



Warranty Support for 3M Projectors

3M Projector: 3-year warranty

3M Projection Lamp: 1-year pro-rated warranty

Should your projection system need to be serviced or repaired while under warranty please follow the steps below.

Step 1 - Gather the required documentation:

- a) Contact name, address, phone number, email address of projector owner
- b) Copy of invoice
- c) Reason for warranty service or credit claim

Step 2 - Call 3M Repair Centre to get RMA#:

3M Repair Centre
(800) 268-6027

Step 3 - Ship to 3M Canada:

Service and Repair Depot
1798 Oxford Street East
London, ON
N5V 3R6

- a) Customer pays for shipping to 3M; collect shipments will not be accepted
- b) 3M pays for shipping back to customer
- c) Include RMA# on all correspondence

The projector should ideally be shipped in its original packaging materials and box. If this is not possible, the projector can be shipped in its carry bag. It should be placed in a box surrounded by packing material at least 2" thick on all sides. Suitable packing materials are bubble wrap, 'popcorn' chips, or shredded paper. The projector should not be able to shift around inside the box. 3M is not responsible for damage caused by the use of inadequate packing materials.

Please contact Duplicom if you have any questions regarding this process.