



Tab-tensioned Dual Format Electric Projection Screen
Osprey Tension Dual Series

User's Guide



Important Safety & Warning Precautions

Make sure to read this user's guide and follow the procedure below.

Caution: The Screen's Black Top Drop is already set to its maximum drop distance. There is NO extra Black Top Drop in the roller. Please be aware of this as it will void your warranty with Elite Screens. Unapproved changes or modifications (except for cutting the power cord for hardwire installations) to this unit are prohibited and will void your warranty. For more information, please contact our Technical Support Department at (877) 511-1211 Ext. 604.

- Please retain this user's guide for future reference.
- To avoid damaging the unit, do not use with any unauthorized accessories not recommended by the manufacturer.
- Handle the unit carefully during transportation to avoid any damages.
- To ensure safe and reliable operation, direct connection to a properly grounded power source is advised.
- The power outlet supplying power to the unit should be close to the unit and easily accessible.
- Do not install the unit on uneven or inclined surfaces.
- Do not place any heavy objects over the power cord.
- Position the power cord properly to avoid creating a trip obstacle.
- To avoid an electrical shock or fire, due to a loose contact or short circuit, do not overload the power cord.
- The internal & external parts of this unit are not end user serviceable. Do not attempt to disassemble this unit by yourself. No one except authorized technicians can open and make repairs to this unit.
- Make sure the power source that this unit is connected to has a continuous power flow.
- If there is need to use an extension cord, make sure the cord has an equal rating as the appliance to avoid over heat.
- Do not handle the power plug when your hands are wet or your feet are in contact with water.

Do not use this unit under the following circumstances.

- Disconnect the power cord under the conditions of heavy rain, wind thunder or lightning.
- Avoid direct sun light, rain shower and moisture.
- Keep away from fire sources and high temperature to prevent this device from overheating.
- Cut off the power supply first before transportation or maintenance.
- To avoid possible injury and/or an electric shock, do not attempt to use this screen if there is obvious damage or if there are any evident broken parts.

Installation Warning

Due to various installation environments, the instructions provided in this user's guide are for reference only. Please consult a professional installation company for further installation and safety advice. The installer must insure that proper mounting hardware is used to provide adequate strength suitable for the installation. Elite Screens is not liable for any faulty installations. For limit adjustment instructions, please contact our Technical Support Department at (877) 511-1211 Ext. 604.

The Screen's **Top Black Drop** is already set to its maximum drop distance. There is **NO** extra top black drop in the roller. Please be aware of this as it will void the limitation of your warranty.

Individual modifications to this product are prohibited and will void the warranty with the manufacturer. Please contact Elite Screens Customer Service for any questions.

NOTE:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that the interference will not occur on a particular installation. If this equipment causes harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures.

- ✓ **Reorient or relocate the receiving antenna of the device which may be causing the interference.**
- ✓ **Increase the separation between the screen and the device's receiver.**
- ✓ **Connect the equipment into a different power outlet other than the device.**

Pre-Installation

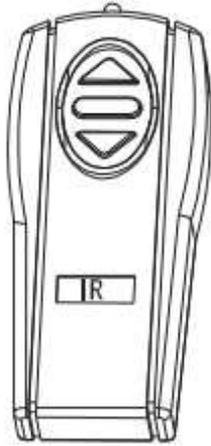
1. Carefully unpack the screen.
2. Always handle the screen in a leveled position on a clean surface.
3. In order to protect the screen from exposure to stains, keep the screen out of contact with foreign particles such as dust, sawdust, and/or liquids.

NOTE

Regardless of the mounting method, the screen should be securely supported so that the vibration or pulling on the viewing surface will not cause the casing to become loose or fall. The installer must insure that the fasteners used are of adequate strength and suitable for the installation location.

Accessories for Osprey Tension Dual Series

Please make sure all accessories listed below are included before proceeding.



