INFORMATION BULLETIN

Roadie Software Upgrade 1.9E

Applies to the Following Products	Prepared For
• Roadie 25K • Roadie 25K LE • Roadie HD+30K • Roadie HD+35K	All Internal and External Customers

This software upgrade is mandatory because of a potential safety issue which could cause a fire.

To access the software upgrade and release notes specifying all enhancements and fixes, go to the Christie website and download the following:

• Software upgrade

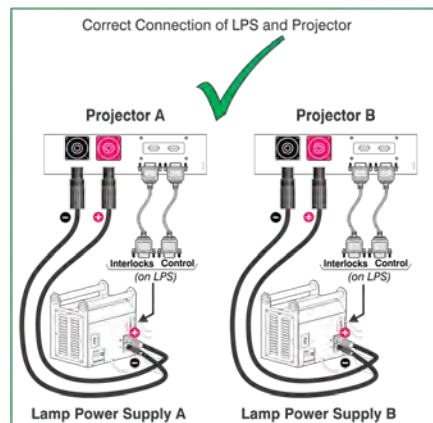Before you begin any firmware/software installation, ensure that you have read all accompanying documentation.
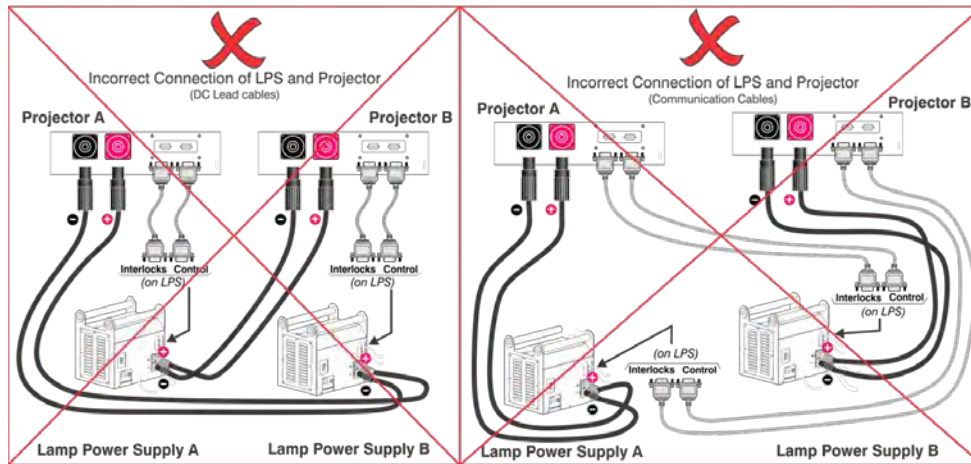
Corrected Issues

NOTICE The **primary resolution** to this issue is to follow the instructions provided in the *Roadie Cross-Connection Fire Hazard Safety Notification* document (PN: 020-200202-01). This software is a **secondary measure** to reduce the risk of a cross-connected ballast issue.

Christie was recently made aware of a situation in which a multi-projector installation was wired incorrectly. The DC leads of one lamp power supply were cross-connected to a second projector head but the interlock and control cables were not, causing a fire to ignite within the projector head.

Christie recommends that the units currently installed MUST NOT be operated until the installation has been verified as correctly connected. Use this diagram to determine if the connections between the projector head and LPS are correct:

To confirm that the cross-connection has not occurred, power only one LPS and projector pair at a time. DO NOT power multiple LPS and projector heads simultaneously. Before you turn on multiple projectors, you must confirm each projector head and lamp power supply are connected and operating correctly.

In addition to the **primary resolution**, Christie has developed software version 1.9E to further minimize the risk of the cross-connection hazard. The new version of software reads the light sensor output on the Roadie projector when the lamp is lit, and provides feedback to the projector electronics that indicates if the lamp is on or off. This feedback loop helps to minimize the chance of a projector operating with a cross-connected ballast in a multiple projector application.

Technical Support

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