

Memo

Date: April 2nd, 2012

Author: KURD

Lamp Warranty Overview

OSRAM

Barco p/n	Lamp Type	Warranty Lifetime [hr]*	Service Warranty Lifetime [hr]**
R9855959	XBO 1200W/DHP OFR	3000	3500
R9855956	XBO 2000W/DHP OFR	2400	3000
R9855938	XBO 3000W/DHP OFR	1500	1900
R9855937	XBO 4000W/DHP OFR	1100	1400
R9855948	XBO 4500W/DHP OFR	1000	1300
R98064901	XBO 6000W/DHP OFR	700	900
R9855948	XBO 6500W/DHP OFR	650	800

* Covered: light decrease below 50% of initial value, flickering, failure to ignite, lamp ruptures.

** Covered: lamp ruptures only;

For a detailed description of OSRAM lamp warranty, see:



OSRAM Lamp
Warranty

USHIO

Barco p/n	Lamp Type	Rupture and Ignition [hr]	Other [hr]
R9855961	DXL-12BAF	3500	3000
R9855955	DXL-20BAF	3000	2400
R9855940	DXL-30BAF	1500	1500
R9855939	DXL-40BAF	1000	1000
R9855953	DXL-30BA	1900	1500
R9855952	DXL-45BA	1300	1000
R9801070	DXL-60BA2	800	600
R9855951	DXL-65BA	500	500
R9855966	DXL-70BA	300	300

Philips

Barco p/n	Lamp type	Warranted lifetime [hr]
R9801054	XDC 3kW	1500
R9856370	XDC 4kW	1000
R9856380	XDC 6.5kW	500

WARRANTY DECLARATION: XBO® DHP XENON SHORT-ARC LAMPS
Operated in BARCO digital cinema projectors

1. PRODUCT

This warranty applies to certain OSRAM XBO® DHP Xenon short-arc lamps from 1200W to 6500W ("PRODUCT") operated in Barco digital cinema projectors. See #8 for detailed lamp list.

2. WARRANTY LIFETIME

The present average life (h) of the PRODUCTS is listed in the OSRAM product catalog on XBO lamps and as excerpt in #8 and is defined as "Warranty Lifetime".

3. SERVICE WARRANTY LIFETIME

The present average service warranty life (h) is listed in the technical information sheet for XBO lamps and as excerpt in #8 and is defined as "Service Warranty Lifetime".

4. LAMP RUPTURE

If the lamp ruptures during operation within the **WARRANTY LIFETIME** due to a defect as listed in #5 below, OSRAM AG will issue a credit for the ruptured lamp and will refund damages to the optical and mechanical parts in the projector caused by the ruptured lamp up to an amount of €8000 per case as further defined in #5 below.

If the lamp ruptures due to a defect as listed in #5 below, during operation after **WARRANTY LIFETIME** but within the **SERVICE WARRANTY LIFETIME** OSRAM AG will refund damages to the optical and mechanical parts in the projector caused by the ruptured lamp up to an amount of €8000 per case as further defined in #5 below but not credit the ruptured lamp.

5. CONTENT OF THE WARRANTY

During the **WARRANTY LIFETIME** the warranty covers:

- Defects in Material
- Defects in Workmanship
- Damages during Transport in original OSRAM boxes before lamp installation.

OSRAM AG will provide a credit in the amount of the initial purchase price of the **PRODUCT** or replacement free of charge if the lamp Lumen intensity decreases below 50% of the initial minimum value, due to a defect the lamp fails to ignite or the lamp flickers during **WARRANTY LIFETIME**.

During the **SERVICE WARRANTY LIFETIME** the warranty covers lamp ruptures due to:

- Defects in Material
- Defects in Workmanship

In case of lamp ruptures covered under a Warranty OSRAM AG will reimburse reasonable cost as may be demonstrably required for the replacement of the damaged optical parts (first filter in front of the lamp and lamp mirror; cost for parts only, no labour cost) subject to the limitation above by supplying a respective number of lamps free of charge.

6. CONDITIONS FOR VALID CLAIMS

The conditions for valid claims are as follows:

If there is a lamp failure, please first contact your local OSRAM dealer/ supplier.

- **E-Mail claim form** (receivable upon request) must be filled in properly (incl. 2 digital pictures, showing failure details of the lamp problem) and emailed to Display/Optic Technical Customer Service in Augsburg (DO TCS-A): XBO.Service@osram.com .
- **Service card** (contained in PRODUCT'S packaging box) must be filled in properly and returned to OSRAM AG.
- The claimed PRODUCT, or in case of lamp rupture remnants thereof, must be returned to OSRAM AG for inspection on request. To avoid any further damages transportation in original OSRAM boxes is required.
- In case of a ruptured lamp OSRAM AG personnel or other authorised representatives are allowed to inspect the equipment in which the respective PRODUCT was operated.
- The warranty claim has to be issued within 10 working days by E-Mail claim form.
- Invoices are required to verify the value of the replacement optical and mechanical parts in case of lamp rupture.

7. EXCLUSIONS

Above remedies described under 4.) and 5.) are excluded under the following circumstances:

- Rough handling and incorrect installation e.g. incorrect lamp alignment & cooling, incorrect arc magnetic stabilization or incorrect lamp operating parameters.
- Use of the lamp in a malfunctioning projection system (forced air-cooling – ignitor – power supply).

The relevant operating conditions applicable for the PRODUCT are defined in the following publications :

Technical XBO lamp data sheet , Guidelines for Control Gears and Igniters and brochure Technology and applications XBO theatre lamps.

If a failure described under 4.) or 5.) according to OSRAM's technical evaluation is not caused by defects according to #5. above, the investigated PRODUCT will be returned and warranty claim will be rejected.

The PRODUCT will be tested to these conditions in order to prove root cause or failure.

In case the failure of the PRODUCT can neither be proven to be caused by the user nor can it be attributed to a fault of PRODUCT, OSRAM AG at its sole discretion may acknowledge or reject such a claim.

OSRAM AG makes no other warranty or liability representations and does not assume, except when mandatory by law, any other warranties or liabilities for any kind of damages other than those set forth herein and the above warranties are in lieu of all other warranties express or implied, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose.

Unless there are exceptional circumstances you will also be requested to send the lamps back for further investigations to our Technical Customer Service:

**OSRAM AG,
DO TC-A
Steinerne Furt 62
86167 Augsburg
Germany**

8. LAMP LIST

OSRAM XBO TYPE	Warranty Lifetime	Service Warranty Lifetime
XBO 1200W/DHP OFR	3000	3500
XBO 2000W/DHP OFR	2400	3000
XBO 3000W/DHP OFR	1500	1900
XBO 4000W/DHP OFR	1100	1400
XBO 4500W/DHP OFR	1000	1300
XBO 6000W/DHP OFR	700	900
XBO 6500W/DHP OFR	650	800

This Warranty Declaration update becomes effective as of 01.04.2012.

OSRAM AG
SP Display/Optic



.....
Gerald Uhlenberg
Business Segment Manager Display/Optic
Business Segment Manager



.....
Ralf Seedorf
Manager
Special Lighting DO Cinema