

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

**1. PRODUCT**

This warranty applies to 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 official listed life (h) in the OSRAM product catalog on XBO lamps refers to the warranted life. See #8 for detailed hours.

**3. SERVICE WARRANTY LIFETIME**

Beyond warranted lamp life the lamp can be operated until service warranty life.

The present official service warranty life (h) is listed in the technical information sheet for XBO lamps. See #8 for detailed hours.

**4. LAMP RUPTURE**

If the lamp ruptures during operation within the **WARRANTY LIFETIME** OSRAM GmbH 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.

If the lamp ruptures during operation after **WARRANTY LIFETIME** but within the **SERVICE WARRANTY LIFETIME** OSRAM GmbH will refund damages to the optical and mechanical parts in the projector caused by the ruptured lamp 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.

A lamp shall be deemed defective if the lamp Lumen intensity decreases below 50% of the initial minimum value, if the lamp fails to ignite or if the lamp flickers during lamp warranty lifetime. In these cases OSRAM GmbH will provide a credit in the amount of the initial purchase price of the **PRODUCT** or replacement free of charge.

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

- Defects in Material
- Defects in Workmanship

In case of lamp ruptures OSRAM 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) 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](mailto:XBO.Service@osram.com) .
- **Service card** (contained in PRODUCT'S packaging box) must be filled in properly and returned to OSRAM GmbH.
- The claimed PRODUCT, or in case of lamp rupture remnants thereof, must be returned to OSRAM GmbH for inspection on request. To avoid any further damages transportation in original OSRAM boxes is required.
- In case of a ruptured lamp OSRAM GmbH 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.
- Invoice copies 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).

If a failure described under 4.) or 5.) according to OSRAM's technical evaluation is not caused by defects in material or workmanship, the investigated PRODUCT will be sent back, and warranty claims will be rejected. The operating conditions required for the PRODUCT are detailed in the following publication: *Technology and applications XBO theatre lamps* and *Guidelines for Control Gears and Igniters*. 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 GmbH at its sole discretion may acknowledge a warranty claim by the user or reject such a claim.

OSRAM GmbH 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 GmbH, DO TC-A Steinerne Furt 62, 86167 Augsburg

8. LAMP LIST

<b>OSRAM XBO TYPE</b>	<b>Warranty Lifetime</b>	<b>Service Warranty Lifetime</b>
<b>XBO 1200W/DHP OFR</b>	3000	<b>3500</b>
<b>XBO 2000W/DHP OFR</b>	2400	<b>3000</b>
<b>XBO 3000W/DHP OFR</b>	1500	<b>1900</b>
<b>XBO 3000W/DHP CL OFR</b>	1500	<b>1900</b>
<b>XBO 4000W/DHP OFR</b>	1000	<b>1300</b>
<b>XBO 4000W/DHP CL OFR</b>	1000	<b>1300</b>
<b>XBO 4500W/DHP OFR</b>	1000	<b>1300</b>
<b>XBO 6000W/DHP OFR</b>	600	<b>800</b>
<b>XBO 6500W/DHP OFR</b>	500	<b>700</b>

**This Warranty Declaration update becomes effective as of 01.03.2010.**

OSRAM GmbH  
 SP Display/Optic

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 Thomas Mehr  
 Senior Vice President  
 Business Segment Manager