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GDC Digital Cinema Server Maintenance Notice for Closed Theatres

This document provides important information for the media block and IMB of your GDC digital cinema servers if your theatre is closed or will be closing for an extended period of time. The major concern is the life of server batteries. Please make a note of the battery replacement intervals described below.

Battery Replacement Interval

- If batteries have been recently replaced or if your server is less than three (3) years old, you can safely shut off servers for a short period of time (i.e., 1-3 months). Please be reminded to perform proper shut down on all servers from the SMS.
- If your servers are over three (3) years old with batteries well past the rated lifespan of the batteries for your model(s) and the batteries have never been replaced, there is a strong possibility that an extended time "off" can cause the batteries to go under voltage. In such case, the server will not be able to operate until that media block/IMB is replaced. For this scenario, we highly recommend to replace your servers' batteries first before shutting down. Please refer to the table below for battery operating and shelf life for each of the GDC server models.

Model	Avg. powered-on IMB Battery Lifetime	Avg. powered-off IMB Battery Lifetime
SA-2100A/T	5 years	2.5 years
SX-2000A/T	5 years	2.5 years
SX-2000AR/TR	3.5 years	1.5 years
SX-3000/SX-4000	3.5 years	1.5 years
SR-1000	4.5 years	4.5 years

Do You Have Questions?

For product technical inquiries, please contact GDC support @ us-support@gdc-tech.com.

For battery needs, please contact GDC customer service @ us-orders@gdc-tech.com.

Additional Warranty Information

We know this is an unprecedented period in cinema history and we don't want you to be concerned about your server warranty. We will evaluate your situation at the appropriate time and provide a possible adjustment if necessary.

We're Here to Serve Your Needs

Like most companies, we are taking every precaution to ensure a safe environment for our employees, including working remotely. It might take a bit longer to get back to you, but we are operating daily to support your needs.

Please stay safe and healthy!

Your GDC Team,



David Cano | Director of Technical Support



Jessica Neal | Customer Service Manager

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