



## Precision REFERENCE SERIES

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# **DILA** HD PROJECTOR SERVICE REQUEST FORM

As you are no doubt aware, your DILA HD projector is a technologically-advanced, high-performance piece of equipment.

Although extremely robust units, they may occasionally require servicing and as JVC's service division, we want you to be rest assured that your unit will be evaluated only by trained professionals using the most advanced and accurate test equipment available.

*If your unit was professionally installed, we highly recommend that you contact the installer or the selling dealer for product removal.*

We are fully committed to priority repair of your unit and ask only that you follow the packing instructions shown and complete the HD Projector repair Request form. Doing so will minimize the chance for shipping damage and help to facilitate the expedited process.

Thank you for your cooperation.

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\* Priority repair is applicable only during the projector's original warranty period.

# HD Projector Repair

Please enclose one form for each projector you are sending in for repair and remember to attach all necessary documents.

Name			
Attn:			
Street address:			
City	State	Zip Code	
Phone No:	Email address		
Model Number	Serial Number	Is the product under warranty?	Lamp Time



**Please describe the problem you are having in the space below. If you need more space, please use reverse side of this form.**

*Accessories are not normally required by the service center unless they may be contributing to the problem. Please list any accessories that you are sending with the device.

Please package your unit carefully and only include accessories that pertain to the service complaint.

Include a copy of your sales receipt (in-warranty units only). If you are Tax Exempt please provide a copy of certificate.

If you have an Extended Warranty, please first contact the Extended Warranty company to confirm their policies for repair.

For out-of-warranty units and units that have partial warranty, once the unit has been received at the factory service center location, you will be contacted to inform of receipt and secure the evaluation fee for repair. This evaluation fee would be due if the repair estimate is refused and the product is returned to you unrepaired.

Preferred method to secure repair would be a MasterCard or Visa. This would be needed to start the repair process.

After the evaluation process, if you wish not to proceed, there will be a \$50 evaluation fee and a return shipping charge for all out-of-warranty repairs.

YOU CAN CHECK ON THE STATUS OF YOUR REPAIR BY VISITING: <http://REPAIRSTATUS.JVC.COM>.

FOR OTHER REPAIR INQUIRIES PLEASE CALL (800)-252-5722

**MULTIPLE REPAIR NOTICE\*** If this unit has been serviced previously at a JVC Factory Service Center, please list prior Job #'s below.

List all prior Job Numbers here.

Please remember to include the following documents with your request:

Copies of Original Proof of Purchase to verify warranty.

# IMPORTANT!

Some DILA projectors use foam shipping inserts around the lens to protect the lens from damage during shipping. If you have any one of the models below\*, please be sure to install the inserts prior to shipping your projector (see steps 1 - 3).

\*DLA-RS1U, DLA-RS1X, DLA-RS2U, DLA-HD100, DLA-HD1

1. When shipping this product, you must use the original packing materials, including the foam inserts that protect the lens from damage.
2. Prior to packing the unit, center the lens using the Horizontal and Vertical lens shift knobs below the lens (see fig. 1).
3. Once the lens is centered, insert the small foam lens inserts around the lens to protect during shipping (see fig. 2). **FAILURE TO INSERT THE FOAM AROUND THE LENS COULD RESULT IN PERMANENT DAMAGE TO THE LENS MECHANISM DURING SHIPPING!**
4. Wrap the projector and place it in the original Styrofoam prior to packing in box.
5. Please remember to insure the unit for replacement value.

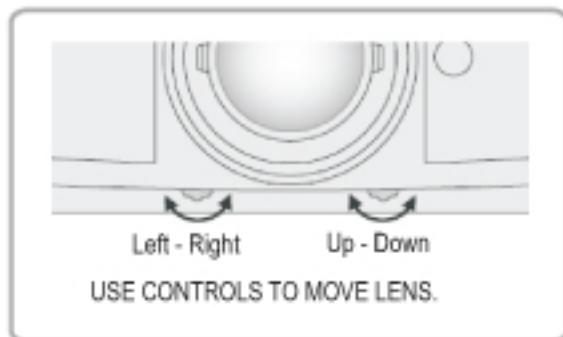


Fig. 1

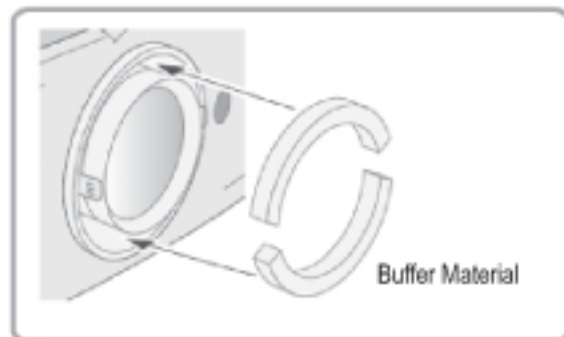


Fig. 2

FROM: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

JVC FACTORY SERVICE CENTER  
**ATTN: HD PROJECTOR REPAIR**

2201 E. DOMINGUEZ ST.  
LONG BEACH, CA 90810