

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

1. PRODUCT

This warranty applies to certain OSRAM XBO® DTP, HPS, HPN and HSLA Xenon short-arc lamps from 2000W to 8000W ("PRODUCT") operated in digital cinema projectors. See #6 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 #6 for detailed hours.

3. 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 the 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.

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.

4. 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 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.

5. EXCLUSIONS

Above remedies described under 3.) 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 3.) 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

6. LAMP LIST

OSRAM XBO TYPE	Warranty Lifetime
XBO 2000W/DTP OFR	2400
XBO 3000W/DTP OFR	1500
XBO 4500W/DTP OFR	1000
XBO 6000W/DTP OFR	600
XBO 2000W/HPS OFR	2400
XBO 3000W/HPS OFR	1000
XBO 4200W/HPS OFR	500
XBO 4000W/HPN OFR	500
XBO 3000W/HSLA OFR	1500
XBO 4500W/HSLA OFR	1000
XBO 6000W/HSLA OFR	600
XBO 6500W/HSLA OFR	500
XBO 8000W/HSLA OFR	400

This Warranty Declaration update becomes effective as of 01.05.2010.

OSRAM GmbH
SP Display/Optic

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Thomas Mehr
Vice President
Business Segment Manager