



Christie Labor reimbursement program

Get you the credit you deserve:

When you perform certified warranty service work on Christie products, we'll reimburse you with credits you can use against outstanding payables or toward future purchases!



Have a Christie product that needs repair?

Here's what to do

- Before making any repair, contact [Christie Technical Support](#)—by [email](#) or toll-free phone at **(800) 221-8025**—and provide the products' serial number and the reason for the failure
- We'll confirm if the product is covered under our [Christie Standard Limited Warranty](#) and initiate the RMA process
- We reimburse certified warranty service work at the hourly rate you'll find in the Warranty Service Reimbursement section of your Christie VIP Integrator program agreement, according to our current, product-specific MTTR rates included in this PDF
- Complete your certified warranty service repair using only Christie-approved parts
- Within 90 days of completing your repair, please complete our [Christie Labor reimbursement claim form](#) in full and [email it to our RMA Team](#)
- Within 90 days of receiving your form, we'll evaluate your request and issue the appropriate credit to your account

Terms and conditions

- These guidelines outline the procedure for claiming labor reimbursement under the Christie Standard Limited Warranty. In case of any conflict, the warranty prevails
- Product repairs that qualify for labor reimbursement (eligible repairs) must be performed in a competent and professional manner, using only Christie-approved parts
- Failure to submit the claim form within 90 days after completing a repair disqualifies your eligibility for reimbursement
- Under the Christie Labor reimbursement program, we process credits—never cash—in accordance with our established MTTR (Mean Time To Repair) rates only, meaning any other expenses related to eligible repairs, e.g. travel, per diem, consumables, maintenance items, software changes, etc. aren't included.



Christie Labor reimbursement program: MTTR rates

MTTR (Mean Time To Repair) rates are the predetermined number of hours (or part-hours) required to repair service modules and sub-assemblies for products. Each part that qualifies for labor reimbursement under our Christie Standard Limited Warranty has a related time allotment.

We reimburse certified warranty service work at the hourly rate you'll find in the Warranty Service Reimbursement section of your Christie VIP Integrator program agreement, according to the following current, product-specific MTTR rates.

Just click on the links below to see current MTTR rates, by product:

- [1DLP® projectors](#)
- [3LCD projectors](#)
- [Boxer®](#)
- [Brio Solutions](#)
- [D4K2560](#)
- [D4K3560](#)
- [D4K40-RGB](#)
- [J Series](#)
- [LCD panels](#)
- [M Series](#)
- [Phoenix® nodes](#)
- [Roadie 4K](#)



Christie 1DLP projectors

Due to the modular nature of Christie® 1DLP® projectors, we expect repair times will take less than 1 hour, therefore, labor is limited to 1 hour per incident. Lamps, filter assemblies and software upgrades are not included.

Here's a list of our 1DLP projectors:

Series	Models	Part number(s)
Christie Captiva Series	DHD400S	140-012104-XX, 140-032106-XX
	DUW350S	140-011103-XX
Christie GS Series	DHD599-GS	140-037101-XX, 140-035109-XX
	DWU599-GS	140-036100-XX, 140-034108-XX
	DHD630-GS	140-048103-XX
	DWU630-GS	140-049104-XX
	DHD635-GS	140-044109-XX
	DWU635-GS	140-045100-XX
	DHD700-GS	140-027100-XX, 140-027111-XX
	DWU700-GS	140-028101-XX, 140-028112-XX
	DHD850-GS	140-030104-XX, 140-030115-XX
	DWU850-GS	140-031105-XX, 140-031116-XX
	DHD1075-GS	140-040105-XX
	DWU1075-GS	140-041106-XX
Christie H Series	D12HD-H	140-010102-XX
	D12WU-H	140-009100-XX
Christie HS Series	4K7-HS	140-068105-XX
	4K10-HS	140-067104-XX
	D13HD-HS	140-017109-XX
	D13WU-HS	140-015107-XX
	D16HD-HS	140-066103-XX
	D16WU-HS	140-065102-XX
	D20HD-HS	140-064101-XX
	D20WU-HS	140-063100-XX
Christie Q Series	DHD851-Q	121-030104-XX, 121-030115-XX
	DHD951-Q	121-025108-XX, 121-025119-XX
	DWU951-Q	121-026109-XX, 121-026110-XX



Christie 3LCD projectors

Due to the modular nature of Christie® 3LCD projectors, we expect repair times will take less than 1 hour, therefore, labor is limited to 1 hour per incident. Lamps, filter assemblies and software upgrades are not included.

