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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. Use software version 1.4.2 or later 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 or later. The latest software is available on the Christie website.

## Affected products

The following products are affected.

- D4K2560

## Technical support

Technical support for Christie Enterprise 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 ([support.apac@christiedigital.com](mailto:support.apac@christiedigital.com)):
  - Australia: +61 (0)7 3624 4888 or [tech-Australia@christiedigital.com](mailto:tech-Australia@christiedigital.com)
  - China: +86 10 6561 0240 or [tech-supportChina@christiedigital.com](mailto:tech-supportChina@christiedigital.com)
  - India: +91 (80) 6708 9999 or [tech-India@christiedigital.com](mailto:tech-India@christiedigital.com)
  - Japan: 81-3-3599-7481
  - Singapore: +65 6877-8737 or [tech-Singapore@christiedigital.com](mailto:tech-Singapore@christiedigital.com)
  - South Korea: +82 2 702 1601 or [tech-Korea@christiedigital.com](mailto:tech-Korea@christiedigital.com)
- Christie Professional Services: +1-800-550-3061 or [NOC@christiedigital.com](mailto:NOC@christiedigital.com)