



Service Guide

020-002195-01

SUHD65-V3

(135-051107-01)

CHRISTIE®



NOTICES

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For the most current technical documentation and office contact information, visit www.christiedigital.com.

WARRANTY

Products are warranted under Christie's standard limited warranty, the details of which are available at <https://www.christiedigital.com/help-center/warranties/> or by contacting your Christie dealer or Christie.

PREVENTATIVE MAINTENANCE

Preventative maintenance is an important part of the continued and proper operation of your product. Failure to perform maintenance as required, and in accordance with the maintenance schedule specified by Christie, voids the warranty. For preventative maintenance schedules, refer to www.christiedigital.com.

REGULATORY (if applicable)

The product has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the product is operated in a commercial environment. The product generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of the product in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at the user's own expense. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

CAN ICES-3 (A) / NMB-3 (A)

이 기기는 업무용(A급)으로 전자파적합등록을 한 기기이오니 판매자 또는 사용자는 이점을 주의하시기 바라며, 가정 외의 지역에서 사용하는 것을 목적으로 합니다.

ENVIRONMENTAL



The product is designed and manufactured with high-quality materials and components some of which can be recycled and reused. This symbol  means electrical and electronic equipment, at their end-of-life, should be disposed of separately from regular waste. Please dispose of the product appropriately and according to local regulations. In the European Union, separate collection systems are for used electrical and electronic products.

If printing this document, consider printing only the pages you need and select the double-sided option.

Please help us to conserve the environment we live in!

NOTATION

Learn the hazard and information symbols used in the product documentation.



Danger! If not avoided, the following could result in death or serious injury.



Warning! If not avoided, the following could result in death or serious injury.



Caution! If not avoided, the following could result in minor or moderate injury.



Notice. If not avoided, the following could result in property damage.



Information messages provide additional information, emphasize or provide a useful tip.

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Important safeguards

Safety and warning guidelines

Read all safety and warning guidelines before installing or operating the display.

This display panel must be operated in an environment that meets the operating range specification. Use only the attachments and/or accessories recommended by Christie. Use of others may result in the risk of fire, shock, or personal injury.

General safety warnings



Warning! If not avoided, the following could result in death or serious injury.

- **FIRE AND SHOCK HAZARD!** Use only the attachments, accessories, tools, and replacement parts specified by Christie.
- **FIRE AND SHOCK HAZARD!** Ensure that any external equipment is properly grounded before connecting to the display device.



Caution! If not avoided, the following could result in minor or moderate injury.

- **HEAVY OBJECT!** A multi-person lift or properly rated lift equipment is required.
- This product is intended for indoor use only.
- Do not operate the product at an altitude exceeding 2000 m.
- Do not operate the product in tropical climate regions.
- Only clean the components with Christie approved products.
- Do not put heavy objects on the display.
- Do not place objects containing liquids on the product.
- Do not spray cleaners or pour liquids directly onto the surface of the product.
- If the glass of the display panel is broken, liquid may escape. If this liquid gets into your eyes or touches your skin, wash with the clean water and seek medical attention immediately.



Notice. If not avoided, the following could result in property damage.

- Transport the display upright.
- Avoid placing the display face up or down.
- Handle the display gently.
- Do not drop the display.
- Do not move the display with any cables still attached to the power outlet or audio-visual source.

AC power precautions

Learn the safety precautions related to AC power.



Warning! If not avoided, the following could result in death or serious injury.

- **SHOCK HAZARD!** Disconnect the product from AC before installing, moving, servicing, cleaning, removing components, or opening any enclosure.
- **FIRE AND SHOCK HAZARD!** Do not attempt operation unless the power cord, power socket, and power plug meet the appropriate local rating standards.
- **FIRE AND SHOCK HAZARD!** Do not insert the power plug into an outlet other than 100~240V AC.
- **SHOCK HAZARD!** Only use the AC power cord provided with the product or recommended by Christie.
- **FIRE AND SHOCK HAZARD!** Do not use a power cord, harness, or cable that appears damaged.
- **FIRE AND SHOCK HAZARD!** If the power cord or plug is damaged or becomes hot, turn off the main power switch of the display. Remove the power plug from the outlet after the power plug has cooled down.
- **SHOCK HAZARD!** Never compromise the ground or earth connection of the product.
- **SHOCK HAZARD!** The AC power cord must be inserted into an outlet with grounding.
- **FIRE OR SHOCK HAZARD!** Do not overload power outlets and extension cords.
- The appliance coupler and main power supply plug must be easily accessible for disconnecting the product from the power source.
- **FIRE OR SHOCK HAZARD!** If smoke or a peculiar smell comes from the display, remove the power plug from the outlet immediately.
- **FIRE OR SHOCK HAZARD!** If the display is turned on but there is no image, remove the power plug from the outlet immediately.
- **FIRE OR SHOCK HAZARD!** If liquid is spilled or objects are dropped inside the display, remove the power plug from the outlet immediately.
- **FIRE OR SHOCK HAZARD!** If the display is dropped or the protective housing is damaged, remove the power plug from the outlet immediately.

Service precautions

Learn the safety precautions related to servicing a display panel.



Caution! If not avoided, the following could result in minor or moderate injury.

- Do not place the display on an unstable shelf or surface.

Servicing live equipment

Only Christie accredited technicians who are knowledgeable about the hazards associated with hazardous voltage and high temperatures are authorized to assemble, install, and service Christie equipment.

To make sure you remain safe when servicing energized (live) Christie equipment:

- Locate the main AC power shut off prior to servicing the equipment. This will allow you to turn the power off quickly in an emergency.
- Disconnect the display panel from the communication and management network so it cannot receive commands to turn the light source on, open the shutter, and move the lens.
- Familiarize yourself with all potential safety hazards prior to servicing the equipment. This includes, but is not limited to, the location and accessibility of hazardous voltages.
- Read and understand all written procedures prior to commencing a service procedure.
- Understand and follow all local safety codes and requirements when servicing energized (live) equipment.
- Perform equipment service in a location free of obstructions and other hazards. For example, you must have an unobstructed view of the area being serviced.

Wear personal protective equipment (PPE) clothing appropriate to the service you are performing. This includes, but is not limited to, protective (electrically insulated) footwear, safety glasses, and gloves rated for the working voltage of the equipment you are servicing.

Package handling

Learn how to remove the display panel from the packaging and how to handle the display panel.

Each display panel is packed inside a box carton. To protect the display panel during transportation, additional packing material (cushions) has been placed within the carton.

Leave the panel in the box until you are ready to service the panel.

