



Projector Repair Request Form

Please fill out the following form and include with your projector shipment. All information must be complete in order to process your repair in a timely fashion. Incomplete forms may experience delays in projector repair.

School District: _____

Contact Name: _____

Contact Phone Number: _____

Contact Email Address: _____

PLEASE NOTE:

- **If a projector is shipped to us without a bulb or with a defective bulb and a new bulb is needed to service the projector, IPS Laser Express will purchase a bulb on your behalf. Your school/business will then be charged for the price of the bulb.**
- **IPS will not repair or replace projectors with failures associated with DLP DMD chip and related sub assemblies. IPS will not repair or replace projectors with failures associated with LCD chips or LCD polarizing films and related sub assemblies. These issues are usually caused by the power supply or cooling fans, and IPS (and other vendors) cannot repair these devices because those components are not available from the manufacturer. Your IPS Laser Express representative will provide you with replacement options should this situation arise.**

Projector Information:

Total Number of Projectors in this Shipment: _____

Return Shipment Information:

Return Projectors To (Contact): _____

Shipping Address: _____

Please fill out a form (see attached) for EACH projector you are shipping to IPS Laser Express.

2813 East High Street | Sanatoga, PA 19464

800.347.2913 | 610.323.2913

www.IPSLaserExpress.com



Projector Repair Request Form

Projector

Make: _____

Model: _____

Serial Number: _____

Date of Purchase: _____

Lamp Operating Time (Hours): _____

Lamp Mode: Normal Eco

Information on Input Signal:

Horizontal Synch Frequency: _____ kHz

Vertical Synch Frequency: _____ Hz

Synch Polarity H (+) (-)

V (+) (-)

Synch Type Separate Composite

Sync on Green

STATUS Indicator:

Steady Light Orange Green

Flashing Light _____ cycles

Remote Control Model Number: _____

Installation Environment

Screen Size: _____ inch

Screen Type: White matte Beads Polarization

Wide angle High contrast

Throw distance: _____ feet/inch/m

Power Outlet Connection:

Connected directly to wall outlet

Connected to power cord extender or other (the number of connected equipment _____)

Connected to a power cord reel or other (the number of connected equipment _____)

Troubleshooting Check List

Frequency of Occurrence:

Always

Sometimes (How often? _____)

Other (_____)

Power:

No power (POWER indicator does not light green) See also "Status Indicator (STATUS)".

Shut down during operation.

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Projector Repair Request Form

Video and Audio:

- No image is displayed from your PC or video equipment to the projector.
- Image is too dark.
- Image is distorted.
- Parts of the image are lost.
- Image is shifted in the vertical or horizontal direction.
- Image is flickering.
- Image appears blurry or out of focus.
- No sound.

Brief Description of Problem: _____