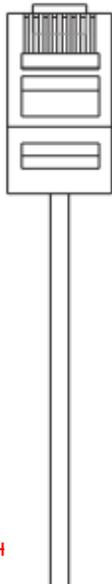
A.
IR Remote



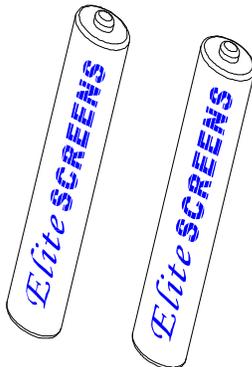
B.
RF Remote



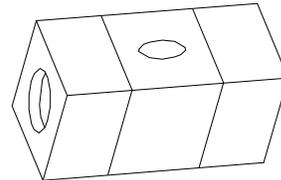
C.
3 Way Wall Switch



D.
IR Eye Receiver



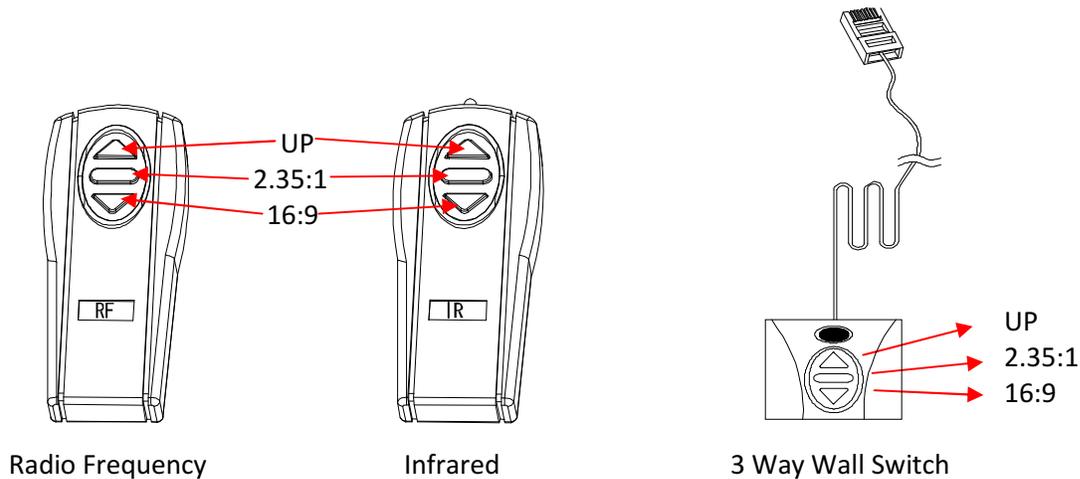
E.
AAA Batteries



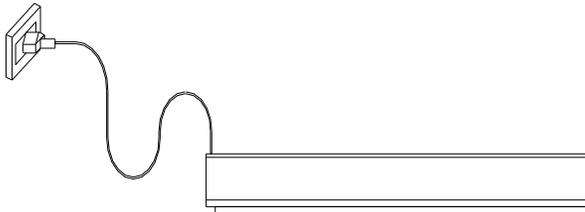
F.
Bubble Level

Control System for Osprey Tension Dual Series

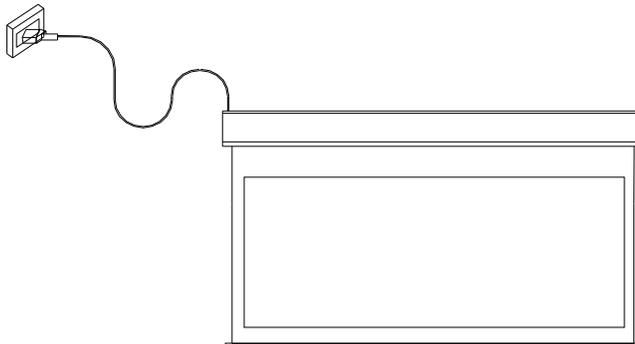
The Osprey Tension Dual Series features the capability of alternating 16:9 HDTV and 2.35:1 Cinemascope projection screen formats, which are operated with the included Radio Frequency & Infrared Remote Controls or the 3 Way Wall Switch. The dual motors and screen materials allow you to utilize both formats. An Infrared sensor is not built into the case. The IR "Eye" Receiver must be connected to the RJ-45 input to operate the screen with the Infrared Remote Control.



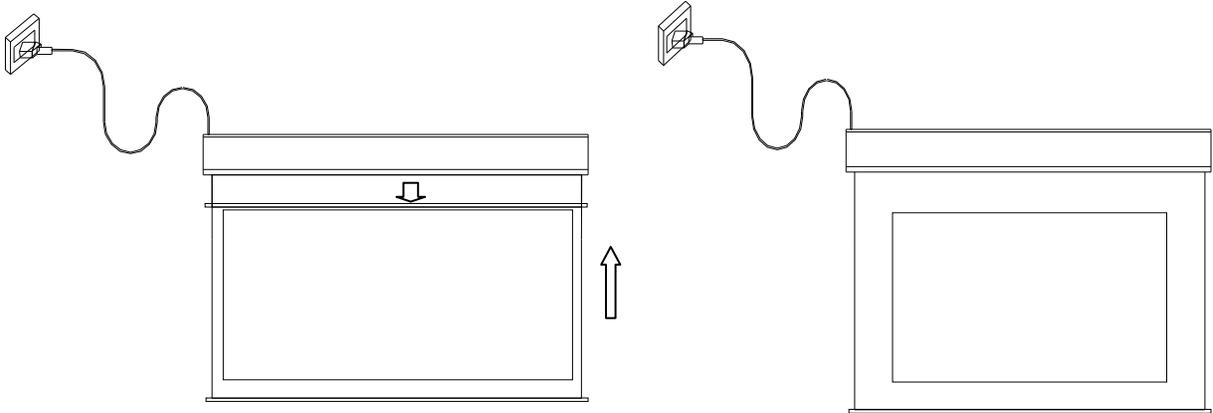
1. Make sure the Osprey is plugged into a secure power source as shown below.