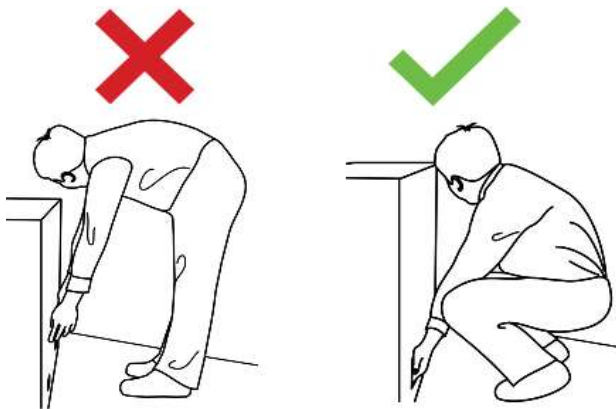


Caution! If not avoided, the following could result in minor or moderate injury.

- HEAVY OBJECT! A multi-person lift or properly rated lift equipment is required.
- Use the proper lifting technique.

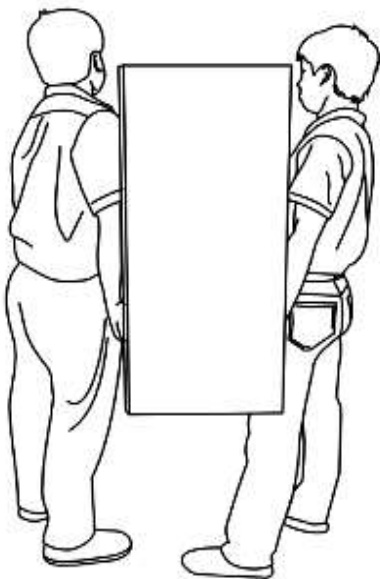
Lifting the display:

Use the proper lifting technique.

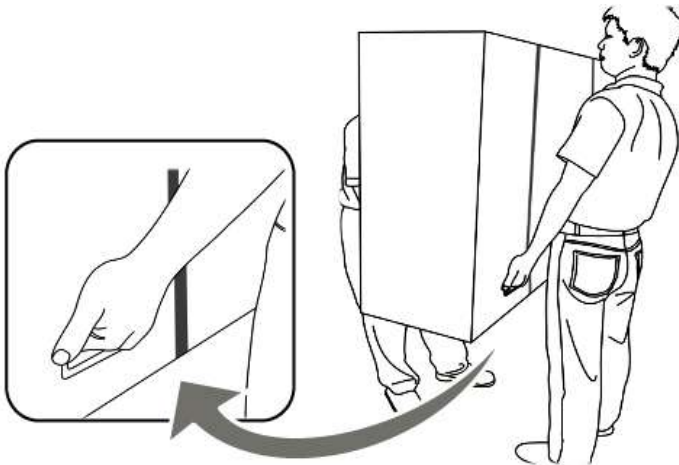


Moving the Display:

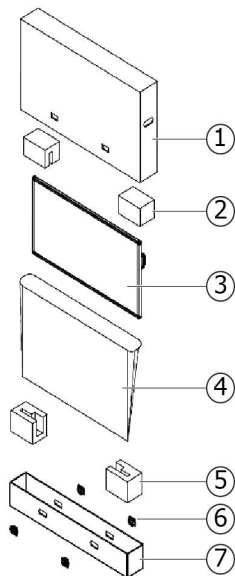
Moving the display requires at least two people. Attempting to move the display with one person may result in dropping the display and/or serious injury.



When moving a display in its shipping carton, lift the carton using the white handles.



Unpacking the Display:



1. Before unpacking, prepare a stable, level, and clean surface near a wall outlet.
2. Set the box in an upright position.
3. Remove the packing straps.
4. Remove the white handles (6 in the image above).
5. Open the carton from the top (1 in the image above).
6. Remove the top cushions (2 in the image above).
7. Take the accessory bag (4 in the image above) out.
8. Lift the display panel (3 in the image above) out of the bottom carton (7 in the image above) and the bottom cushions (5 in the image above).

Introduction

Only Christie qualified technicians are authorized to assemble, install, and service the display panel.



The illustrations in this document are for representation only and may not depict your display model exactly.

For complete SUHD Series LCD Display product documentation and technical support, go to www.christiedigital.com.

Related documentation

Additional information on this product is available in the following documents.

- SUHD65-V3 User Guide (P/N: 020-104143-01).

Accessing product documentation

For installation, user, and service information, see the product documentation available on the Christie website. Read all instructions before installing, using, or servicing this product.

1. Access the documentation from the Christie website:
 - Go to this URL: <http://bit.ly/4ndrShQ> or
 - Scan the QR code using a QR code reader app on a smartphone or tablet.



2. To access service information, sign into the Partner Portal.
3. On the product page, select the model and switch to the **Downloads** tab.

Viewing Christie University product training videos

Christie University provides select product training videos that are helpful for understanding and using your product.

To view available videos for your product:

1. Go to Christie University: <https://training.christiedigital.com> .
2. Select **I'm a Christie partner or customer**.
3. Log into your profile.
4. Select **Catalog**.
5. Select **Videos**.
6. Select **Product Training Videos**.
7. Navigate to the folder for your product.

Technical support

- 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*):
 - China: +86 10 6561 0240
 - India: +91 (80) 6708 9999
 - Japan: 81-3-3599-7481
 - Singapore: +65 6877-8737
 - South Korea: +82 2 702 1601

Service guidelines

Review safety guidelines and information required for replacing modules.

Ordering parts

When ordering replacement parts, quote the part numbers of the items required. Quote the product model number, serial number, and date of manufacture, as indicated on the license label.

Not all parts are available separately. In addition, some parts stocked as inventory are available only while the current supply lasts.



All part numbers are subject to change.

Replacing modules

To ensure you have the correct module, check the module markings and parts lists. To ensure you replace the module correctly, check the relevant disassembly and replacement procedures.

Replace components with exact equivalents or Christie-approved replacement parts. Failure to do so may result in unsafe operation.

Best practices when servicing a display panel

Christie recommends the following best practices when servicing display panels.

Prior to servicing

- Download and use the most recent version of the service guide for your display panel from the Christie website.
- Review all available courses on Christie University pertaining to your display panel model or safety information for the part you are servicing.
- Power off the display panel before servicing or opening any enclosure.
- Always carefully observe the original lead dress.

