March, 2009

Dart: East system shutdown half way thru first show on Fri morn. I was able on Sat. to talk them thru checking the lamp cover and lamp, and they got it back up. However on Sunday when next group got there to pick it up they reported that they were getting "Fatal error" messages and that only one gun was working. I got the unit back for repairs and while checking the batteries I found someone had disassembled a gun and jammed it back together pinching and cutting the wiring in two places, which I had to repair. The Two other guns just had the Safety on. Corrected the plug location on the Projector and set the system up and it checked out okay.

Took the East system to ESOS on Friday afternoon and set it up and tested all the guns and check for extra light problems and Camera alignment. Got call on Sat morn that they couldn't select shotgun setting during initializing. Talked them thru realigning the Camera and it worked till the last Sunday, when the Projector went dark. Had them remove the projector and open and remove the lamp looking for a reset button. They cleaned dust from the lamp assembly. Couldn't find reset button. I went up in the afternoon and couldn't find it either. Brought system back home and manual says replace lamp when this happens. Ordered, received lamp and it still wasn't working. Called next group to let them know it wouldn't be working for their event and called Sharp about getting it repaired. Sharp was to email instruction next day.

Instructions for returning the unit didn't arrive, so over the weekend, I further disassembled the unit and found the reset button. Now the unit is working, and since the dust was cleaned over, should continue working. Email of instruction did finally arrive. Emailed Sharp back that I had it working.