



Christie Customer Care
We've got you covered

CHRISTIE®

At Christie, we believe that your satisfaction is our success. That's why we complement our incredible visual display solutions with the best support and service in the industry. We're there for you before, during and after your purchase, always going above and beyond to make sure you are happy at every step along the way.

"Our use of Christie projectors is distinctly unconventional. This unconventional approach comes with unique challenges and the level of support we receive from Christie is invaluable. More importantly, when times get tough Christie always steps up! It's at these times I am thankful that we chose Christie as our partner for these unparalleled projection solutions."

Chris Conte
Vice President, Entertainment
Electrosonic, USA

Consulting



System design



On-site demo



Once you are a customer



Warranties



Out of warranty support



Non-Christie products support



Technical support



Consulting



Repair depot



Hassle-free returns

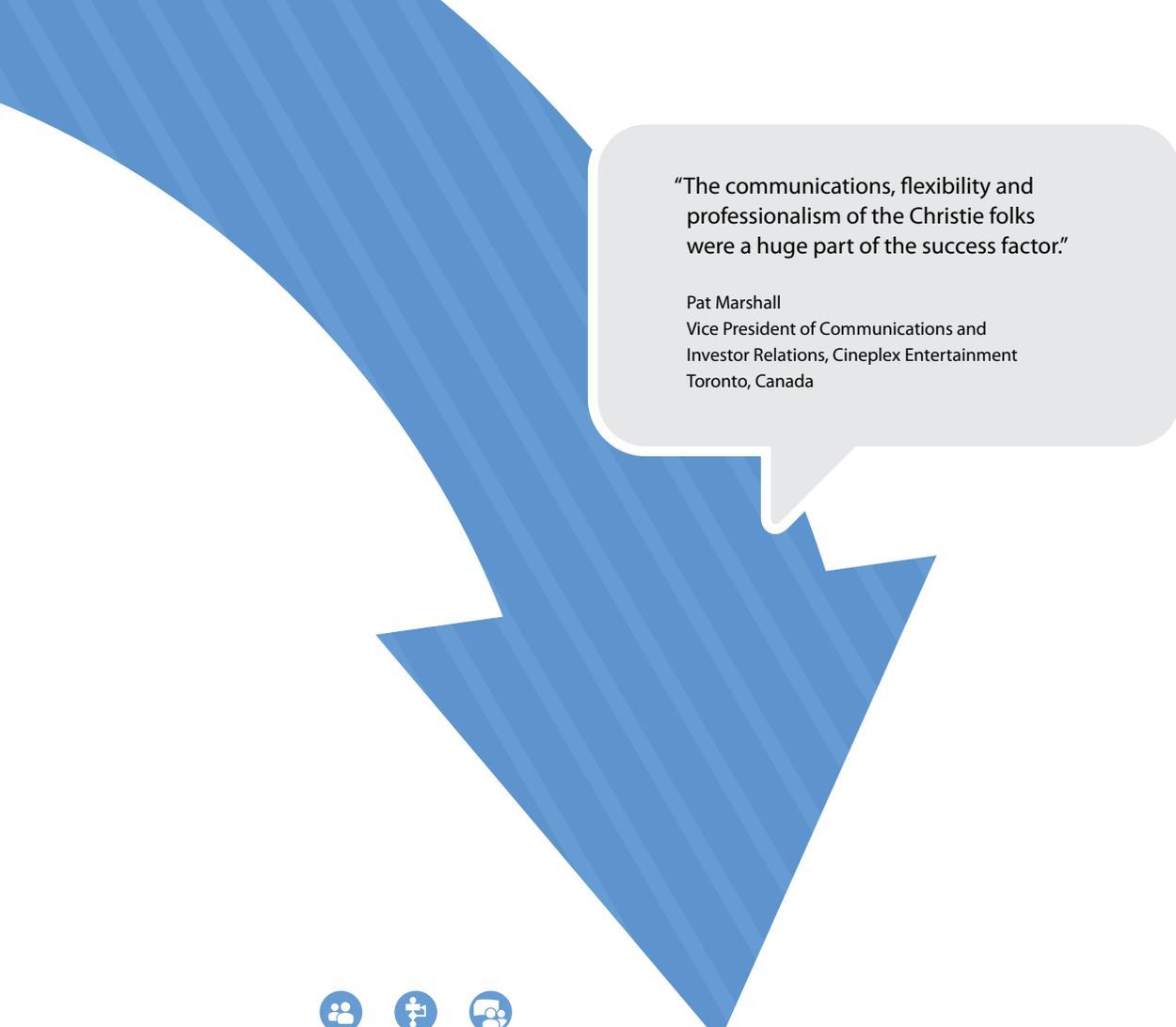


Global parts inventory



Training

Before you are a customer



"The communications, flexibility and professionalism of the Christie folks were a huge part of the success factor."

Pat Marshall
Vice President of Communications and
Investor Relations, Cineplex Entertainment
Toronto, Canada



Before you are a customer

Have an idea? Not sure where to start? Christie experts and our trained and certified channel partners can meet with you to discuss your needs and challenges. Our field application engineers can perform on-site demos and consulting. And we will continue to work with you until you find the best solution for your projects.



◀ Christie experts aren't satisfied until they fully understand your needs and can recommend solutions that meet your design and budgetary requirements.



Once you are a customer

Christie customers receive best-in-industry support, from expert training, to 24x7 technical support, to excellent warranties including the best lamp replacement program in the business. What really makes Christie service and support stand out, is our commitment to going beyond the expected to ensure that our customers are never left hanging.