During part replacement

- Partially thread screws into their holes to ensure they are properly aligned and positioned but do not fully tighten until all screws are in place.
- Take precautions to secure all harnessing properly, especially in high voltage circuitry areas.
- Replace any wire that appears to have damaged insulation.
- If handling electronic components and the display panel is powered off/unplugged from the wall, use an electrostatic discharge (ESD) strap to avoid damaging the board.
- Make sure cables are properly strain relieved so they do not apply unnecessary force on the board connectors.

Post part replacement

- If the issue is not resolved after replacing an electrical component, the removed component may still be functional. Try reinstalling the part to further troubleshoot the issue and document the issue for further analysis.
- All components must be re-installed before powering on the display panel.
- If you return a part to Christie under Return Material Authorization (RMA), make sure it is properly packaged in the new part packaging material. If the part includes a printed circuit board (PCB), make sure it is packed in the ESD bag.

Observing original lead dressing

Before servicing, always carefully observe the original lead dress. Take extra precautions to secure all harnessing properly, especially in the high voltage circuitry areas. Replace any wire that appears to have damaged insulation.

Service setups

Understand the special internal hardware and software adjustments and related details that may require the attention of a qualified service technician, whether done periodically or after a specific module replacement.

Turning the display on and off

Learn how to turn the display on and off.



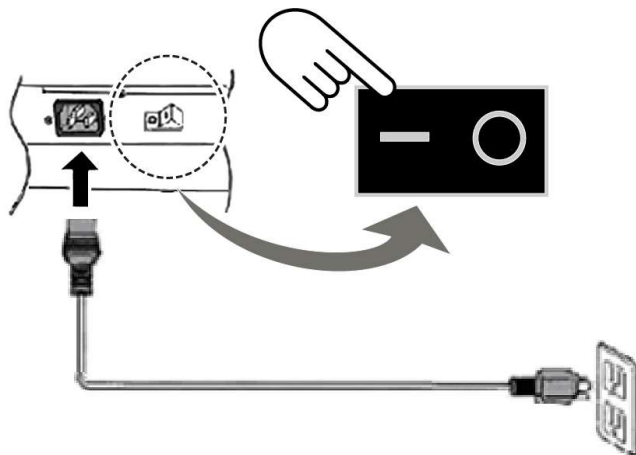
Caution! If not avoided, the following could result in minor or moderate injury.

- **SHOCK HAZARD!** When turning off the display panel by selecting the power button on the remote control or keypad, the main power of the display panel is not turned off completely. To disconnect the power completely, remove the power plug from the outlet.



Notice. If not avoided, the following could result in property damage.

- Do not connect or disconnect the display panel when the AC power switch is in the "Power On" condition.
- Do not use the display panel when it is lying flat on its back.



Turning the display on:

1. Connect the display to an AC power outlet.
2. Ensure the AC switch is set to **I**.
3. Select **Power** on the remote control or keypad.

Turning the display off:

1. With the power on, select **Power** on the remote control or keypad to put the display into standby mode.
2. To turn off power completely, turn the AC switch to **O** or disconnect the AC power cord from the power outlet.



If there is no signal input for a period, the display will automatically go into power saving (sleep) mode.

Using the keypad

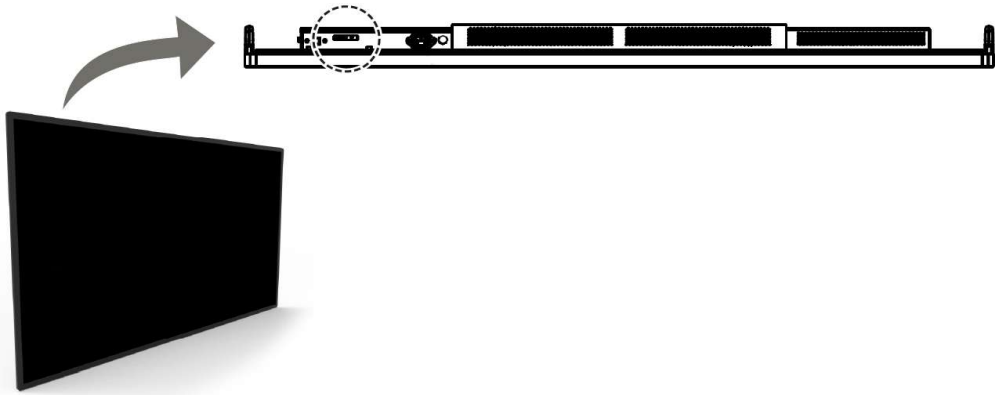
The keypad is located on the rear of the display panel. The following table explains the different buttons.



Key	Description
Power	Power on/Power off
Source	Source selection (toggle)
▶	Menu Right/Volume +
◀	Menu Left/Volume -
▲	Menu Up
▼	Menu Down
Menu/Exit	Menu/exit selection

Reading the Status LED

The LED indicator light is located on the rear of the display panel near the keypad. The following table explains what the different colors and blink patterns mean.



LED indicator	Condition
Green	Normal operation
Blinking orange	No signal
Orange	Power saving
Off	Power off
	AC off



If the LED is set to **Off** in the on-screen display (OSD) menu, the status LED does not operate.

Maintenance and cleaning

Maintain the cleanliness of all internal components during any service procedure.

Always power down and disconnect/disengage all power sources to the display panel before servicing or cleaning the display panel or before any of the covers are loosened and removed.



Caution! If not avoided, the following could result in minor or moderate injury.

- Observe all electrostatic precautions. Use a grounded wrist strap and insulated tools when handling, servicing, or cleaning electronic assemblies.

Best practices to maintain a display panel

Christie recommends the following best practices to maintain display panels.

- Update software when new software updates are available.

Guidelines for cleaning

Learn how to clean the display panel.



Warning! If not avoided, the following could result in death or serious injury.

- FIRE HAZARD! Dust build-up may cause a fire.
- FIRE OR SHOCK HAZARD! Do not let any kind of liquid enter the display.



Notice. If not avoided, the following could result in property damage.

- Do not use any harsh chemical on the display.

1. Disconnect the power plug.
2. If dust has collected on the power plug, clean off the dust.
3. Clean the surface of the display:
 - If the surface of the display becomes dirty, please wipe the surface lightly with a soft, clean cloth.
 - If the surface requires additional cleaning, lightly moisten the cloth.
 - Do not let any kind of liquid enter the display as it may cause electrical shock or damage.
 - Do not clean the display with alcohol, solvents or ammonia, as this could damage the display.

Parts and module replacement

When ordering replacement parts, provide the following information found on the product license label:

- Product model
- Product serial number
- Manufacture date

Service prerequisites

Before servicing the product, perform the following tasks.

