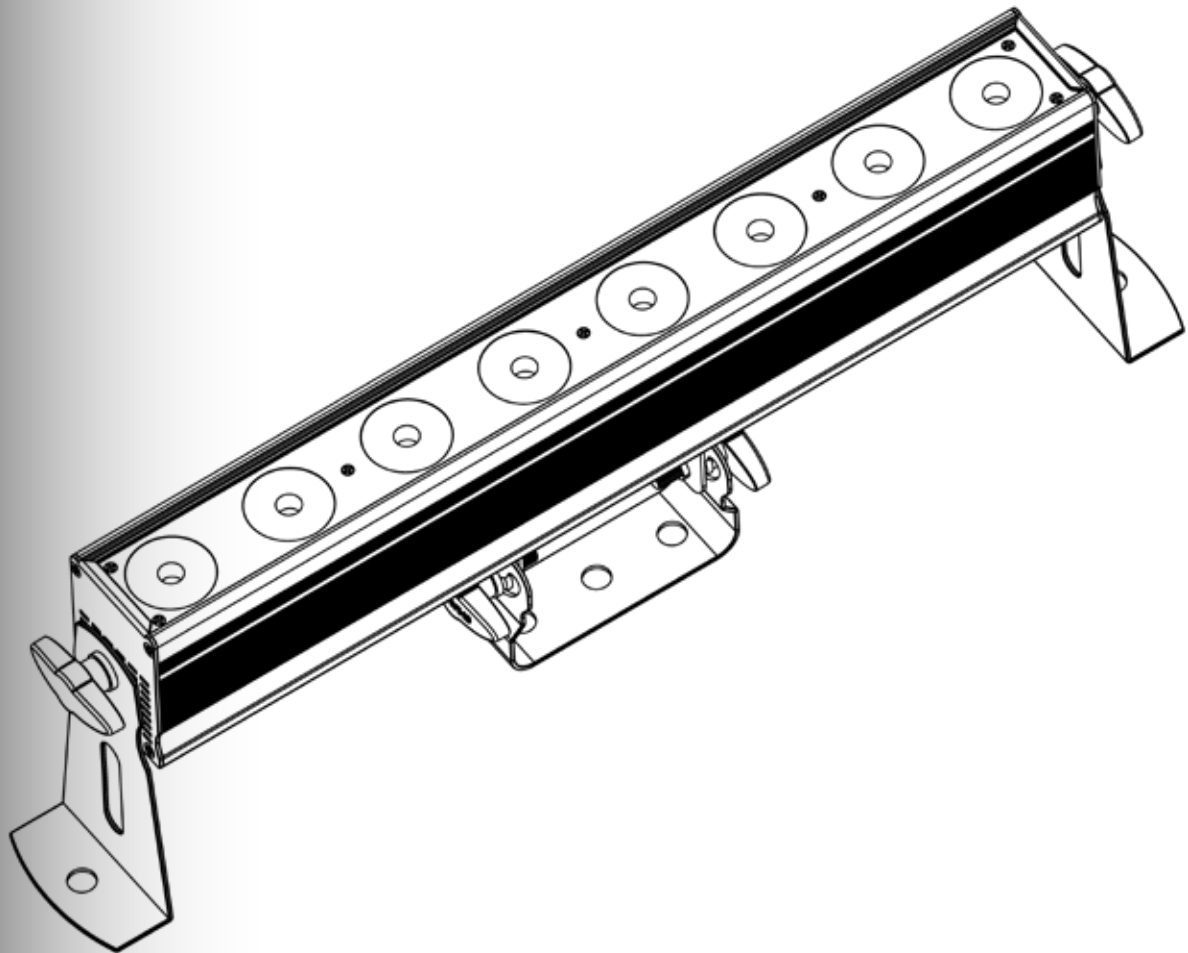


COLORdash™ Batter-Hex 8

User Manual




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PROFESSIONAL

Edition Notes The COLORdash™ Batten-Hex 8 User Manual Rev. 3 covers the description, safety precautions, installation, programming, operation, and maintenance of the COLORdash™ Batten-Hex 8. Chauvet released this edition of the COLORdash™ Batten-Hex 8 User Manual in April 2015.

