

SERVICE

troubleshooting

The information found here is compiled by technicians who fix the most common problems reported to them by end users. The intent of this page is to present that 10% of information needed to diagnose 90% of problems in an easily accessible place. It is not our intent to replace the manufacturers user guide, and we encourage all users to consult their user's guide regarding any problem with their equipment.

Do the power or status lights light up?

NO

Are you sure that your power cord is connected to a known good outlet, and that the power switch on the unit is turned on? If no lights are present with a known good power connection, either the projector's main power supply, or it's main controller board are bad. The unit needs to come in for service

YES

Bad Lamp or the lamp timer has exceeded the max limit
Bad ballast power supply
Bad fan or color wheel
Lamp door interlock is preventing ignition
Your user's guide may give further information based on the status lights.

Does the expected image show at all?

NO

Are you sure that your image source is working and connected to the proper input on the projector? Laptops need to have their external video port turned on.

Test your image source by connecting it to another display device, such as a monitor. If it works there, then connect it to an input on the projector, verify that the correct input is selected on the projector. Remember to test your cable too.

YES

IMAGE APPEARS TO BE POORLY FOCUSED

Poor Focus: (Lens adjustments operate as normal, lens is clean) Bring up the projector menu. If the menu looks OK, check the screen resolution setting on the computer's display properties. It should match the native resolution of the projector, usually 1024x768 in projectors intended for presentations. See your user guide for the native resolution of your projector. An overall softness of the image accompanied by some reduction in the brightness of the image may also be described as poor focus. This can be caused by contamination of the internal optics.

BLOTCHY UNEVEN PURPLE IN THE IMAGE

Blotchy uneven purple in the image is caused by dust contamination on the green LCD. The other LCD's are probably dirty too, your eye just notices the green (lack thereof) first. If you put up a mostly white screen, then run the focus adjustment from one end to the other, you may be able to focus on the contamination. Then you can see the light blue (red channel dust) or the yellow (blue channel dust). Cleaning of these optical elements is important in extending the life of your projector. Dusty LCD's and polarizers absorb more heat from the lamp and cause these elements to burn, which eventually causes the next symptom below.

YELLOW SPOT IN IMAGE

Large Yellow Area in an otherwise predominantly white image could be an indication of a burned blue polarizer or LCD. You can confirm this by putting up a predominantly blue screen which would then show the same spot as a dark area. This can also happen to the other color channels, with different color symptoms, but more than 90% of the time it occurs in the blue channel first due to higher infrared absorption in the blue channel. Only by disassembling the optics can you be sure whether the burn is in the inner polarizer (relatively inexpensive repair), or in the LCD/outer polarizer. The latter requires replacement of the entire optical block which is usually too expensive to fix if the projector is out of warranty.

EVEN DISCOLORATION OF IMAGE BACKGROUND

Even discoloration of image background where your excel sheet or Word document should be white it is either green, pink, or yellow. Not a blotchy discoloration, but nice and even across the whole screen. Most often this is caused by a bad cable or connection somewhere in your system. Try eliminating cables or devices one at a time to isolate the problem.