- Always power down and disengage all power sources to the product prior to servicing.
- Follow all service safety precautions.

Required operation space:

- Clean space ≥ 400 cm by 400 cm.
- A stable table with a working surface ≥ 300 cm by 150 cm with a weight-bearing capacity of ≥ 100 kg.

Dimensions and weight:

- 1471.5 x 846.5 x 87 mm.
- Net weight 27.7 kg, gross weight 34.6 kg.



Notice. If not avoided, the following could result in property damage.

- It is recommended that two people handle the panel.

Disposing of replaced components and packaging

To help conserve the environment, determine which replaced product components can be recycled, reused, or sent back to Christie. Dispose appropriately and according to your local regulations.

In addition, for replacement parts not being returned to Christie, reuse or recycle the replacement part packaging according to your local regulations.

Tools required for service

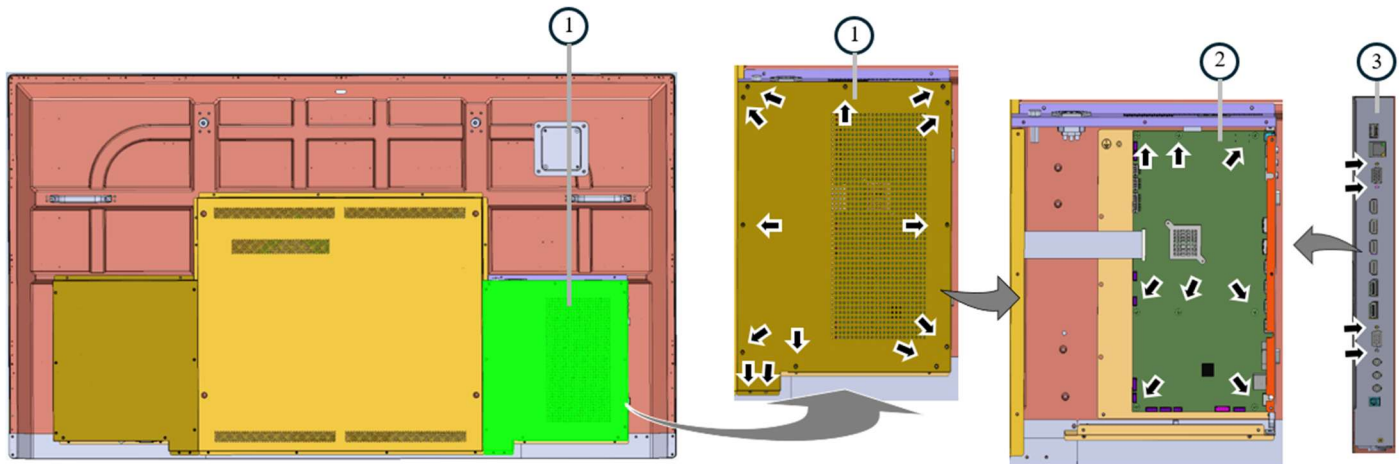
Before servicing the display panel, ensure the following tools and components are available:

- Electric screwdriver
- Phillips screwdriver
- 5 mm hexagonal socket
- Mini plastic nipper 6"
- ESD wrist strap

Accessing the key components

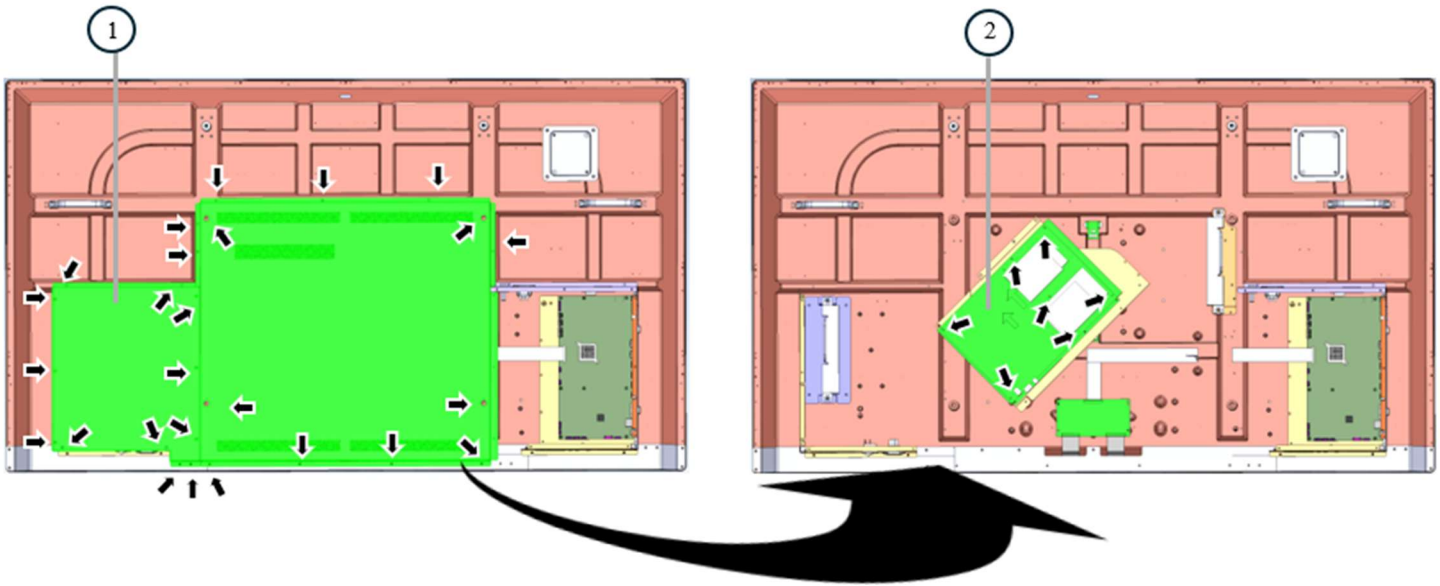
Learn which parts have to be removed to access the key components.

