

CHRISTIE

CDXchange

# REPLACEMENT-FIRST SERVICE FOR YOUR CUSTOMERS



CDXchange is our free five-year advanced replacement program for eligible 1DLP projectors, so your customers never have to worry about unexpected downtime or disrupting their operations.

If an issue arises, we move quickly to provide a replacement. It's a simple, reliable way to deliver peace of mind, backed by Christie's service commitment.

## The value of CDXchange

With CDXchange, you and your customers benefit from:

- › **Faster resolution:** Replacement or loaner projectors are shipped promptly when your customer requires service — no waiting on parts availability or repair time.
- › **Reduced downtime:** We minimize disruption by quickly restoring operation while handling service behind the scenes.
- › **Stronger customer confidence:** With a seamless, hassle-free service experience, CDXchange reinforces the value of Christie® solutions and your relationship with your customers.

## CDXchange at a glance

### Years 1

If Christie technical support determines that an eligible projector requires replacement under the CDXchange program during the first year of ownership, Christie will ship a new replacement projector.

Alternatively, if your customer is required to keep the original projector, we'll provide a loaner projector while the original unit is repaired and returned.

### Years 2–5

If Christie technical support determines that an eligible projector requires replacement under the CDXchange program during year 2 through 5, Christie will ship a factory refurbished replacement projector.

If your customer must keep the original projector, we'll provide a temporary loaner projector while the original unit is repaired and returned.

### Warranty coverage

Eligible 1DLP projectors continue to be covered under our industry-leading five-year standard limited hardware warranty, with CDXchange replacement service as an added benefit.



## Program eligibility, coverage, and shipping responsibilities

### Coverage

CDXchange is only available to partners and their customers in the **U.S., Canada, the United Kingdom, and the European Union.**

### Eligible products

Any of the following 1DLP projector series purchased on or after **April 1, 2026**:

- › Captiva DWU500S
- › DWU880-GS
- › Inspire Series
- › Jazz Series
- › Korus Series

Eligible projectors are covered under this program for five years from the date of purchase. Lenses and accessories aren't covered under CDXchange.

### Claims process

If your customer experiences an issue with an eligible Christie® 1DLP projector, here's what to do:

1. Contact [Christie Technical Support](#) on your customer's behalf to get things started.
2. If the projector requires repair, we'll issue a **Return Merchandise Authorization (RMA) number** and ship a replacement projector the next business day.
3. Once they receive the new projector, have your customer return the defective projector within 2 weeks using the RMA number and the packaging from the replacement projector.

### Shipping responsibilities for replacement projectors

- › **Inbound shipping (customer to Christie):** The customer is responsible for arranging and covering the cost of shipping the defective projector to Christie.
- › **Outbound shipping\* (Christie to customer):** Christie covers the cost to ship the replacement to your customer.

### Shipping responsibilities for loaner projectors

- › **Outbound shipping (Christie to customer):** Christie covers the cost to ship the loaner projector to your customer.
- › **Inbound shipping (customer to Christie):** The customer is responsible for arranging and covering the cost to return the defective projector to Christie for repair.
- › **Return shipment (Christie to customer):** Once repairs are complete, Christie covers the cost to ship the repaired projector back to your customer.
- › **Loaner return (customer to Christie):** The customer is responsible for arranging and covering the cost to return the loaner projector back to Christie.



\*Delivery timelines vary by region and proximity to the nearest Christie location with equivalent product inventory.

\*\*Christie reserves the right to modify the terms and conditions of this service program at any time without prior written notice.

For the most up-to-date program details, visit [christiedigital.com/CDXchange](https://christiedigital.com/CDXchange)

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