▲ Christie uses the most advanced technology to make sure you get the best service in the industry. For example, the state-of-the-art Fly-In-Place (FIP) 3 chip DLP alignment system used in our manufacturing process is also a routine component in light engine repair and realignment.



▲ Christie supports you at a level that third party repair services simply can't offer. Our 11 state-of-the-art repair depots and continual investment in our service infrastructure enable us to provide a degree of expertise and problem solving that frees you to focus on your core business.

Training

We train you thoroughly so you can get the most from your Christie solutions. Through a blend of online learning and hands-on experience at one of our instructor-led training classes you will learn everything you need to know about installing, operating, servicing and maintaining your Christie products.

Technical support

No matter where you are in the world, a Christie technical support specialist is just a phone call or email away to help you troubleshoot, maintain or repair your visual display system. All of our support specialists have hands-on experience with our products, through involvement in the manufacturing process or working in the field, so they intimately understand the challenges you face and know exactly how to help you. Our industry renowned field application engineers are the most experienced group in the A/V industry. They will be there to support you when you need help the most.



Hassle-free returns

Our fast and user-friendly return system involves minimal paperwork – all you need is the product part number and serial numbers.

"The company is also reliable with a wide array of flexible products and timely support through its various offices as well as its local partners. We look forward to working closely with Christie again."

Taehoon Kim
Chief Manager of LOTTE Pavilion,
DAEHONG Communication, Yeosu, Korea

At Christie, we know the show must go on. That's why Christie is the only manufacturer to offer advanced replacement for your under-warranty products. You'll get your replacement parts before you even send in your defective ones, reducing down-time and letting you get on with the show – stress-free.

We've got the coverage to suit your needs



Standard warranty
Our standard warranty gives you 3 years of coverage for Christie LCD, 1-chip and 3-chip DLP® projectors.¹ We will repair or replace defective products within the warranty period.



Lamp replacement warranty
We offer the best lamp warranty in the industry. Our lamp warranties cover your lamps long after other manufacturers' warranties have run out.²



CDXchange warranty
No one has a more comprehensive exchange warranty than us. This free warranty covers selected Christie products. If your product fails within a specified time limit, you'll receive the replacement the next business day.³



Extended warranty
For extra assurance, you can extend your standard warranty from 1 to 7 years beyond Christie's standard warranty – up to a maximum period of 10 years.



International warranty
This supplemental warranty offers support for your Christie products anywhere in the world. We will provide repair and replacement support from any of our worldwide offices and through our global network of certified service providers and partners.

¹ Except cinema projectors. ² For Christie LCD and 1-chip DLP projectors, our warranty extends up to 1 year or 500 hours of lamp use. For Christie 3-chip DLP projectors, our warranty extends up to 1 year or 3000 hours of lamp use. ³ Next day shipping is only available for projectors under 50 pounds. Projectors weighing more than 50 pounds will ship by ground delivery in between 24 to 72 hours.

▶ Christie's Network Operations Center allows for 24/7/365 monitoring and preventive maintenance for mission-critical visual display installations.



▶ Christie technical support – real people, real answers.



Premium Coverage

Christie offers premium coverage through its Managed Services team. Our state-of-the-art Network Operations Center (NOC) will monitor and maintain your system by alerting you of potential issues and fixing them before they can affect your customers. Christie Managed Services give you peace of mind that your mission-critical display systems will remain up and running.

The Christie Managed Services team works with our national dealer network to meet your unique technology needs with around-the-clock, 24/7/365 support.

Purchase and customize the services for your specific needs:

- Pre-staging and testing of your display systems
- Installation
- 24/7 remote monitoring
- Software updates
- Parts management
- Preventative maintenance service
- Emergency service support

Moving forward

We always notify you when older products are discontinued. And while we continue to support your product completely for 5 years from the date it is discontinued, we also help you to understand the new products and technology that we can offer to service you even better.

Corporate offices

Christie Digital Systems USA, Inc.
USA – Cypress
ph: 714 236 8610

Christie Digital Systems Canada Inc.
Canada – Kitchener
ph: 519 744 8005

Independent sales consultant offices

Italy
ph: +39 (0) 2 9902 1161

Worldwide offices

Australia
ph: +61 (0) 7 3844 9514

Brazil
ph: +55 (11) 2548 4753

China (Beijing)
ph: +86 10 6561 0240

China (Shanghai)
ph: +86 21 6278 7708

Eastern Europe and
Russian Federation
ph: +36 (0) 1 47 48 100

France
ph: +33 (0) 1 41 21 44 04

Germany
ph: +49 2161 664540

India
ph: +91 98 1133 2760

Japan (Tokyo)
ph: 81 3 3599 7481

Korea (Seoul)
ph: +82 2 702 1601

Republic of South Africa
ph: +27 (0)11 510 0094

Singapore
ph: +65 6877 8737

Spain
ph: +34 91 633 9990

United Arab Emirates
ph: +971 4 3206688

United Kingdom
ph: +44 (0) 118 977 8000



ISO 9001
ISO 14001

Kitchener, Ontario



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



Copyright 2013 Christie Digital Systems USA, Inc. All rights reserved. All brand names and product names are trademarks, registered trademarks or tradenames of their respective holders. Christie Digital Systems Canada Inc.'s management system is registered to ISO 9001 and ISO 14001. Performance specifications are typical. Due to constant research, specifications are subject to change without notice.
Printed in Canada on recycled paper. 3510 Mar 13

CHRISTIE®