2. **2.35:1 Cinemascope:** Press the 2.35:1 button on the Radio Frequency remote, Infrared remote or the 3 Way Wall Switch to lower and display the 2.35:1 Cinemascope format.



3. **16:9 HDTV:** Press the 16:9 button on either of the optional controls and the 2.35:1 format screen will retract into the housing while the 16:9 format deploys.



4. Press the “UP” button on either of the control options and the screen will completely retract.

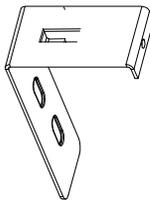


Hardware Parts List for Osprey Tension Dual Series

Please make sure all items listed below are included before proceeding with the installation.



A



B



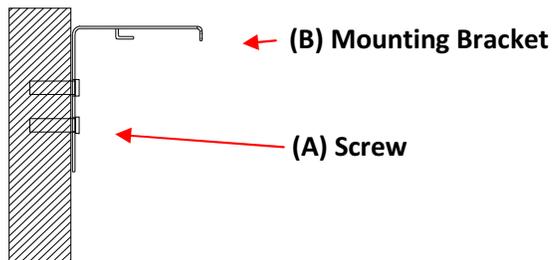
C

Hardware Parts List		QTY
A. Wood Screw & Hollow Anchor		8
B. Mounting Bracket		4
C. M4 Screw		4

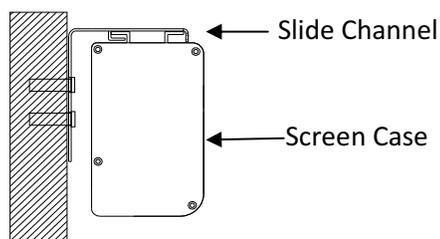
Installation Instructions

Please consult a professional installer. Elite Screens is not liable for any faulty installations. The Osprey Tension Dual screen is designed for a wall or optional in-ceiling installation. Hardware for a wall installation is provided, please contact Elite Screens for information about the optional in-ceiling trim kit, (877) 511-1211.

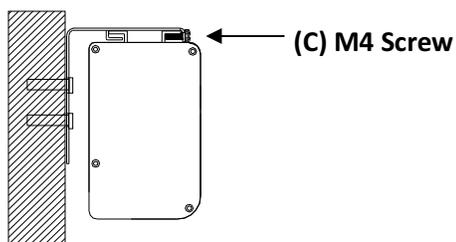
1. Make sure the current rating is equal to that of the appliance rating when an extension cord is used.
2. Do not use any accessories not provided by the manufacturer of this screen. We will not be responsible for any risks of fire, electric shock, or injuries resulting from the misuse of this product.
3. Make sure the screen is mounted in a horizontal level position. We suggest consulting with a professional if you are unsure on how to perform a proper installation.
4. Mark the location of where the screen is to be installed and drill your holes. Align the **Mounting Bracket (B)** with the drilled hole, insert the **Screw (A)** and secure.



5. Insert the top of the screen into the **Mounting Bracket's (B)** slide channel and move to the desired position.



6. Secure the screen case to the bracket with the **M4 Screw (C)**.



Troubleshooting & FAQ'S

For additional information, please contact Elite Screens at techsupport@elitescreens.com

1. If your screen does not move, please check the power supply. The screen will understandably not move without power.
2. Make sure the power cord is firmly plugged to the power outlet.
3. Make sure that all cable connections are secure.
4. If the screen works well with the line switch but not with the remote control, please make sure the remote controls have fresh batteries. Change the batteries every 6 months to ensure proper operation of the remotes.

1. **Q:** Why does my screen no longer function?

A: Make sure your wall plug has power and that the screen is properly plugged. The fuse on the screen will also need to be checked. Please contact techsupport@elitescreens.com for the location. The tubular motor in this screen is equipped with a thermal relay. This feature will automatically shut off the screen in the event of the motor becoming too hot. This will prevent the motor from overheating. If you should experience this, please let the screen's temperature decrease for 10-15 min. before usage.

