



## Warranty Support for Sharp Projectors

**Sharp Projector: 2-year warranty (3-year warranty for educational sector)**

**Sharp Projection Lamp: Pro-rated for duration of warranty**

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

**Note: When making a lamp warranty claim send the entire projector (including lamp). Micron must inspect both the projector and lamp prior resolving any warranty claim.**

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 – Ship to:

Micron Canada - Service Department  
2450 Dunwin Drive - Unit 1  
Mississauga, ON  
L5L 1J9  
(905) 828-1662 phone  
(905) 828-4949 fax

- a) Customer pays for shipping to Micron; collect shipments will not be accepted
- b) Micron pays for shipping back to customer

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. Micron is not responsible for damage caused by the use of inadequate packing materials.

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