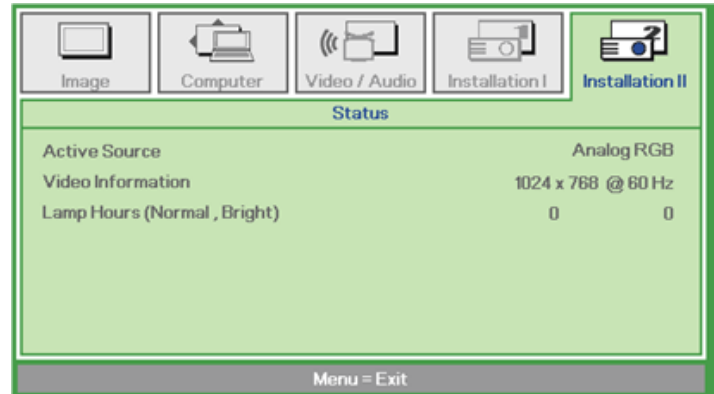


# Changing the Bulb on a Promethean Board Projector while under Warranty

- I. Note: If you are returning the bulb under warranty, you'll need to record the current bulb lamp hours on the RMA.

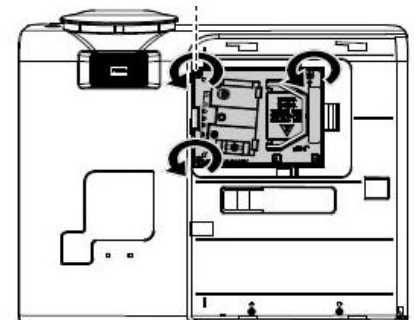
- **Menu** button on remote > **Installation II** tab, arrow down to **Status** sub menu. (Use the second set of lower white buttons on the remote to navigate.)
- The RMA says **Lamp Hours** – Record the number(s) listed



- II. You'll need a Phillips head, jeweler's size screwdriver to remove the screw holding the slide off plate for access to the bulb and housing. The screw isn't attached permanently to the plate so use caution so you do not lose it. The screw is located on the upper left side of the projector if you are facing the board.

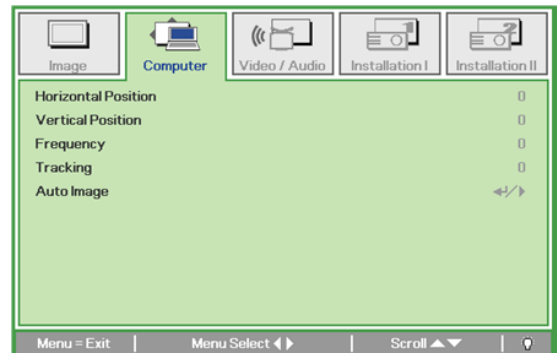
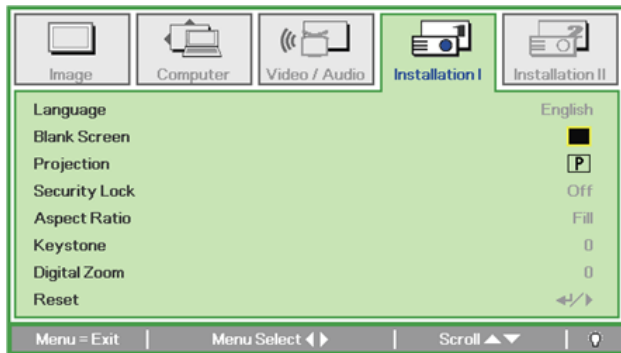


- After you remove the plate, there are three standard size Phillips head screws in the corners of the bulb housing to release the bulb from the projector. When they spin freely, you should be able to pull the housing unit from the projector. Ignore the other screws; they do not need to be removed. **TIP: Hold the projector with one hand while unscrewing to reduce the projector moving as to avoid as much physically readjusting the projector for the image on the board after you re-install the new bulb.**



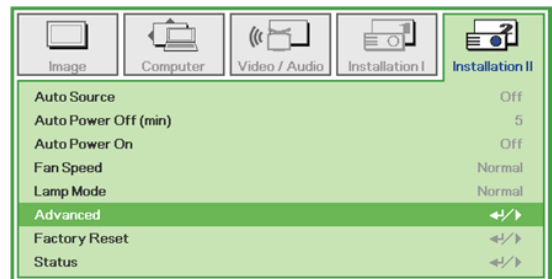
- Pull the wire handle down to remove the old bulb housing with the bulb. Pay attention to the orientation for the new housing replacement. It is easy to get disoriented since you are doing things upside down.
- Insert the new bulb housing. Tighten the three corner screws. Flip up the handle.

- You may have to physically readjust the projector in combination with going into the projector menu to get the image right on the board. **Installation I** and the **Computer** Menu

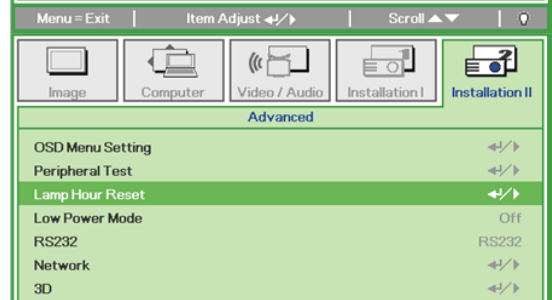


III. After you have recorded the bulb life hours? (See first step.) You can reset the lamp hours.

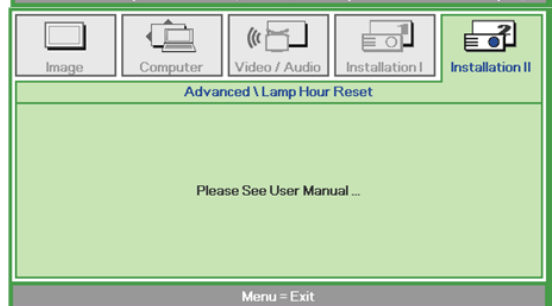
- **Menu > Installation II > Advanced**



- Sub menu arrow down to **Lamp Hour Reset** then **Enter** button.



- A message appears **See User Manual** Press the following white arrows in sequence. **Down-Up-Left-Right**. The lamp hours will be reset.



IV. **Save the old bulb** and do the following:

- Securely package up the defective product
- Print off the “Defective Part Returns Label” (You’ll receive the return label via email after the new bulb comes in.)
- Affix to the outside of the packaging
- Use return label enclosed with replacement part to return