Here's a list of our 3LCD projectors:

Series	Models	Part number(s)
AP Series	LW502*	121-041106-XX
	LWU502**	121-042107-XX
	LX602	121-053109-XX
APS Series	LWU530-APS	121-054100-XX
	LWU650-APS	121-055101-XX
D Series	LW651i-D	121-035109-XX
	LW751i-D***	121-033107-XX, 121-033118-XX
	LHD720i-D****	121-050106-XX, 121-051107-XX
	LWU620i-D*****	121-048103-XX
	LWU701i-D*****	121-034119-XX
	LWU720i-D	121-045100-XX, 121-046101-XX
DS Series	LHD878-DS	121-056012-XX
	LWU755-DS	121-057103-XX
	LWU900-DS	121-058104-XX

*Christie LW502 reached EOP on May 8, 2019. We'll continue to support until May 8, 2022.

**Christie LWU502 reached EOP on May 8, 2019. We'll continue to support until May 8, 2022.

***Christie LW751i-D reached EOP on April 19, 2019. We'll continue to support until April 19, 2022.

****Christie LHD720i-D reached EOP on July 4, 2019. We'll continue to support until July 4, 2022.

*****Christie LWU620i-D reached EOP on March 8, 2019. We'll continue to support until March 8, 2022.

*****Christie LWU701i-D reached EOP on April 19, 2019. We'll continue to support until April 19, 2022.



Christie Boxer

Models & part numbers:

Boxer 2K20 - 144-007108-01

Boxer 2K25 - 144-009100-01

Boxer 2K30 - 144-008109-01

Boxer 30 - 144-006107-02

Boxer 4K20 - 144-011103-01

Boxer 4K30 - 144-001012-01, 144-001012-02

Mirage 304K - 144-001023-01, 144-001023-02

Service modules & sub-assemblies	MTTR warranty time allotments (hours)
Light engine	
4K Light Engine	0.5
Mini SaS Light Engine Kit	0.5
Optical	
Integrator Assembly	0.5
Integrator Zoom/Focus Assembly	0.5
Relay Optics Housing	1
Fold Mirror 1	0.5
Lens Mount – Lens Barrel Assembly	0.5
Lens Mount – Offset Assembly	0.5
Optical Switch – Automatic Focus Adjust Sensor	0.5
Optical Switch – Manual Focus Adjust Sensor	0.5
Electronics	
High Speed Image Processor (HIP)	0.5
CoRE 4 Backplane (C4BP)	0.5
Fans	
Blower Fan A & B (Fan #17 & 18)	0.5
LAD Blower Fan A & B (Fan #26 & 27)	0.5
Power, electrical & cooling	
Lamp Driver Housing	0.5
Remote Temp Sensor Module (RTSM)	0.5
Lamp Driver A & B Harness Kit	0.5



Christie Brio

Note: Christie Brio reached EOP on October 21, 2019. We'll provide support until October 21, 2022.

Due to the modular nature of Christie® Brio Solutions, we expect repair times will take less than 1 hour, therefore, labor is limited to 1 hour per incident. Software upgrades are not included.

Series	Models	Part number(s)
Christie Brio	Brio Enterprise	148-004105-XX
	Brio Team+	148-003104-XX
	Brio Team	148-002103-XX



Christie D4K2560

Part number - 129-009100-XX

Service modules & sub-assemblies	MTTR warranty time allotments (hours)
Light engine	
Light Engine Assembly	1
Optical	
Primary Lens Mount (Non-motorized) (time includes bore sight alignment)	0.5
Integrator Assembly (time includes calibration)	0.5
Fold Mirror (time includes calibration)	0.5
IOS (Illumination Optic System) (time includes calibration)	1.5
Electronics	
IMCB (Integrated Motor Control Board) (time includes calibration)	0.5
Fans	
Card Cage Fans (bottom)	0.5
Power, electrical & cooling	
Exhaust Vane Switch (time includes Lamp LOC Alignment)	0.5
AC Relay	0.5
Feet (time includes front/rear and adjusting image)	0.5
Lamp Adjust Assembly (time includes calibration)	0.5
Igniter	0.5
Backplane	0.5
Reflector	1



Christie D4K3560

Part number - 129-005106-XX

Service modules & sub-assemblies	MTTR warranty time allotments (hours)
Light engine	
Light Engine (time includes calibration)	1
Optical	
Primary Lens Mount (Non-motorized) (time includes bore sight alignment)	0.5
Integrator Assembly (time includes calibration)	0.5
Fold Mirror (time includes calibration)	0.5
IOS (Illumination Optic System) (time includes calibration)	1.5
Electronics	
IMCB (Integrated Motor Control Board) (time includes calibration)	0.5
Fans	
Card Cage Fans (bottom)	0.5
Power, electrical & cooling	
Exhaust Vane Switch (time includes Lamp LOC Alignment)	0.5
AC Relay	0.5
Feet (time includes front/rear and adjusting image)	0.5
Lamp Adjust Assembly (time includes calibration)	0.5
Igniter	0.5
Backplane	0.5
Reflector	1