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Document Printing For better results, print this document in color, on letter size paper (8.5 x 11 in), double-sided. If using A4 paper (210 x 297 mm), configure your printer to scale the content accordingly.

Intended Audience Any person in charge of installing, operating, and/or maintaining this product should completely read through the guide that shipped with the product, as well as this manual, before installing, operating, or maintaining this product.

Disclaimer Chauvet believes that the information contained in this manual is accurate in all respects. However, Chauvet assumes no responsibility for any errors or omissions in this document. Chauvet reserves the right to revise and make changes to the content of this document without obligation that Chauvet notify any person or company of such revision or changes. This does not in any way constitute a commitment by Chauvet to make such changes. Chauvet may issue a revision of this manual or a new edition to incorporate such changes.

Document Revision The COLORdash™ Batten-Hex 8 User Manual Rev. 3 supersedes all previous versions of this manual. Discard any older versions of this manual and replace with this version. Go to www.chauvetprofessional.com for the latest version.

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1. Before You Begin

- What is Included**
- COLORdash™ Batten-Hex 8
 - Neutrik® powerCON® power cord
 - 2 Trunnion
 - Warranty Card
 - Quick Reference Guide

Claims Carefully unpack the product immediately and check the box to make sure all the parts are in the package and are in good condition.

If the box or the contents (the product and included accessories) appear damaged from shipping or show signs of mishandling, notify the carrier immediately, not Chauvet. Failure to report damage to the carrier immediately may invalidate your claim. In addition, keep the box and contents for inspection.

For other issues, such as missing components or parts, damage not related to shipping, or concealed damage, file a claim with Chauvet within 7 days of delivery.

Manual Conventions

Convention	Meaning
1–512	A range of values in the text
50/60	A set of mutually exclusive values in the text
<SET>	A button on the product’s control panel
Settings	A product function or a menu option
MENU>Settings	A sequence of menu options
1–10	A range of menu values from which to choose in a menu
Yes/No	A set of two mutually exclusive menu options in a menu
ON	A unique value to be entered or selected in a menu

Symbols

Symbols	Meaning
	Critical installation, configuration, or operation information. Failure to comply with this information may cause the product not to work, damage third-party equipment, or cause harm to the operator.
	Important installation or configuration information. Failure to comply with this information may keep the product from working.
	Useful information.



The term “DMX” used throughout this manual refers to the USITT DMX512-A digital data transmission protocol.

Product at a Glance

Use on Dimmer	X	Auto Programs	P
Outdoor Use	X	Auto-Ranging Power Supply	P
Sound-Activated	X	Replaceable Fuse	P
DMX	P	User-Serviceable	X
Master/Slave	P		

Safety Notes

Read all the following Safety Notes before working with this product. These notes include important information about the installation, usage, and maintenance of this product.



This product contains no user-serviceable parts. Any reference to servicing in this User Manual will only apply to properly trained Chauvet certified technicians. Do not open the housing or attempt any repairs.



All applicable local codes and regulations apply to proper installation of this product.

Personal Safety

- Avoid direct eye exposure to the light source while the product is on.
- Always disconnect this product from its power source before servicing.
- Always connect this product to a grounded circuit to avoid the risk of electrocution.
- Do not touch this product's housing during operation because it may be very hot.
- DO NOT operate this product outdoors or in any location where dust, excessive heat, water, or humidity may affect it. It is rated at IP20.
- CAUTION: When transferring product from extreme temperature environments, (e.g. cold truck to warm humid ballroom) condensation may form on the internal electronics of the product. To avoid causing a failure, allow product to fully acclimate to the surrounding environment before connecting it to power.
- Mount this product in a location with adequate ventilation, at least 20 in (50 cm) from adjacent surfaces.
- Make sure there are no flammable materials close to this product while it is operating.
- When hanging this product, always secure to a fastening device using a safety cable.