Analog-to-Digital (AD) board



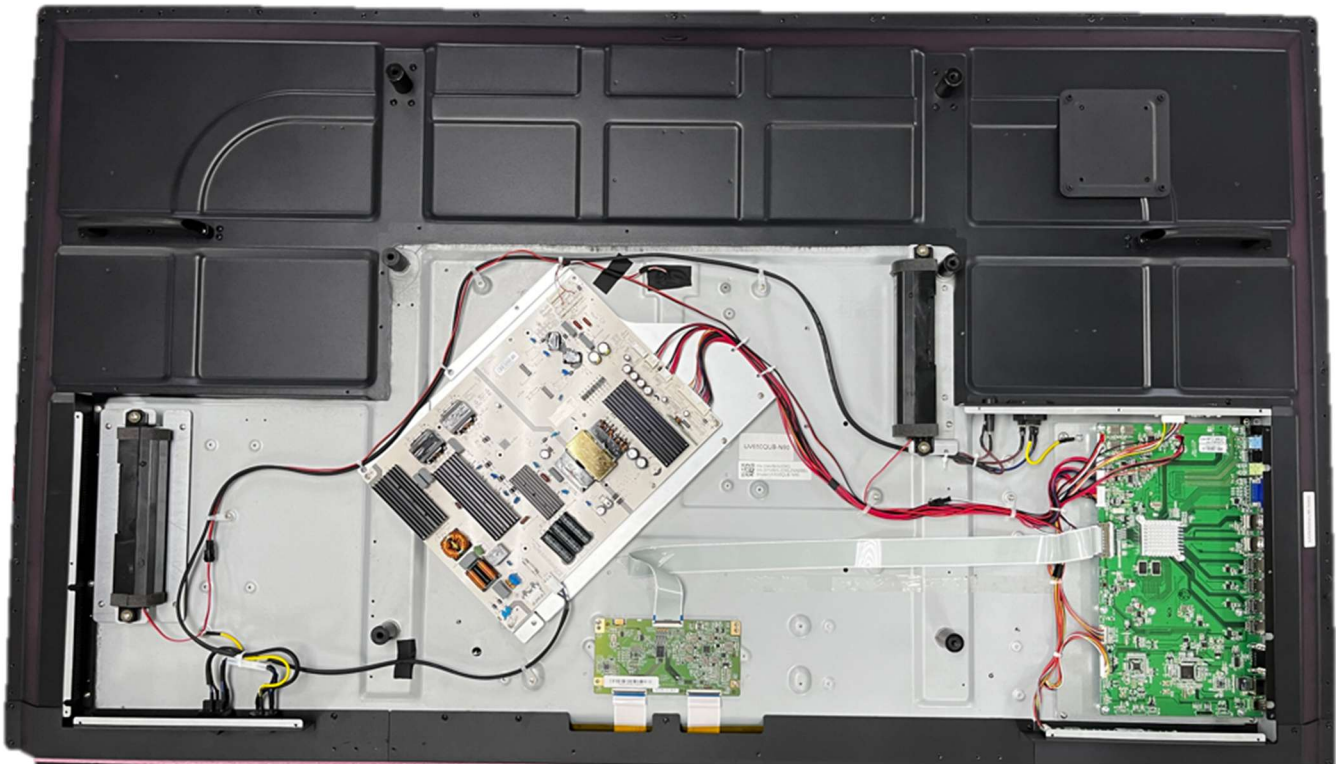
1. Remove the 13 screws of the right cover (1).
2. Remove the right cover (1).
3. Remove the 4 screws that fix the connector panel (3) to the display panel.
4. Remove the connector panel (3).
5. Remove the 8 screws that fix the AD board (2) to the display panel.
6. Remove the AD board (2).

Power board



1. Remove the 26 screws of the left and middle cover (1).
2. Remove the left and middle cover (1).
3. Remove the 7 screws that fix the power board (2) to the display panel.
4. Remove the power board (2).

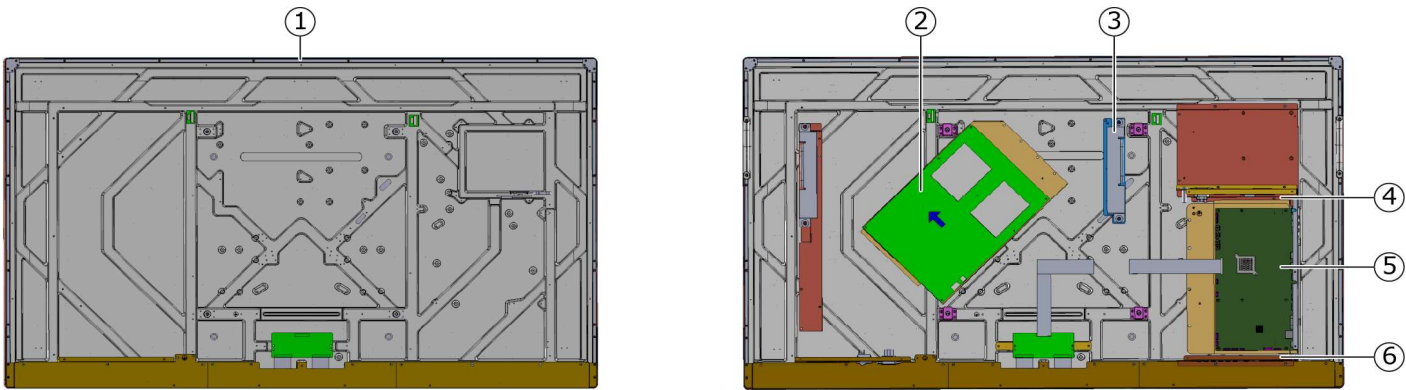
With the covers removed, you can access the components and wiring.



Index of parts and modules

The following table lists the parts and modules for SUHD65-V3.

