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# Technical Bulletin

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## Griffyn 4K32-RGB pump errors

This bulletin provides information on how to resolve pump errors reported by the projector when it is in inverted orientation.

### Details

The projector reports errors (for example, Liquid Cooling Pump High RPM, Coolant Low Flow/Impeded Flow, or Light Engine Overheating errors) followed by the lasers turning off. These errors are not likely to occur when the projector is installed in normal orientation; however, installing the projector in the inverted orientation increases the chances of these errors occurring.

### Resolution

- If the projector is new, before installing it in inverted mode, do the following:
  1. Check the coolant level in the reservoir and top it up to the brim of the reservoir (above the fill line).  
Use only Christie-approved coolant (P/N: 003-005179-XX) to top up the coolant.
  2. Contact tech support to order the Pump kit (P/N: 003-200155-02).
- If the projector was operational for some time and then started to report the errors provided above, do the following:
  1. Retrieve the projector logs.
  2. Contact Christie Technical Support to review the logs.
  3. If the logs confirm that replacing the pump module will address the errors, Christie Technical Support will process the RMA to provide an updated module and the replacement instructions.

## Affected products

The following products are affected:

- Griffyn 4K32-RGB

## 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*
- 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*
- Christie Professional Services: +1-800-550-3061 or *NOC@christiedigital.com*