



d-Cinema

Support

The design and manufacture of film projection equipment, always a highly-specialised field, has been opened up to outside suppliers by the advent of d-Cinema. **Markus Naether** explains Kinoton's product and service philosophy for d-Cinema equipment.

Kinoton builds its own DCP D-Cinema projector series using DLP Cinema®-based processing modules and Barco's sealed light engine. It is said our projectors look different to those of others. Well, our DCP projectors don't look like video projectors because they *aren't*, and our intention has been to develop professional d-Cinema equipment to meet the requirements of everyday cinema-booth operation. Our DCP projectors are designed for reliability, stability, easy maintenance and, of course, long service life. Their spacious design allows for ample clearance between all components to optimise cooling, and are modular for fast, easy maintenance. These characteristics are key in our general product philosophy which also strives for projection quality and ease of operation.

We don't like the idea of short product cycles (re: the PC consumer market) finding their way into Cinema, which is used to long-lasting products. In fact, if well-tended, film projectors may run for over 30 years. Short product cycles are out of the question if the aim is to offer future-proof professional equipment, and there should be commitment to safeguarding customers' investments by guaranteeing technological continuity. ➤



Of course, our philosophy also involves constantly enhancing and developing our products to keep pace with evolving d-Cinema standards and changing customer needs. For example, our DCP Digital Cinema Projectors already support

D-Cinema support relies upon a sophisticated helpdesk software solution to ensure rapid responses. Our service engineers also have direct, remote access to all Kinoton d- and e-Cinema systems to perform instant online diagnostics, software updates and optimisation configurations. In addition, a worldwide service network with more than 80 sales and service partners provides prompt onsite service and support. A large in-house depot with over 4,000 different replacement parts in stock enables the ready and reliable spares despatch for whenever and wherever needed.

all of the recommended features for reliable, cost-effective operation — and include vibration-isolated mountings for all optical components, highly-efficient cooling and option to use standard xenons.

Nonetheless, we are now launching our next generation of DCP D-Cinema projectors which, while changing only slightly on the outside, do offer various improvements and additional features:

The touch-screen user interface has been redesigned and is now optional.

The basic DCP projector uses buttons for activating the different settings for various preset image formats.

Optionally, an external touch-screen can be used to operate all projector functionality required for installation, servicing and diagnostics, as well as several advanced functions.

A new motorised lens-holder now makes it easy to switch automatically between different present lens configurations.

A highly-efficient, virtually maintenance-free new water cooling system protects from overheating, without causing pixel-shake.



Light efficiency has been improved by internal modification to the optical path and xenon light sources. As with classic film projection, Kinoton lamp houses deliver the brightest, most uniformly-illuminated images.

24/7 SUPPORT

But, even with the most dependable d-Cinema equipment, switching from film-based to digital projection requires support. This is less to do with the hardware than many of the other variables associated with the new medium: the projector set-up, content formats, the feeding of new content, integration of new content sources, colour-calibration, network troubles and problems with the d-Cinema player all require fast, accurate answers. Therefore, we recently expanded our d-Cinema support team and now five skilled service engineers concentrate on answering enquiries about d-Cinema, e-Cinema and Digital 3D projection, providing 24/7 technical support while also serving as a knowledge base.

Our service engineers and international sales and service partners regularly attend technical training courses to maintain their expert knowledge of Kinoton products, while making sure they are always up-to-speed on any changes in technology or industry standards. On request, we also hold d-Cinema workshops for exhibitors and their technicians. **S**

Markus Naether is Product Manager for Digital Cinema and New Media at Kinoton GmbH