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# Technical Bulletin

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## 2.1 kW and 3 kW ballast lamp strike issue

The purpose of this bulletin is to disclose an intermittent issue which has been observed on Christie projectors using a 2.1 kW or 3 kW ballast. This issue occurs when attempting to strike the lamp in Full Power mode. Infrequently, the projector fails to strike the lamp as requested and displays an error message (most often relating to the AC Blower Interlock).

### Affected products

The following products are affected.

- Christie CP2000-M
- Christie CP2210
- Christie CP2220
- Christie CP2420-Xe
- Christie CP4220
- Christie CP4420-Xe

### Workaround

Follow these steps to workaround the issue.

1. Inspect the AC Blower vane switch to make sure it moves freely and it can function properly.
2. Perform one of the following actions to clear the issue and allow the lamp to strike:
  - Rotate the lamp door key from the locked to the unlocked position and then back to the locked position. Do not open the lamp door.
  - Change the projector from Full Power to Standby mode. Wait for 30 seconds to allow the ballast time to fully turn off and then change to Full Power mode. This can be done remotely.
  - Perform a full AC power cycle.

### Technical support

Technical support for Christie Cinema products is available at:

- [Support.cinema@christiedigital.com](mailto:Support.cinema@christiedigital.com)
- +1-877-334-4267