2. **Q:** How is the screen material cleaned?

A: The screen material can be cleaned with mild soap and water.

3. **Q:** What type of batteries do the remote controls require?

A: The IR and RF remote controls use AAA alkaline batteries.

4. **Q:** Can you manually pull down the screen?

A: No, manually pulling down the screen will damage the electronic motor rolling system and void your warranty.

5. **Q:** How could I setup my Screens IR receiver to work with my learning remote control system Do you have any IR codes I can use to achieve this?

A: Our IR remote controls have been evaluated and entered in to the databases of some Universal remote control manufacturers. Please contact the manufacturer of your remote to inquire about your remotes ability to function with ours. If they have not evaluated our remote control then the following list of Binary codes will be used for most remote setups.

For **Osprey Tension Dual Series:**

Up: 1111 0000 0001

2.35:1: 1111 0000 0010

16:9: 1111 0000 0100

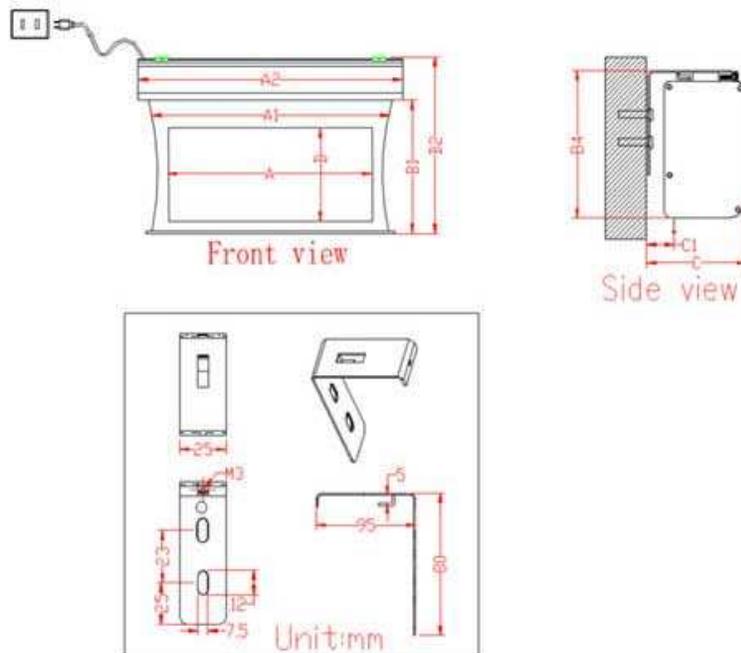
6. **Q:** What is the gain on the matte white screen material?

A: The matte white material has a gain of 1.1. For detailed information, please visit www.elitescreens.com/cinetension2

Osprey Tension Dual Dimension Table

Unit: Inch										
Diagonal Size / Aspect Ratio	Case Length (A2)	Screen Width (A1)	View Width (A)	Screen Material to Bottom Bar (B1)	View Height (B)	Overall Height (B2)	Case Height (B4)	Screen Material to Wall Distance (C1)	Case width w/bracket (C)	N.W (KGS)
97" (2.35:1)	104.4	96.7	89.3	48.0	38.0	54.6	6.7	1.0	4.7	47.3
78" (16:9)	104.4	96.7	67.5	48.0	38.0	54.6	6.7	1.0	4.7	
97" (2.35:1)	104.4	96.7	89.3	65.9	38.0	72.6	6.7	1.0	4.7	49.5
78" (16:9)	104.4	96.7	67.5	65.9	38.0	72.6	6.7	1.0	4.7	
110" (2.35:1)	116.2	108.5	101.0	53.0	43.0	59.6	6.7	1.0	4.7	52.6
88" (16:9)	116.2	108.5	76.4	53.0	43.0	59.6	6.7	1.0	4.7	
110"(2.35:1)	116.2	108.5	101.0	67.0	43.0	73.7	6.7	1.0	4.7	55.0
88"(16:9)	116.2	108.5	76.4	67.0	43.0	73.7	6.7	1.0	4.7	
117" (2.35:1)	122.8	114.4	106.9	55.5	45.5	62.2	6.7	1.0	4.7	56.5
94" (16:9)	122.8	114.4	80.9	55.5	45.5	62.2	6.7	1.0	4.7	
117"(2.35:1)	122.8	114.4	106.9	65.5	45.5	72.2	6.7	1.0	4.7	60.5
94"(16:9)	122.8	114.4	80.9	65.5	45.5	72.2	6.7	1.0	4.7	
133"(2.35:1)	137.1	129.6	122.1	61.9	52.0	68.6	6.7	1.0	4.7	70.4
106"(16:9)	137.1	129.6	92.4	61.9	52.0	68.6	6.7	1.0	4.7	