Mounting and Rigging

Power and Wiring

Operation

- Always make sure you are connecting this product to the proper voltage in accordance with the specifications in this manual or on the product's label.
- Never connect this product to a dimmer pack or rheostat.
- Never disconnect this product by pulling or tugging on the power cable.
- Do not operate this product if you see damage on the housing, lenses, or cables. Have the damaged parts replaced by an authorized technician at once.
- To eliminate unnecessary wear and improve its lifespan, during periods of non-use completely disconnect the product from power via breaker or by unplugging it.
- Do not cover the ventilation slots when operating to avoid internal overheating.
- The maximum ambient temperature is 104 °F (40 °C). Do not operate this product at a higher temperature.
- In case of a serious operating problem, stop using this product immediately!



Expected LED Lifespan

In the unlikely event that your Chauvet product may require service, contact Chauvet Technical Support.

LEDs gradually decline in brightness over time, mostly because of heat. Packaged in clusters, LEDs exhibit higher operating temperatures than in ideal, single-LED conditions. For this reason, using clustered LEDs at their fullest intensity significantly reduces the LEDs' lifespan. Under normal conditions, this lifespan can be 40,000 to 50,000 hours. If extending this lifespan is vital, lower the operating temperature by improving the ventilation around the product and reducing the ambient temperature to an optimal operating range. In addition, limiting the overall projection intensity may also help to extend the LEDs' lifespan.

2. Introduction

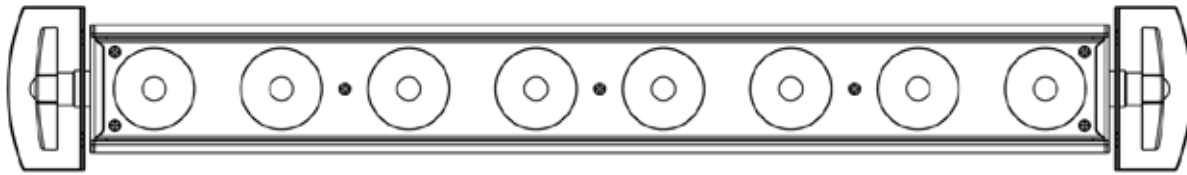
Description

The COLORdash™ Batten-Hex 8 is a versatile linear wash fixture for a wide range of lighting applications. It contains 8 intense hex-color LED chips (RGBAW+UV) for ultimate color mixing. Simple and complex DMX channel profiles provide programming versatility. The COLORdash™ Batten-Hex 8 offers silent, flicker-free operation.

