



PURPOSE

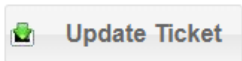
AMC contracts with third party vendors to replace/repair/exchange projector and Sight & Sound hardware (e.g., hard drives, Optical Blocks, TPC/ PJT touchscreens, Media Servers [DOREMI, LMT]). To provide these services, vendors require managers to follow specific procedures when returning malfunctioning equipment.

PARTS STAGING LOCATION

1. **Designate** a parts staging location within the booth for all sight & sound hardware, such as a shelf near the primary booth entrance or next to the Library Server. Place all incoming and outgoing parts here, except for IMAX parts.
2. **Complete, Print, and Post** the “Parts Return Location” signageⁱ in the areas below to ensure technicians working on booth equipment place the parts in the staging location you chose.
 - The theatre’s primary booth workstation
 - The projector security key lockbox
 - Projector #1
3. **Place** IMAX parts near the IMAX projector.

SONY PARTS

Return all damaged/defective hardware to the vendor **within 3 days** after installation to avoid potential theatre expense.

1. **Locate** the part used for the repair, which should be in the parts staging location chosen above.
2. **Retrieve** the defective return label located on the package in the packing slip envelope.
If the label is missing, **email** TOC@amctheatres.com to request a replacement label. The request will be sent to Sony support for them to provide to the theatre upon receipt.
3. **Attach** this label to the package containing the part and **place** the package at the UPS pick-up location.
4. **Record** the tracking information by adding a note to [DSSP](#).
 - a. **Log in** to [DSSP](#).
 - b. **Locate** the appropriate ticket.
 - c. **Click** Update Ticket.

 - d. **Add** the tracking number as a note.

CONTACT

For additional questions, **add** a note in the associated DSSP ticket using the ‘Update Ticket’ functionality.

Ship damaged hardware back ASAP to reduce/eliminate theatre expense.

ⁱ [SS-4-35a -- Job Aid - Parts Return Location](#)