

Facts and FAQs about Projector Lamps & Lamp Life (V05-17-2013)



The Mitsubishi projector you purchased contains a replaceable lamp cartridge that houses the bulb that lights up your projector to display images you would see on a screen. Mitsubishi warrants that lamp that comes with the projector for a period of one (1) year or 500 hours, whichever comes first, in most projector models from the date of original purchase, although it is likely this lamp will last much longer when used under normal conditions. This warranty is one of the industry's most generous lamp warranties available. If the lamp was purchased as an accessory item and did not come with your projector, it comes with a ninety (90) days or 300 hours limited warranty, whichever comes first. The longevity of how long a projector lamp will last depends on a number of factors including, but not limited to, the following:

- 1) **The Lamp Mode selected from the projector menu.** Dual Lamp Mode is a feature that Mitsubishi incorporates in most, if not all, of its projectors made in or after 2010. It allows the user to select from two modes of operating brightness: one is "Standard Mode" which is capable of attaining the maximum brightness the projector is rated at, and the other is "Low Mode", which runs at a slightly lower brightness, typically about 20% less bright, but still bright enough while conserving lamp life by extending it as much as 30% sometimes, and lowering overall cost and operating noise level.
- 2) **Air temperature around the projector during operation.** Warm air and/or poor ventilation can significantly shorten the lamp life. Be sure not to block or restrict the flow of air to and from the vents of the projector. When installed on the ceiling or in a built-in enclosure, be sure to allow for proper air circulation around the projector. If your projector uses a filter, make sure that filter, in addition to its vents, are always kept clean through periodic cleaning.
- 3) **The total number of hours the projector is used each day.** If your application requires the projector to be used from 8:00 AM to 10:00 PM, almost continuously, from Monday through Friday, the projector would be on for a total of 70 hours a week or 3,640 hours a year. Depending on the lamp mode in which you use the projector, the lamp may expire within a year or just a little more than a year. But if your application requires only two to four hours of use per day, the life of your lamp may last significantly longer.
- 4) **The number of times you turn the projector on and off.** Frequently turning the projector on and off shortens the projector lamp life. Each time a projector is turned on, a significant amount of power is required to strike the lamp to start it up; this extra powerful voltage strike to the lamp wears the lamp out significantly more than when the lamp is under constant but normal operation. Using the projector continuously for two to four hours per day, turning it on and off only once, puts less stress on the lamp than using it for the same two to four hours cumulatively, and turning it on and off the same four to six times in the same day.
- 5) **Interfering with the projector's cooling down cycle.** Projectors typically have a cooling down period of up to two minutes after you shut it off using the standby button. If AC power is cut off from the projector during active cooling down period, the fan stops running prematurely and the lamp will not cool down properly. So do not cut power off from the projector during this cooling down cycle. This is indicated by a blinking power LED light. When this LED light stops blinking, the projector fan stops, then, the lamp has cooled down properly and power can be terminated. Do not plug the projector into an AC outlet controlled by a light switch or a timer. If the projector is plugged into an AC power strip or surge protector that contains a power switch, do not use that switch to turn the projector off.

Important Information on 3rd-Party Lamp Compatibility

Mitsubishi Electric DLP[®] and LCD projectors are manufactured to strict specifications and are designed for use with genuine Mitsubishi replacement lamps and parts for optimal performance. The lamps used in Mitsubishi DLP[®] and LCD projectors are critical parts. The factory-provided lamps were specifically designed to meet certain performance, quality, and design specifications. Non-Mitsubishi lamps may not meet those same specifications, may not be compatible with your projector model, and/or may not be as reliable and durable as Mitsubishi lamps, all of which may negatively impact the performance and operation of your Mitsubishi projector. FOR OPTIMAL PERFORMANCE, MITSUBISHI ELECTRIC RECOMMENDS THAT YOU USE GENUINE MITSUBISHI LAMPS FOR MITSUBISHI PROJECTORS.

Replacement of the factory lamp with, or any other use of, non-Mitsubishi lamps, including but not limited to counterfeit lamps, may reduce coverage under our limited warranty and service policy. All warranty requests are reviewed on a case-by-case basis pursuant to the terms and conditions of Mitsubishi Electric's limited warranty, which you should consult for additional details.

To ensure you are purchasing genuine Mitsubishi Electric lamps, visit www.mitsubishi-presentations.com for a list of official vendors.

Frequently Asked Questions about Projector Lamp Life:

1) What is lamp life rating in general?

Just like all light bulbs or lamp light source in the market, an expected life expressed in number of hours is given as one of its important specifications. This lamp life rating is not guaranteed in any way. For projector lamps that are used under normal operating conditions of about two to four hours per day in a clean, relatively dust-free and cool environment, a lamp is expected to last through its entire rated lamp life. However, in more extraneous usage, a lamp will normally not last as long as it is rated. Lamps used in projectors that run in 24-hour, 7 days a week environment will very likely not last its entire life. In fact, even the projector itself may expire sooner under 24/7 usage when the unit is not specifically designed for such applications.

2) How does Dual Lamp Mode conserve lamp life?

When low brightness mode is selected, the projector operates at about 80% of its maximum brightness. At this mode, the projector lamp counter actually slows down its lamp-hour counting process. For example, during standard brightness mode, the projector accumulate lamp hours at the normal speed of 60 seconds per minute, however, during low lamp mode, the counter slows down to accumulate 75-85 seconds per minute depending on the projector model, thus allowing the accumulation process to take longer before reaching the peak lamp life. The peak hour setting in the projector does not change, but the time it takes to reach the peak hour can differ in speed depending on the lamp mode selected.

3) What warranty is provided by Mitsubishi on Projector lamps?

All original lamps that come with the Mitsubishi Projector at the time of purchase is covered with a 1-year or 500 hour warranty whichever comes first, from the projector's date of purchase shown on the enduser invoice. All other lamps purchased as accessories are covered with a 90-day or 300 hours warranty, whichever comes first, from the owner invoice issued upon the completion of that sale. Lamps that are obtained free-of-charge in through Mitsubishi promotions are not covered with any warranty.

4) How do I claim for warranty on lamps that expires within the warranty period?

Please call our toll-free technical support hot line at (888) 307-0309 for all lamp issues or email us at TSupport@mdea.com. For warranty replacements, please do not discard the defective lamp before your call or contact us for warranty service because in most cases, you will be required to return the defective lamp in order to obtain a new lamp as a warranty replacement. We would require you to return your defective lamp for proper disposal of the bulb and recycling of the lamp cartridge.