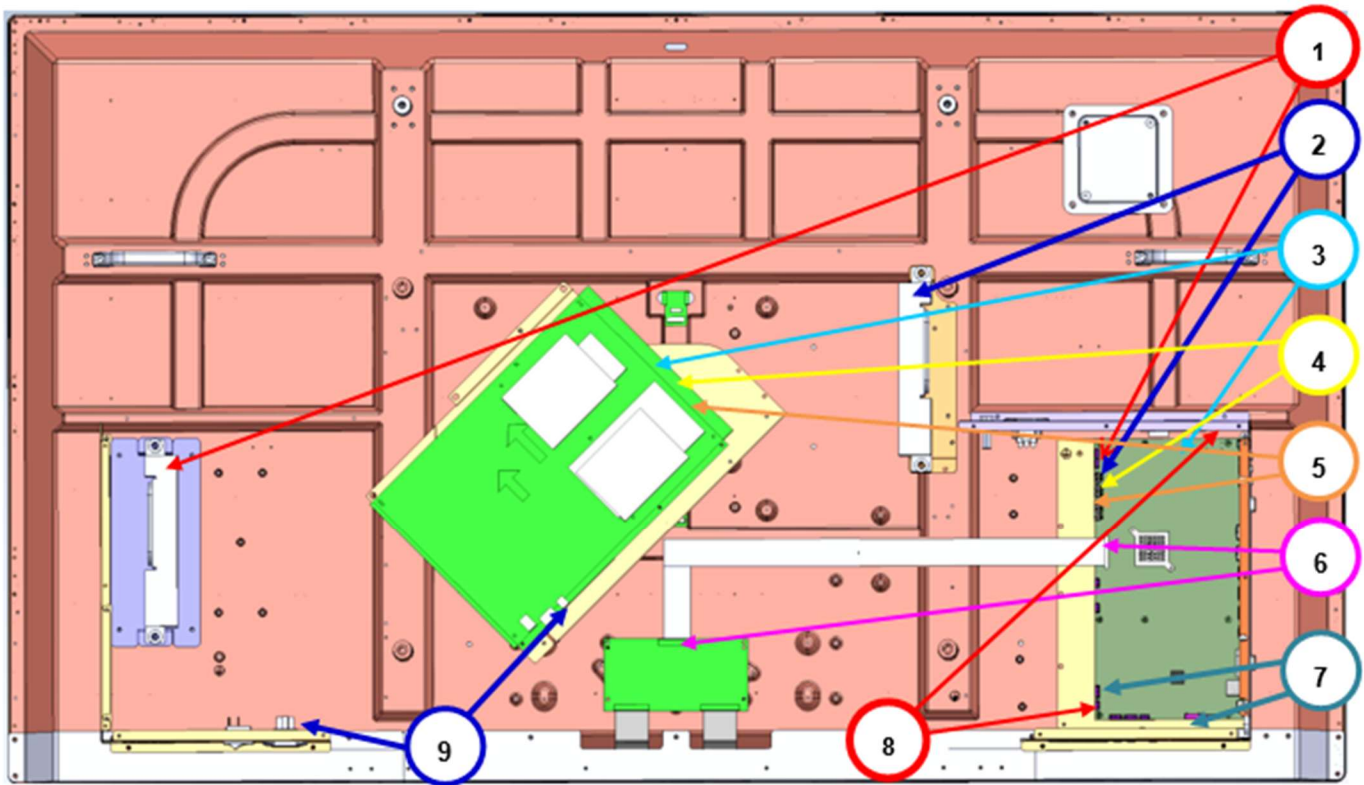
Electronics components



Part/Module	Part-number	Item
65" Panel module	135-051107-01	1
Power board	003-007780-01	2
Speaker 8Ω 20W	NA	3
IR board	003-007784-01	4
AD board	003-007783-01	5
PCB Keypad	003-121585-01	6
Power Cord	003-007790-01	-
Remote Control	003-007791-01	-
Cable IR Receiver	003-005083-01	-

Harnesses

The following table lists the harnesses of SUHD65-V3.



Part/module					
Terminal A	Connector	Terminal B	Connector	Part number	Item
Speaker (Right)	N/A	AD board	CN34	N/A	1
Speaker (Left)	N/A	AD board	CN33	N/A	2
Power board	CON203	AD board	CN21	N/A	3
Power board	CON202	AD board	CN20	N/A	4
Power board	CON201	AD board	CN19	N/A	5
		AD board	CN18		
Panel	CN1	AD board	CONT4	N/A	6
Keypad board	CON2	AD board	CN27	N/A	7
IR board	CON1	AD board	CN23	N/A	8
AC socket	N/A	Power board	CN101	N/A	9

Troubleshooting

Learn about common issues and their solutions.

Symptom & Solution

Item	Symptom	Checking	Actions
1	No Power	1. Check AC power source, power cord and AC switch. 2. Check power board. 3. Check normal booting.	If power board is abnormal, then replace power board, else replace AD board.
2	Power on no display	1. Check power board. 2. Check normal booting. 3. Check Video source and video cable.	Replace power board. Replace AD board. Replace LCD module.
3	Power on no signal	1. Check normal booting. 2. Check Video source and video cable.	Reset to factory default. Replace AD board.
4	Power on display abnormal	1. Check normal booting. 2. Check Video source and video cable.	Reset to factory default. Replace AD board. Replace LCD module.
5	Turn off abnormal	1. Check OSD key lock function. 2. Check if RCU defects or no battery. 3. Check if an OSD Keypad defect.	Reset to factory default. Replace AD board. Replace keypad.
6	No LED	1. Check LED enable/disable functions.	Replace IR board.
7	Display shift	1. Check video source and unplug all video cables. 2. Plug in the video cable again.	Reset to factory default.
8	Display noise	1. Check video source and video cable. 2. Check FFC wire connection. 3. Check the screen in test mode.	Reset to factory default. Replace FFC. Replace AD Board. Replace power board. Replace LCD module.
9	Display flicker	1. Check FFC wire connection.	Reset to factory default. Replace FFC. Replace AD Board. Replace power board. Replace LCD module.
10	No backlight	1. Check power board. 2. Check AD board.	Replace power board. Replace AD board. Replace LCD module.

Checking power board functions

Check the power board for any loose or damaged connectors or other electronic components.

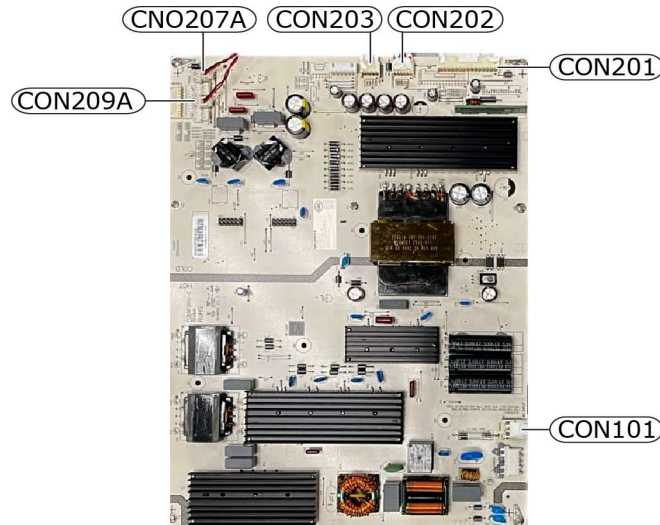


Warning! If not avoided, the following could result in death or serious injury.

- **SHOCK HAZARD!** Take extra precautions to secure all harnessing properly, especially in the high voltage circuitry areas. Replace any wire that appears to have damaged insulation.



Before servicing, always carefully observe the original lead dress.