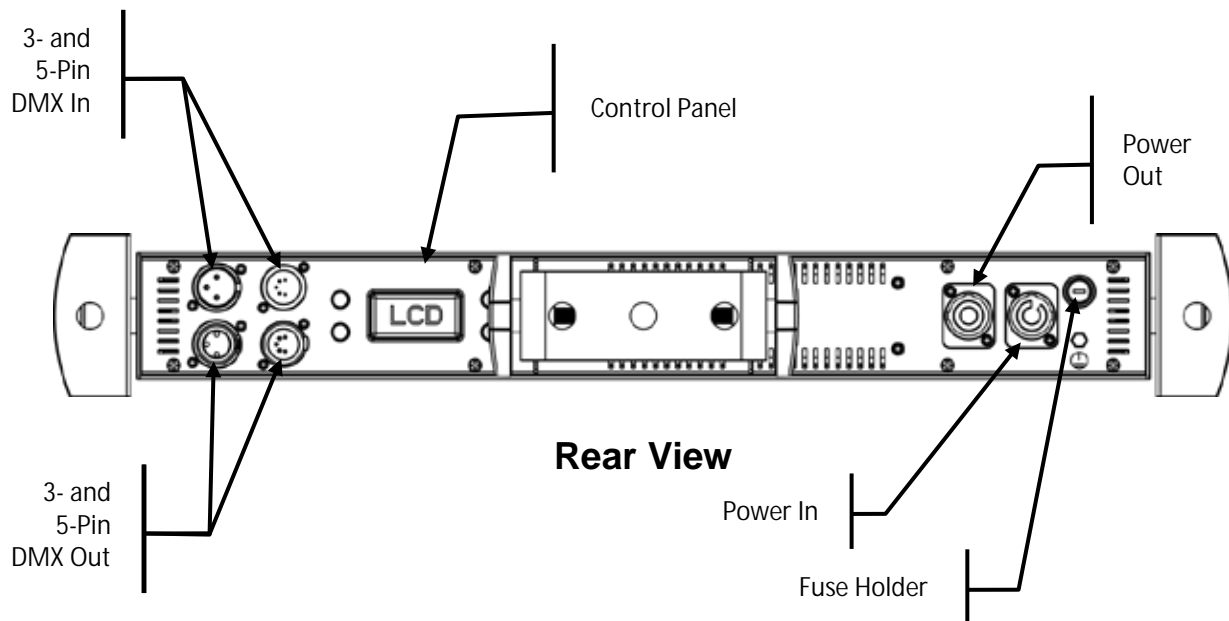
Features

- 3-, 6-, 8-, 12-, 13-, 48-, 53-, 68- or 96-channel hex-color LED linear wash product
- Operating modes:
 - 3-channel: HSV control
 - 3-channel: HIS control
 - 6-channel: RGBAW+UV control
 - 8-channel: RGBAW+UV, dimmer, strobe
 - 12-channel: RGBAW+UV, strobe, color macro, white balance, auto programs, auto speed, dimmer, dimmer speed
 - 13-channel: 16-bit RGBAW+UV, dimmer speed
 - 48-channel: RGBAW+UV pixel control
 - 53-channel: RGBAW+UV pixel control, auto programs, auto speed, strobe, dimmer, dimmer speed
 - 68-channel amber: 16-bit RGBA pixel control, W+UV
 - 68-channel white: 16-bit RGBW pixel control, A+UV
 - 96-channel: 16-bit RGBAW+UV pixel control
- RGBAW+UV color mixing with or without DMX controller
- Built-in automated programs via Master/Slave, DMX
- Distinct dimming curves
- RGBAW+UV hex-color LEDs
- Color macros
- White balance
- Maximum output current: 11 products @ 120 VAC or 20 products @ 230 VAC
- 3-pin and 5-pin DMX input and output connectors

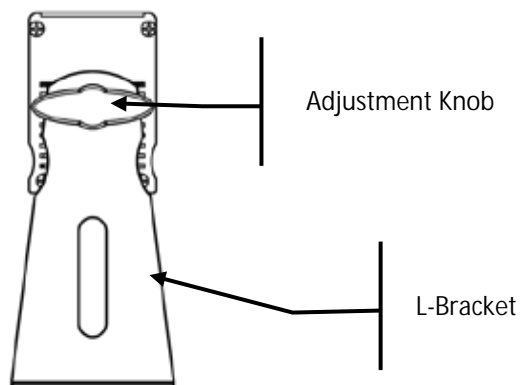
Overview



Front View

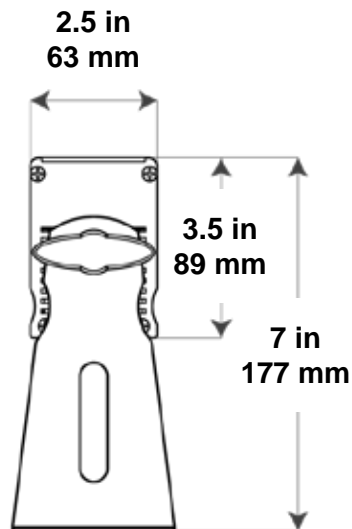
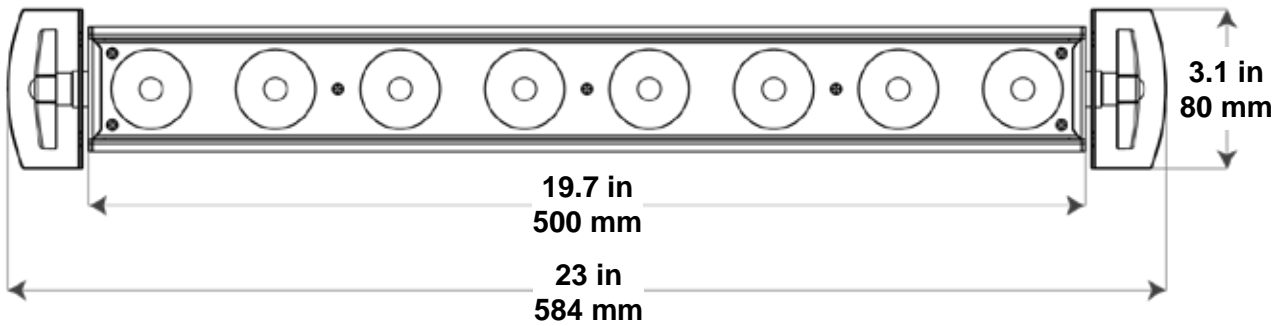


