

NEC Technical Bulletin

Temporary Suspension of Cinema Operations

In light of the Covid-19 pandemic, cinemas along with many other businesses have to close their doors until temporary restrictions are lifted.

During this “suspension time” it is important to know that cinema equipment can be sensitive to extended periods of “power off” conditions. It can affect the ability for lithium batteries to maintain power at a normal operational voltage which supports the electronic certificates on both the NEC Digital Cinema Projector and NEC IMS Server.

In order to protect your sensitive equipment from possible certificate battery failure, it is recommended that your equipment is fully powered up for at least a three (3) hour period each week. Please see the additional model specific information below.

It is not necessary to strike the lamp or laser source ON (projector) during the full periodic equipment power on cycle which maintains the battery voltage status.

In the extreme rare event that a certificate battery has been found to fail (error message recorded by either the projector or server) during a power up cycle, please contact your local service support person.

ADDITIONAL MODEL SPECIFIC INFORMATION

For NEC projectors NC800C/1600C/2500S

- Power up for 3 hours every week
- Media Player Server*

**If possible, power up the Media Player Server continuously to prevent time drift. Whilst running both the projector and server for the weekly three (3) hour power cycle, you can create a “test playlist” and run trailers (looped) to ensure that the server drivers also work well.*

For NEC projectors NC1100L/1200C/2000C/3200S/3240A

- Power up for 3 hours every week
- Also power up the IMS/IMB (non-NEC)/Media Player Server*

**If possible, power up the Media Player Server continuously to prevent time drift. Whilst running both the projector and server for the weekly three (3) hour power cycle, you can create a “test playlist” and run*

trailers (looped) to ensure that the server drivers also work well.

For NEC projectors – Laser Model NC1201L/1700L/2040L/3541L/NP-02HD

- Power up for 3 hours every week

Special Note: The projector RTC is count is maintained by the super capacitor on the FMT PWB. The super capacitor can maintain the count up for around 2 weeks with AC off. Beyond this a “RTC Error” will occur. This error can only be reset using the “UTC Set” function via DCC (installation menu) whilst powered on (by service person only). Whilst running both the projector and server for the weekly three (3) hour power cycle you can create a “test playlist” and run trailers (looped) to ensure that the server drivers also work well.

LMS Server Racks

Keep powered on if possible. There is a risk of NTP time loss which will affect players and playback.

UPS Devices

It is recommended that these to be left powered on to prevent any issues with the internal batteries.

Audio Rack

With older sound systems there is a small possibility that they may have a problem if powered off for extended periods of time, especially if that have been left on continuously over the years.

General Maintenance

It is recommended during the suspension of operations time, whilst periodically powering all cinema equipment that you do a general walk around to check that there are no abnormalities. With the NEC Digital Cinema Projectors, the rear status lights will show “red” status in the event of a technical issue that may require further attention. The normal status condition of the rear projector status lights when everything is powered up is “green” (flashing green is okay, as it means the lamp has not been struck).

Information contained in this document is a recommendation/guide for cinema owners to follow in order to prevent any serious failures to any of the cinema equipment.

25th March 2020