Christie D4K40-RGB

Part number - 163-004105-XX

Service modules & sub-assemblies	MTTR warranty time allotments (hours)
Light Engine	
Optical	
Electronics	
Fans	
Power, Electrical & Cooling	



Christie J Series

Models & part numbers:

Roadster HD20K-J – 132-017110-XX

Roadster WU20K-J – 132-018111-XX

Roadster S+22K-J – 132-016119-XX

Service modules & sub-assemblies	MTTR warranty time allotments (hours)
Light engine	
Light engine	0.5
Optical	
Contrast Aperture	0.5
Shutter Assembly	0.5
Cold Mirror	0.5
Front Lens Bezel	0.5
Lens Mount	0.5
Integrator Assembly	0.5
Fold Mirror	0.5
Electronics	
LCD Display Panel	0.5
Card Cage	0.5
SHDPD	0.5
Electronic Card Cage	0.5
Fans	
Anode Fan	0.5
Prism Fan	0.5
Igniter Blower Fan	0.5
Card Cage Cooling Fan	0.5
DMD Cooling Fan for Green and Blue (Fan 5)	0.5
Red/Prism Optical Cooling Fan (Fan 6)	0.5
Red Channel Cooling Fan	0.5
Lamp Blower (Fan 1)	1
Christie J Series continues on next page...	



Christie J Series *(continued)*

Service modules & sub-assemblies	MTTR warranty time allotments (hours)
Power, electrical & cooling	
Temperature Sensor #1	0.5
CLB Far Side	0.5
CLB In Side	0.5
Skins	0.5
Thermal Sensor / Keypad Harness	0.5
AC Relay	0.5
Liquid Cooling Module	0.5
Light Engine Louver	0.5
Card Cage Cooling Duct	0.5
AC Power Switch	0.5
Light Engine Cooling Duct	0.5
Lamp Louver	0.5
Front IR Sensor	0.5
Panel Driver Lid	0.5
AC Voltmeter	0.5
AC Line Filter	0.5
Front Air Intake Duct	0.5
Lite-Loc Assembly	0.5
Feet	0.5
Rear IR Sensor	0.5
Built-In Keypad	0.5
Lamp Exhaust Duct	0.5
Temperature Sensor #3	0.5
Lamp Interlock Switch	0.5
Low Voltage Power Supply	0.5
Main AC Input	0.5
3-Chip Panel Driver	0.5
Temperature Sensor #2	0.5
Igniter	0.5
Back Plane	1
Passive Backplane	1
Lamp Ballast	1



Christie LCD panels

Due to the modular nature of Christie® LCD panels, we expect repair times will take less than 1 hour, therefore, labor is limited to 1 hour per incident. Software upgrades are not included.

Here's a list of our LCD panels:

Series	Models	Part number(s)
Access Series	UHD551-L	135-017109-XX
	UHD651-L	135-018100-XX
	UHD751-P	135-019101-XX
	UHD861-P	135-020103-XX
	UHD861-LT	135-021104-XX
Extreme Series	FHD553-XE	135-007108-XX
	FHD553-XE-R	135-008109-XX
	FHD553-XE-H	135-012104-XX
	FHD553-XE-HR	135-013105-XX
	FHD493-XE	135-009100-XX
Christie FHQ981-L*	FHQ981-L	135-006107-XX
Performance Series	FHD492-XV	135-011103-XX
	FHD552-XV	135-010102-XX
Secure Series	SUHD551-L	135-024107-XX
	SUHD651-L	135-025108-XX
Ultra Series	FHD553-X	135-023106-XX

*Christie FHQ981-L reached EOP on November 15, 2019. We'll continue to support until November 15, 2022.