Rear View



Side View

Dimensions



3. Setup

AC Power

Each COLORdash™ Batten-Hex 8 has an auto-ranging power supply that works with an input voltage range of 100 to 240 VAC, 50/60 Hz. To determine the power requirements for each COLORdash™ Batten-Hex 8, refer to the label affixed to the product. You can also refer to the [Technical Specifications](#) chart in this manual.

The listed current rating indicates the maximum current draw during normal operation. For more information, you may download Sizing Circuit Breakers from the Chauvet website: www.chauvetprofessional.com.



- **Always connect this product to a protected circuit with an appropriate electrical ground to avoid the risk of electrocution or fire.**
- **To eliminate unnecessary wear and improve its lifespan, during periods of non-use completely disconnect the product from power via breaker or by unplugging it.**



Never connect this product to a rheostat (variable resistor) or dimmer circuit, even if the rheostat or dimmer channel serves only as a 0 to 100% switch.

AC Plug

The COLORdash™ Batten-Hex 8 comes with a NEUTRIK® powerCON A connector on one end and an Edison plug on the other end (US market). If the power cord adapter that came with your product has no plug or you need to change the Edison plug, use the table below to wire the new plug.

Connection	Wire (U.S.)	Wire (Europe)	Screw Color
AC Live	Black	Brown	Yellow or Brass
AC Neutral	White	Blue	Silver
AC Ground	Green/Yellow	Green/Yellow	Green



Make sure to disconnect the product's power cord before replacing a blown fuse. Always replace the blown fuse with another of the same type and rating.

Fuse Replacement

1. Disconnect the product from the power outlet.
2. Using a flat-head screwdriver, unscrew the fuse holder cap.
3. Remove the blown fuse.
4. Replace with a fuse of the same type and rating (T 2 A, 250 V).
5. Screw the fuse holder cap back in place and reconnect power.



Power Linking

The COLORdash™ Batten-Hex 8 supports power linking. You can power link up to 17 products at 120 V; up to 28 at 208 V; or up to 31 at 230 V.

This product comes with a power input cord. A power linking cable is available from Chauvet for purchase.

DMX Linking

You can link the COLORdash™ Batten-Hex 8 to a DMX controller using a standard DMX serial connection. If using other DMX compatible products with the COLORdash™ Batten-Hex 8, you can control each individually with a single DMX controller.

DMX Personalities

The COLORdash™ Batten-Hex 8 uses the standard DMX data connection with its DMX personalities.

- Refer to the [Introduction](#) chapter for a brief description of these modes.
- Refer to the [Operation](#) chapter to learn how to configure the COLORdash™ Batten-Hex 8 to work in these modes.
- The [DMX Values](#) section provides you with detailed information regarding the DMX modes.

Master/Slave Connectivity

The Master/Slave mode allows a COLORdash™ Batten-Hex 8 (the master) to control one or more COLORdash™ Batten-Hex 8 products (the slaves) without a DMX controller. One COLORdash™ Batten-Hex 8 becomes the master when running an Auto or Custom program, or by being in a Static mode.

You must configure each slave's control panel to operate in Slave mode. During Master/Slave operation, the slaves will operate in unison with the master.



