Technical support for Christie Cinema products is available at:

- *Support.cinema@christiedigital.com*
- +1-877-334-4267
- Christie Professional Services: +1-800-550-3061 or *NOC@christiedigital.com*

Technical support for Christie Enterprise products is available at:

- North and South America: +1-800-221-8025 or *Support.Americas@christiedigital.com*
- Europe, Middle East, and Africa: +44 (0) 1189 778111 or *Support.EMEA@christiedigital.com*
- Asia Pacific (*support.apac@christiedigital.com*)
 - Australia: +61 (0)7 3624 4888 or *tech-Australia@christiedigital.com*
 - China: +86 10 6561 0240 or *tech-supportChina@christiedigital.com*
 - India: +91 (80) 6708 9999 or *tech-India@christiedigital.com*
 - Japan: 81-3-3599-7481
 - Singapore: +65 6877-8737 or *tech-Singapore@christiedigital.com*
 - South Korea: +82 2 702 1601 or *tech-Korea@christiedigital.com*
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