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# Technical Bulletin

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## Required optical alignments after optical assembly replacement

This bulletin provides information about the optical alignments required after an optical assembly replacement or when doing preventative maintenance.

If an optical assembly is replaced for any reason in an RGB projector or when doing preventative maintenance, the projector's Service Manual must be reviewed for all associated instructions for proper part replacement along with the alignments required after the part replacement. Optical assembly replacements may require alignment to be made after replacement due to a slight misalignment from the previous assembly configuration.

Failing to perform proper optical alignments after a part replacement could lead to reduced brightness and/or damaging internal projector components. If damage in the projector is caused due to failed optical alignments after part installation, any failures associated are not covered under warranty.

### Affected products

The following products are affected.

- 4K40-RGB Series
- Christie M RGB Series
- Griffyn™ Series
- Sapphire® 4K40-RGBH

### Accessing Service manuals from the Christie website

Follow these steps to access the projector's Service manual from the Christie website.

1. In a browser go to [www.christiedigital.com](http://www.christiedigital.com).
2. Sign into the Partner Portal.
3. Search the website for the product.
4. On the product page, switch to the **Downloads** tab.
5. Expand the **Service Manuals** section and under the relevant document select the Service manual to open it.

### 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*
- India: +91 (80) 6708 9999 or *tech-India@christiedigital.com*
- Japan: 81-3-3599-7481
- Singapore: +65 6877-8737 or *tech-Singapore@christiedigital.com*
- South Korea: +82 2 702 1601 or *tech-Korea@christiedigital.com*