*Measurement dimensions are intended as a reference only and subject to change without notice. Note: Data Error may be ±1"



Warranty Policy

- **Two (2) Year** parts and labor warranty from defects in workmanship from purchase date as follows (except for refurbished units as specified below).
- **Three (3) Year** parts and labor warranty from defects in workmanship for **GEMR** (Government, Educational, Military, & Religious) purchases of new product only.
- **Refurbished Units** carry a **90-DAY** parts and labor warranty.
- Each party will be responsible for one way shipping during the warranty period.
- A **RMA (Return Merchandise Authorization) number** must be issued in order to process a replacement or to authorize a return for warranty repair. Elite Screens will, at its sole option replace or repair the defective unit with a replacement *(see exceptions below) after the defective unit or parts have been received. Once the product is received, Elite Screens will send out a replacement *unit to the customer by ground service (subject to inventory availability).
- **Do Not Return Any Unauthorized Items to Elite Screens, as they will be refused and returned at your expense. The RMA Number must be included on the outside label of your shipping box. Our warehouse is not authorized to accept returns without an RMA number on the shipping label.**
- **RMA Numbers are valid for 45 days from the date issued.**
- **Missing Parts** must be reported within 7 days of receipt. If reported after 7 days, the customer will be responsible for shipping and handling fees. If reported after 30 days of receipt, the customer will be responsible for cost of parts and shipping & handling fees.

*A New or refurbished replacement will be send out to the customer depending on the type of purchase (new or refurbished) and based on stock availability.

North America only U.S. and Canada

For Warranty and Service requests, please submit an RMA/Service Form at:
www.elitescreens.com/warrantysupportform

Please visit this link for full Warranty information:
www.elitescreens.com/warranty

For Customer Service and Technical questions, please contact Elite Screens at:
Telephone: (877) 511-1211 service@elitescreens.com
Fax: (562) 926-8433 techsupport@elitescreens.com

REMEMBER TO REGISTER YOUR PRODUCT AT:

WWW.ELITESCREENS.COM

Contact Information

US & Canada Tech Support & Warranty Claim

Please contact us at service@elitescreens.com or call +1 877-511-1211 #3 or fax +1-562-926-8433

Europe Tech Support & Warranty Claim

Please contact us at service@elitescreens.eu or call +49-(0) 40-30392958

Asia Tech Support & Warranty Claim

Please contact us at service@elitescreens.com.cn or call +86-(0) 755-8461-7989

Taiwan Tech Support & Warranty Claim

Please contact us at service@elitescreens.com.tw or call +866+2+8990-1999

America:

Elite Screens Inc

16410 Manning Way

Cerritos, CA 90703 USA

Tel: +1-877-511-1211

Fax: +1-562-926-8433

info@elitescreens.com

www.elitescreens.com

Europe:

Elite Screens Europe

Lübecker Straße 1

22087 Hamburg, Germany

Tel: +49-4030392494

Fax: +49-40-49219200

info@elitescreens.eu

www.elitescreens.eu

Asia:

Elite Screens China Corp.

Longxi Duimianling Industry Zone

Longcheng Longgang District,

ShenZhen Guangdong, China

Tel: +86-(0)755-8461-7989

Fax: +86-(0)755-8461-7669

info@elitescreens.com.cn

www.elitescreens.com.cn

Elite Screens France S.A.S

11, Allée William Penn

92150 Suresnes, France

Tel: +33-1-45064735

Fax: +33-1-45064735

info.fr@elitescreens.com

www.elitescreens.com/fr

Taiwan:

Elite Screens Taiwan Corp.

4F., No. 42-1 Wuguan Rd. Wugu Township Taipei

County 248, Taiwan (Wugu Industrial Park)

Taiwan (R.O.C)

Tel: +886+2+8990-1999

Fax: +886+2+8990+1366

info@elitescreens.com.tw

www.elitescreens.com.tw

Japan:

Elite Screens Japan Corp.

467-2-606 Tsuruma, Machida-shi,

Tokyo, 194-0004 Japan

Tel: 0120-07-0008

Fax: +81(0)42-706-9130

info@elitescreens.jp

www.elitescreens.jp

Latin America Contact:

Info.la@elitescreens.com

East Asia Contact:

Info.ea@elitescreens.com

India Contact:

Info.india@elitescreens.com