Christie M Series

Models & part numbers:

HD6K-M - 118-012104-XX
 HD10K-M - 118-011103-XX
 HD14K-M - 118-019101-XX
 WU7K-M - 118-016108-XX
 WU12K-M - 118-015107-XX

WU14K-M - 118-011114-XX
 Roadster HD10K-M - 118-021104-XX
 Roadster HD14K-M - 118-029102-XX
 Roadster WU12K-M - 118-025108-XX
 Roadster WU14K-M - 118-021115-XX

Service modules & sub-assemblies	MTTR warranty time allotments (hours)
Light engine	
Light engine	0.5
Optical	
Dynamic Iris	0.5
Fold Mirror #1 (small fold on light tube)	0.5
Shutter	0.5
Lens Mount ILS	0.5
Lens Connector	1
Integrator (time includes alignment)	1
Fold Mirror #2 (large fold mirror under light engine)	1
Rear Optical	2
Front Optical Housing	2
Electronics	
Image Processor (SIPC or DIPIC)	0.5
Panel Driver (SHDPD)	0.5
Fans	
Fan #3 (Lamp #2 Blower)	0.5
Fan #5 (Intake on Light Engine Compartment)	0.5
Fan #6 (Exhaust on Light Engine Compartment)	0.5
Fan #7 (Small Electronics Intake)	0.5
Fan #8 (Lamp #1 Blower)	0.5
Fan #9 (Side Exhaust-by keypad PCB)	0.5
Fan #2 (Large Electronics Intake)	0.5
Fan #4 (Lamp Exhaust)	2.5
Christie M Series continues on the next page...	



Christie M Series *(continued)*

Service modules & sub-assemblies	MTTR warranty time allotments (hours)
Power, electrical & cooling	
Remote Temperature Module #3 (RTSM#3)	0.5
Remote Temperature Module #4 (RTSM#4)	0.5
Rear IR Sensor	0.5
Dual Frequency IR Sensor	0.5
Light Sensor Module (LSM)	0.5
LCD 5"	0.5
Remote Temperature Module #2 (RTSM#2)	0.5
Lamp Driver	0.5
Low Voltage Power Supply	1
Passive Backplane (PBP)	1



Christie Phoenix nodes

Due to the modular nature of Christie® Phoenix® nodes, we expect repair times will take less than 1 hour, therefore, labor is limited to 1 hour per incident. Software upgrades are not included.

Here's a list of Christie Phoenix nodes:

Series	Models	Part number(s)
Phoenix	Phoenix	120-059105-XX
	Phoenix EP	151-101103-XX
	Phoenix Quad-T	120-060107-XX



Christie Roadie 4K

Models & part numbers:

Roadie 4K35 – 129-014106-01, 129-014106-02
 Roadie 4K45* – 129-015107-01, 129-015107-02
 Mirage LP 4K45 – 129-016108-01
 Mirage LP 4K35 – 129-018100-01

Service modules & sub-assemblies	MTTR warranty time allotments (hours)
Light engine	
Light engine (replacement & calibration)	1.5
Optical	
Integrator Assembly (replacement & recalibration)	0.5
Fold Mirror (replacement & alignment)	0.5
Cold Mirror (replacement & calibration)	1
Primary lens mount (replacement & bore sight alignment)	1
IOS (Illumination Optic System) (replacement & calibration)	2
Electronics	
Card cage fans bottom	1
Fans	
Main AC blower (Replacement & Lamp LOC alignment)	1
Main Blower Vane Switch (Replacement & Lamp LOC alignment)	1
Power, electrical & cooling	
Anode Yoke Assembly (Replacement & Lamp LOC alignment)	0.5
EVB	0.5
Feet (between front & rear & tweaking image)	0.5
Lamp (Replacement & Lamp LOC alignment)	0.5
Light Sensor Module (replacement & Calibration)	0.5
Low Voltage Power Supply (LVP) (Replacement and adjustment to 5.1 & 3.35 V rails)	0.5
Ceramic Plate (Replacement & Lamp LOC alignment)	0.5
Douser Motor (Replacement & Lamp LOC alignment)	0.5
Exhaust Vane Switch (Replacement & Lamp LOC alignment)	0.5
Lamp Door Interlock (Replacement & Lamp LOC alignment)	0.5
UV Filter (replacement & Lamp LOC alignment)	0.5
Christie Roadie 4K continues on the next page...	

*Roadie 4K45 reached EOP on November 1, 2019. We'll continue to support until November 1, 2022.

Christie Roadie 4K *(continued)*

Service modules & sub-assemblies	MTTR warranty time allotments (hours)
Power, electrical & cooling	
Liquid Cooling Assembly	0.5
Igniter (replacement & lamp LOC alignment)	1
Lamp Adjuster Assembly (including MCB) (replacement & lamp LOC alignment)	1
YNF (replacement & calibration)	1
Backplane (replacement & adjustment to 5.1 and 3.35V rails)	1
Ballast (Replacement & lamp LOC alignment)	1
Reflector (Including Heat Dump) (replacement & lamp)	1

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