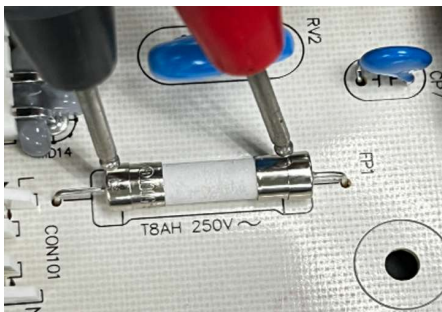


Connector	Pin	Pin connection	Function
CON101 (2 pin)	1	L	AC input line
	2	N	AC input neutral
CON201 (15 pin)	1, 2, 7, 8, 11	GND	STB, V5 and V12 channels DC return
	3, 4	V5	V5 channel DC output
	5	PS-ON	SMPS on/off control signal input
	6	STB	STB channel DC output
	9, 10	V12	V12 channel DC output
	12	V18	V18 channel DC output
	13	BK	Backlight on/off control signal input
	14	ADJ	Dimming signal input
	15	PC-ON	Ops on/off control signal input
CON202 (6 pin)	1, 2, 3	V12	V12 channel DC return
	4, 5, 6	GND	V12 channel DC output

Connector	Pin	Pin connection	Function
CON203 (4 pin)	1, 2,	V18A	V18A channel DC return
	3, 4	GND	V18A channel DC output
CON207A (2 pin)	1	LED1~4+	LED1~4+ channel current input
	2	LED-	LED channel current return
CON209A (2 pin)	1	LED1~4+	LED1~4+ channel current input
	2	LED-	LED channel current return

Check if the fuse intact.

1. Turn off the power.
2. Check the fuse:
 - If the fuse is intact (0Ω), go to step 3.
 - If the fuse is blown ($\infty\Omega$), replace it with a new fuse and then go to step 3.



3. Turn on the power for 5 seconds.
4. Check the fuse again:
 - If the fuse is intact (0Ω), problem solved.
 - If the fuse is blown ($\infty\Omega$), the power board is faulty.

Check the versions of SubMCU and firmware

Check the different firmware versions.

There are two types of firmware on the monitor:

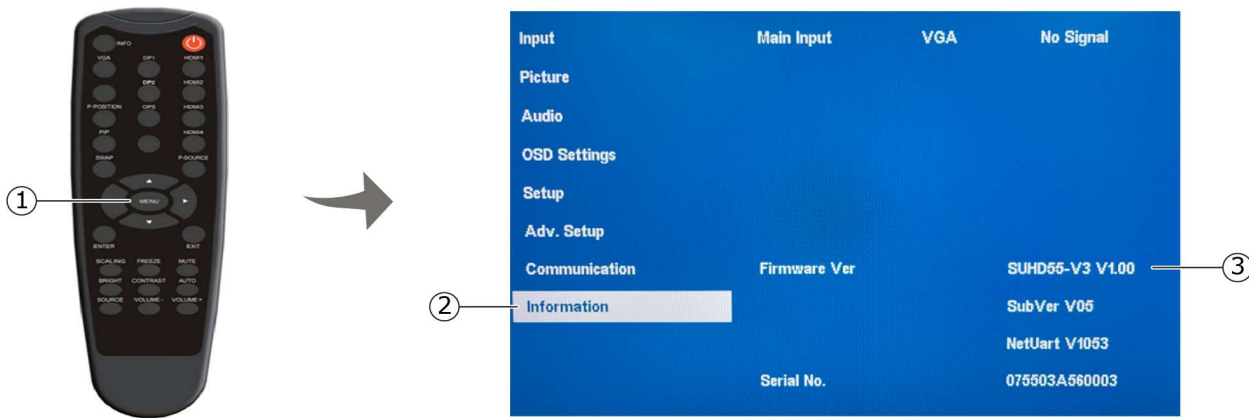
- SubMCU firmware.
- AD Board firmware.

Check firmware/SubMCU version on menu **System Information**.

1. Select "Menu" (on remote controller) to open menu of the monitor.
2. Select "Information".
3. Check:

Firmware Version: Vx.xx"

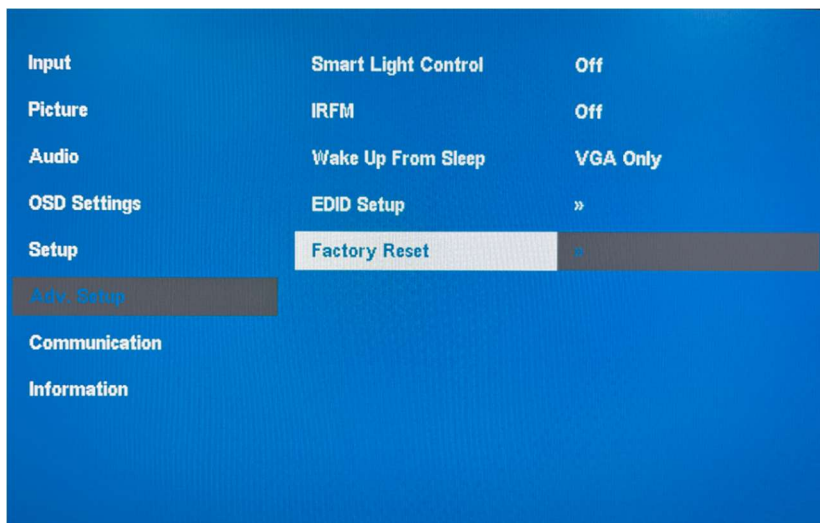
SubMCU Version: Vxx



Resetting to factory default

Learn how to reset the factory default settings.

OSD Menu -> Adv. Setup -> Factory Reset -> Yes

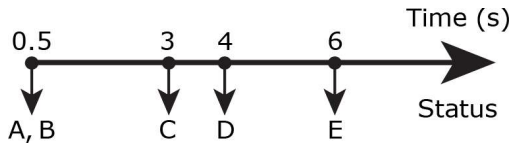


Checking the normal booting of the monitor

Learn what the normal booting sequence of the monitor is.

