



Christie gives your customers complete peace of mind

Christie® has a reputation for quality, and our flat panels are no exception. All of our flat panels come standard with a three-year commercial warranty. Christie has introduced this new flat panel service program to maximize uptime and provide your customers with added peace of mind.

The Christie flat panel service program is offered with all Christie flat panels purchased on or after September 1, 2013. It is currently only available in the USA and Canada. Full program details along with terms and conditions are listed below.

Christie flat panel warranty and service "at a glance"

What you get with your flat panel purchase	Included	Upgrade**
Three-year limited product warranty	✓	
Professional technical phone support hours	Business hours	24 hours, 7 days a week
Discount policy for purchase of spare flat panels*	✓	
Small panels (55" and less)	Advanced exchange during year 1	On-site repair for entire 3-year warranty period
Large panels (over 55")	On-site repair during year 1	

* Cannot be combined with other incentive programs or rebates.

** Additional charge applies at time of flat panel purchase.

Christie flat panel service program details

Here's what your customers can expect as standard with the Christie service program for flat panels:

1. Professional technical phone support during entire warranty period

Our trained technicians are available to provide support over the phone, 12 hours a day, five days a week (Monday to Friday, excluding national holidays). Call (800) 221-8025 between 8:00 a.m. and 8:00 p.m., Eastern Standard Time.

2. Spares discount policy (available only at time of flat panel purchase)

Spare flat panels are eligible for discounts of up to 25% off MSRP, based on minimum purchase quantities as shown in the following table. This offer cannot be combined with other incentive programs and rebates, other than standard channel discounts.

Original purchase quantity	Number of spare flat panels eligible for discount? (not cumulative)	MSRP Discount
0-10 panels	Up to 1 spare panel	5%
11-49 panels	Up to 1 spare panel	15%
50-100 panels	Up to 2 spare panels	25%

For the most current specification information, please visit www.christiedigital.com

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3. Advanced exchange or on-site repair (included during the first year of warranty)

a) Advanced exchange (55" and below)

If a flat panel (55" and below) has an operational issue during the first year of warranty, the panel can be exchanged for an equal or comparable replacement flat panel. Christie® will ground ship the replacement flat panel prior to receiving the defective panel back.

b) On-site repair (above 55")

During the first year of warranty coverage, customers are entitled to on-site repair on any flat panel above 55" in size. A trained technician will be dispatched on a next-business-day basis, excluding holidays, up until 10 p.m. Central Time. If required, the technician will replace the defective component or panel free of charge.

Upgrade to three years of on-site repair and gain 24/7 technical support

For a one-time fee at the time of purchase, customers can upgrade their coverage for any size panel to include on-site repair protection for the entire three-year warranty period.

In addition, customers who upgrade their protection will gain access to Christie's state-of-the-art Network Operations Center which offers trained technical support specialists around the clock, seven days a week, via a dedicated number (877) 334-4267.

To make ordering simple each panel is assigned to a service band, as seen below. Contact your sales representative for pricing details.

Service band	Panel size	Order code
Band 4	40-49"	007-000067-01
Band 5	50-59"	007-000068-01
Band 6	60-69"	007-000069-01
Band 7	70-79"	007-000070-01
Band 8	80-99"	007-000071-01

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Program terms and conditions

Please refer to our standard limited warranty for product warranty coverage. The advanced exchange, repair or replacement program services do not cover failures that are outside the warranty terms and conditions, nor do they cover:

- Any physical damage or modifications to the flat panel
- Image retention
- Damage due to shipping, unpacking or installation of product
- Customer-caused defects including, but not limited to: cracked, scratched or blemished LCD modules or scratched, defaced or altered plastics
- Any other issue which does not relate to the material or workmanship of a product
- Return shipping costs of the defective product to Christie® (claimants must pay these costs)

To determine eligibility for the advanced exchange or on-site repair program services, Christie Technical Support will require diagnostic information and photographs from the claimant. Christie Technical Support will also instruct claimants on any other required procedures to obtain program services, including return shipment.

Advanced exchange is subject to the following additional conditions:

- If the panel malfunctions within the first 30 days of purchase, the customer will receive a new replacement panel. If the panel malfunctions after 30 days, the customer will receive a comparable panel with comparable hours of use whenever possible. If there is a balance on the remaining warranty or an applicable service program, the balance will be carried over to the replacement unit
- If Christie does not have a comparable panel in inventory, or if the customer wants to keep their original panel, the defective panel can be returned to Christie for repair, free of charge

On-site repair is subject to the following additional conditions:

- All displays must be readily accessible without a requirement for lifts or ladders
- In tiled configurations the defective panel must be accessible without dismantling the wall
- Panel must not be enclosed in a fixture
- Public traffic areas must be roped off for service
- Sufficient workspace must be made available to facilitate on-site repairs
- Work will be performed during normal business hours

For more information or assistance with a claim, please contact Christie Technical Support at (800) 221-8025.

