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# Technical Bulletin

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## D4K2560 ballast compatibility

Christie has become aware that a compatibility issue exists between D4K2560 software versions 1.4.1 and earlier and lamp power supplies with serial numbers greater than 10067983. Software version 1.4.2 has been released to address this compatibility issue.

If a D4K2560 projector experiences a lamp power supply failure, and the replacement lamp power supply's serial number is greater than 10067983, the projector must be upgraded to software version 1.4.2. Software is available on the Christie website.

## Affected products

The following products are affected.

- D4K2560

## Technical support

Technical support for Christie products is available at:

- North and South America: +1-800-221-8025 or [Support.Americas@christiedigital.com](mailto:Support.Americas@christiedigital.com)
- Europe, Middle East, and Africa: +44 (0) 1189 778111 or [Support.EMEA@christiedigital.com](mailto:Support.EMEA@christiedigital.com)
- Asia Pacific: +65 6877-8737 [Support.APAC@christiedigital.com](mailto:Support.APAC@christiedigital.com)