



# Christie CDXchange

At Christie®, we understand the importance of uptime, to you and your customers. That's why we created CDXchange: our free, next-day product replacement program.

If Christie Technical Support diagnoses your customers' product— 3LCD projectors, 1DLP® projectors, Christie Brio nodes, Christie Phoenix™ nodes, or LCD panels up to 55"—with an operational issue, there's no need to worry! We'll send you or your customer a free, next-day\* replacement of an equal or comparable product. \*Please refer to the 'Product delivery' section below for exceptions.

<b>How to claim</b>	<b>Product delivery</b>
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If a customer contacts you about an issue with an eligible product, simply contact Christie Technical Support at **(800) 221-8025**.

- If the Christie Technical Support representative determines that the product needs repair, we'll send you a Return Merchandise Authorization (RMA) number you can use to return the product. We will also ship a replacement product immediately.
- Customers may need to provide a valid credit card. If the customer is unable or unwilling to do so, we will provide Return & Replace or Return & Repair service, as appropriate.

- **All products except LCD panels**  
We offer overnight shipping for next-day replacement on all products (except LCD panels) for all requests received by 12:00 pm Pacific Time.
- **LCD panels**  
We use ground delivery to ship LCD panels. If your customer requires next-day delivery, expedited freight is your responsibility.

<b>Replacement unit</b>	<b>Repairs</b>
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- **Within the first 30 days of purchase**  
If a product malfunctions within the first 30 days of purchase, your customer will receive a new replacement product.
- **After 30 days of purchase**  
After 30 days, your customer will receive a product with comparable hours of use whenever possible. If there is a balance on the remaining warranty or an applicable service program, we will carry over the balance to the replacement unit.

- **Repairs**  
If we don't have a comparable product in inventory, or your customer wants to keep their original product, return the malfunctioning product to us for repair. Note that inbound shipping is the customer's responsibility. Turnaround time for repair of all products covered by CDXchange is 3 business days, with the exception of LCD panels.
- **LCD panel repair turnaround time**  
Turnaround time for LCD panel repair depends on the nature of the failure: Christie Customer Care can provide an estimate of the time required after evaluating your LCD panel.

	3LCD projectors	1DLP projectors	LCD panels	Christie Brio	Christie Phoenix™
<b>Christie dealers and distributors in US &amp; Canada</b>	3 years from invoice date*	3 years from invoice date*	3 years from invoice date*	2 years from invoice date*	2 years from invoice date*

\* Additional years of coverage are available. Contact your Christie territory sales manager for details



## CDXchange Q&A

### Q: Where is CDXchange available?

A: CDXchange is available to our partners and authorized distributors of Christie products exchanged in the United States and Canada.

### Q: What conditions are not covered?

- A: The CDXchange program does not cover the following and you will be invoiced for:
- 3LCD projectors with excessive use (more than 8 hours/day, 5 days/week)
  - 3LCD projectors used for 6,000 hours or more
  - 1DLP® projectors used for 12,000 hours or more
  - Projectors or LCD panels with any physical damage or modifications
  - Image retention on LCD panels
  - Damage due to shipping, unpacking or installation of product
  - Customer-caused defects including, but not limited to: cracked, scratched or blemished LCD modules, or scratched, defaced or altered plastics
  - Any other cause that does not relate to the material or workmanship of a product

### Q: Are there any additional costs?

A: We'll invoice you for any expenses associated with rectifying these conditions:

- Projectors that need cleaning in excess of basic levels, such as fog juice contamination, excessive dust or dirt, or build-up due to lack of appropriate maintenance
- Projectors that need dust removed from the surface of the LCD panels and/or optical components in the light path
- Lamps that exceed 500 hours of use

### Q: What do I do with lamps and accessories when returning a projector?

A: Please keep all accessories and optional lenses for 3LCD and 1DLP projectors.

Following these guidelines helps ensure the speedy return of your product(s) while securing your continued CDXchange program privileges.

For more information about our CDXchange program, please contact Christie Customer Care at (866) 880-4462 option 3.

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