1. Disconnect all video cables. (HDMI, Display port, ...)
2. Connect the AC power cord only.
3. Turn on the AC switch.

The normal boot up status is as shown in the figure below:



Booting Status Table:

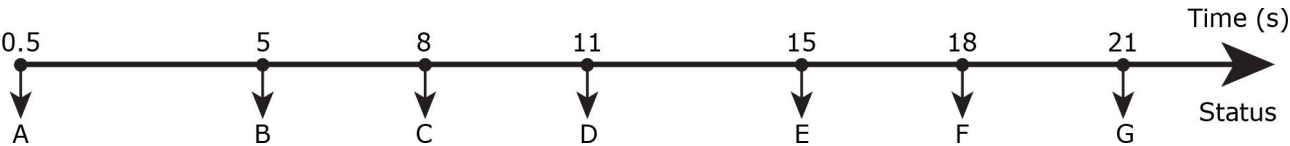
Status	Normal		Checking when not normal
A	Turn on the AC power and there is a 'click' sound from power board.		1. Check AC power source. 2. Check power board functions.
B	Green LED On for 3 seconds.		1. Check power board 5Volts functions. 2. Check AD board.
C	Black screen is shown and the orange LED is blinking.		1. Check OSD settings and firmware. 2. Check AD board.
D	Black screen is shown and the backlight is on.		1. Check power board (12 and 24V) functions. 2. Check AD board.
E	No Signal is shown.		1. Check Video source or cable. 2. Check AD board.

Check the normal screen of the monitor (Test mode)

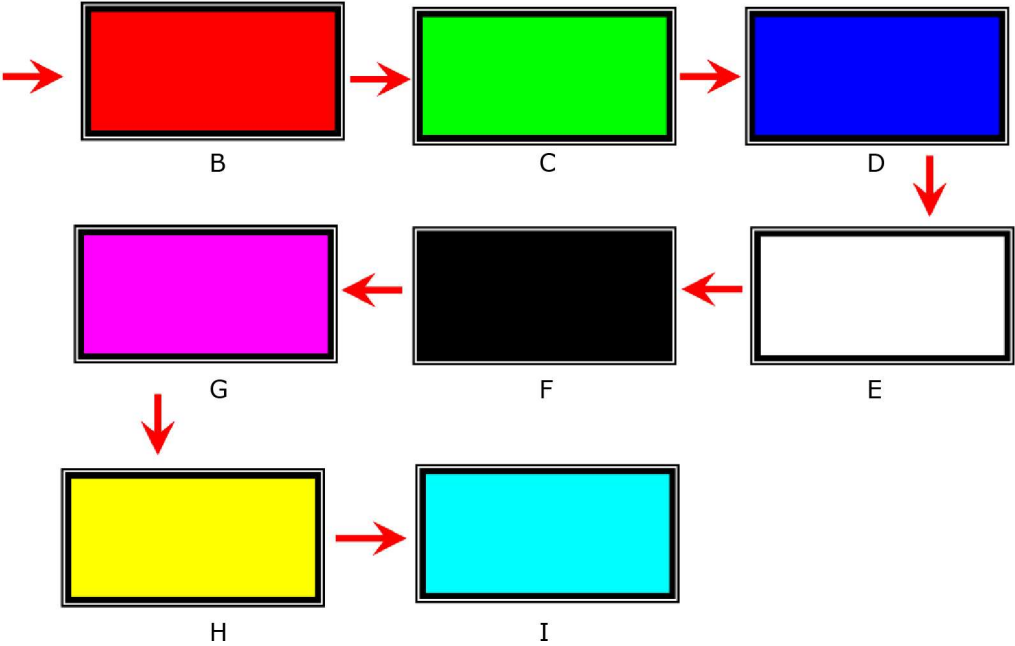
Learn what the normal screen sequence of the monitor is.

1. Select the remote controller key **Exit** or the on-screen display option **Menu/Exit** for more than five seconds.

The normal screen status is as shown in the figure below:



A



Updating the firmware

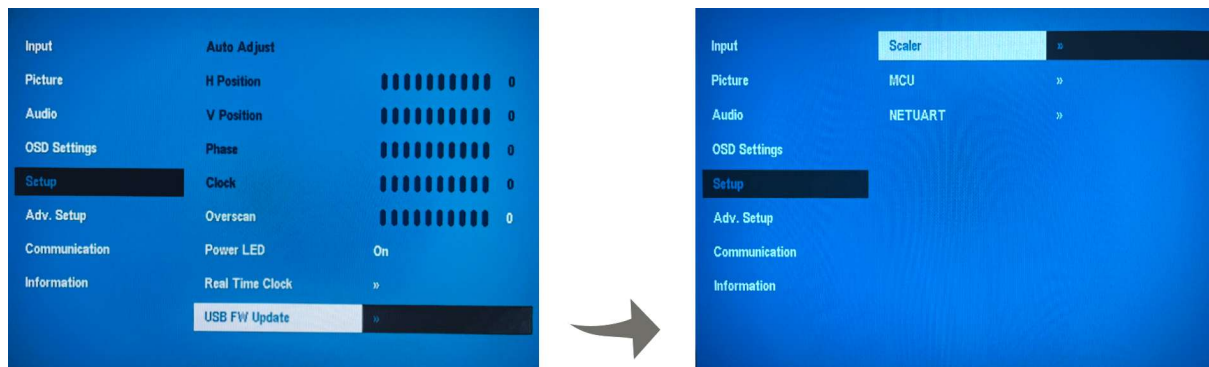
Learn how to update the firmware.

Before starting the update procedure, ensure that a USB stick (FAT32 format) is available.

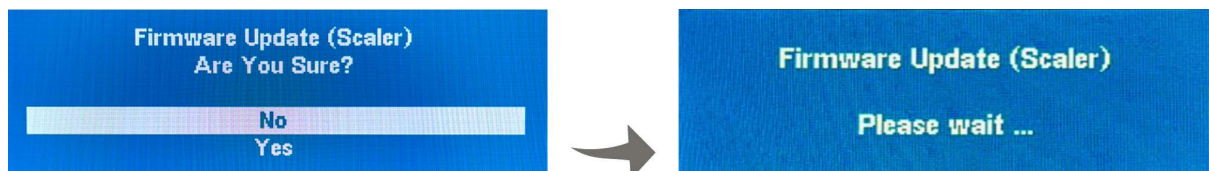
The USB service port is located at the side of the monitor next to Ethernet port.



1. Download the firmware from the FTP site or via e-mail.
2. Rename the file to **fw_scaler.bin**.
3. Download the **fw_scaler.bin** file onto the USB stick.
4. Plug the USB stick into the **USB Service** port.
5. Turn on the display.
6. Confirm the file name **fw_scaler.bin**.
7. Open the **OSD** menu and scroll down to the **Setup** settings page.
8. Select ► on the remote controller to enter the sub-menu.
9. In the sub-menu, scroll down to the **USB FW Update** selection, and select ► to enter the function page.
10. Select the **Scaler** on the function page.



11. Select ► to enter the scaler firmware updating process message.
12. Select **Yes**.
13. Select the **Enter** key (on the remote controller) to start the firmware update process.



14. Perform the factory default settings reset.
15. Turn the display off and on again.