

Lamps for Life FAQ

Q: What do I do when my lamp fails?

A: Contact BOXLIGHT Tech Support at 866.972.1549 option 2. We will need the model and serial number of your projector and a description of the lamp failure. Once we receive the request, we will issue a RMA for the return of the defective lamp. Once we receive the lamp, BOXLIGHT will evaluate it and replace*. If the lamp proves not to be defective, we may either return the lamp to you, or ask to have the projector sent in for service.

Q: How long should my lamp last?

A: The average life span depends on many variables, but should be in excess of 2500 hours of use.

Q: How do I know if my lamp is bad?

A: Is the lamp outputting any light? If not, this is either a problem with the lamp or the projector. The next step would be to remove the lamp and inspect it. Is it broken or shattered? Looking into the lamp, is it blackened or misty looking? These are things that may indicate a bad lamp. However, many bad lamps look fine and show no outward problems.

Q: How long does it take to get my replacement lamp?

A: You will be responsible for both shipping to BOXLIGHT and shipping back to you. We can usually verify the defective lamp the same day we receive. The minimum time would be 2 days if next-day service is used.

Q: Can I get an advanced replace for my defective lamp?

A: BOXLIGHT does not offer advanced replacements for the Lamps for Life program. This is due to the evaluation of the defective lamp and the return of a serialized replacement lamp to the customer. This way we can track any problems that may be arising with the projector.

Q: I use my projector for 14 hours a day; can I get into the Lamps for Life program?

A: The Lamps for Life program limits the daily use to 12 hours. Going over this will void the Lamps for Life program for that projector.

Q: What can I do to prolong the life of my lamp?

A: The number one thing is to keep the air filter clean—we recommend doing so every 3 months depending on the environment. This will enable the most effective cooling of the projector and the lamp. Turning off the projector when not in use will also help to lengthen the life of the lamp. Selecting the ECO mode for the lamp will also allow the lamp to live longer.

Q: What models are covered by the Lamps for Life program?

A: As of 3/1/2013, covered projectors are— Seattle Series, BL Series, ProjectoWrite3 Series, ProjectoWrite5 and ProjectoWrite6. The MP75E and the MPWX70E are also covered.

**Any lamp failure caused by accident, abuse or failure to follow all maintenance and operating conditions is not covered under the plan. Please refer to Lamps for Life warranty information for coverage details.*

2/27/13