
Technical Bulletin

Guidelines for installing 1DLP projectors

This bulletin provides guidelines for installing 1DLP projectors to enhance accuracy in installation and maintenance and reduce on-site failure risks.

Projector installation guidelines

To ensure proper operation and avoid damage to the equipment, follow these installation guidelines:

- Clearance:
 - When installing multiple units, keep a minimum distance of 100 cm (39.4 inches) between the air inlets and outlets.
 - Keep the projector air inlet and outlet at least 50 cm (19.7 inches) away from obstacles or walls to ensure proper heat dissipation.
 - Do not allow air outlets from HVAC systems to blow directly into the projector's air inlet and outlet as airflow interference can reduce cooling efficiency. Christie recommends a minimum clearance of 100 cm (39.4 inches).
 - Make sure the bottom intake gap between the projector and the ceiling mount plate is a minimum of 3 cm (1.9 inches).

For specific clearance distances for your projector, see the projector's line drawing available on the Christie website (<https://www.christiedigital.com/>).

- Power cable:
 - Do not use 2-pin plugs or 2-pin power cords to supply power to the projector. Only use properly grounded 3-pin power sources to power the projector.
 - Both projector and signal equipment must be grounded to avoid damage.
- Projector lens:
 - The laser light/beam must not enter the projector lens.

Firmware upgrade guidelines

To ensure a successful firmware upgrade, follow these guidelines:

- Before updating, make sure the power and data cables are securely connected to the projector.
- Do not power off the projector, disconnect any cables, or interrupt operation during the upgrade process.
- Do not close the update program or disconnect any cables until the checksum is fully displayed and confirmed.
- If the projector fails to boot after the upgrade, repeat the firmware update process 2 to 3 times following the upgrade procedure.

Projector setup guidelines

To ensure correct projector configuration, follow these guidelines:

- During initial startup or first start, follow the on-screen instructions to complete the full setup process step-by-step, making sure all settings are properly saved.

Projector maintenance guidelines

To maintain optimal performance of the projector, follow these guidelines:

- Regularly clean dust accumulation from the projector's air inlets, outlets, and dust filters. During cleaning, do not blow dust into the internal components of the projector.
- To clean the surface of the projection lens, make sure the projector has been powered off a minimum of 30 minutes. Follow the cleaning procedures described in the projector's User Manual or contact a qualified service technician.

Affected products

This bulletin applies to the following products:

- Captiva DWU500S
- GS Series
- HS Series
- Inspire Series
- Jazz Series
- Korus Series

Technical support

Technical support for Christie Enterprise products is available at:

- North and South America: +1-800-221-8025 or Support.Americas@christiedigital.com
- Europe, Middle East, and Africa: +44 (0) 1189 778111 or Support.EMEA@christiedigital.com
- Asia Pacific (support.apac@christiedigital.com):
 - China: +86 10 6561 0240 or tech-supportChina@christiedigital.com
 - India: +91 (80) 6708 9999 or tech-India@christiedigital.com
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