DO NOT connect a DMX controller to products operating in Master/Slave mode. The DMX controller signals may interfere with the signals from the master.



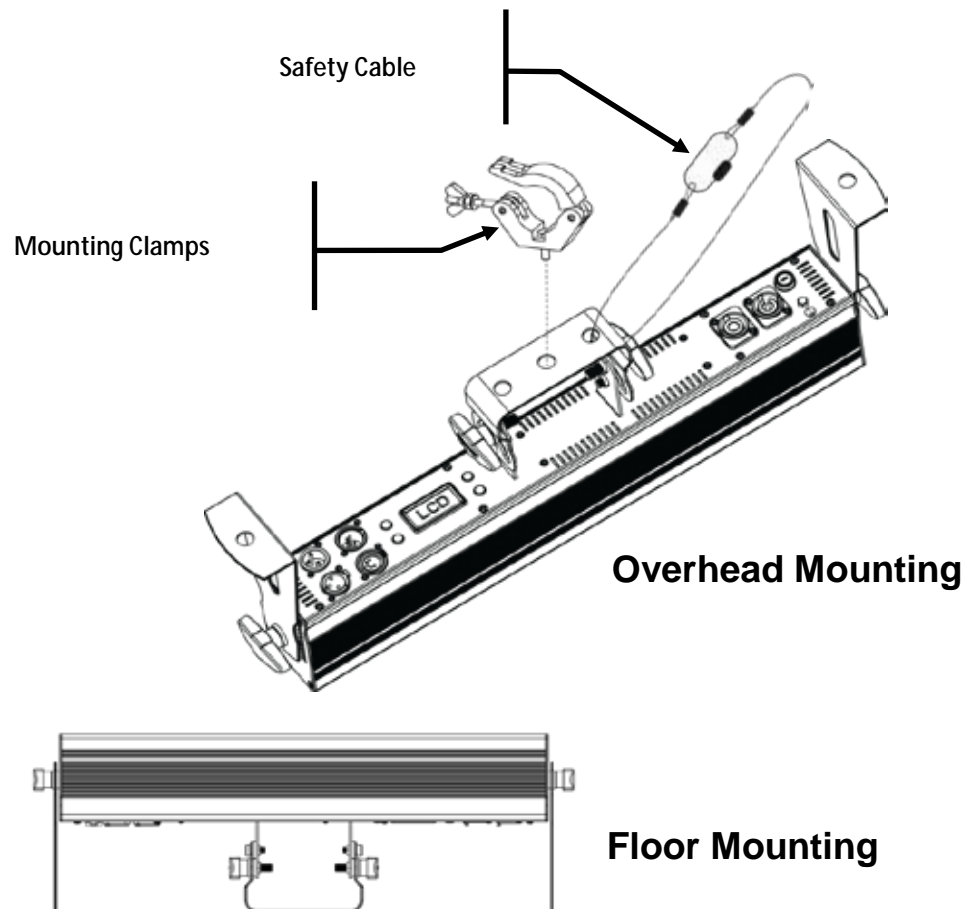
The [Operation](#) section of this manual provides detailed instructions on how to configure the master and slaves.



If you are not familiar with or need more information about DMX standards, Master/Slave connectivity, or the DMX cables needed to link this product to a DMX controller, download the DMX Primer from the Chauvet website: www.chauvetprofessional.com.

- Mounting** Before mounting this product, read and follow the [Safety Notes](#). For our CHAUVET® Professional line of mounting clamps, go to <http://trusst.com/products/>.
- Orientation** Always mount this product in a safe position and make sure there is adequate room for ventilation, configuration, and maintenance.
- Rigging** Chauvet recommends using the following general guidelines when mounting this product.
- When selecting an installation location, consider easy access to this product for operation, programming adjustments, and routine maintenance.
 - Make sure to mount this product away from any flammable material as indicated in the [Safety Notes](#).
 - Never mount in places where rain, high humidity, extreme temperature changes, or restricted ventilation may affect the product.
 - If hanging this product, make sure that the mounting location can support the product's weight. See the [Technical Specifications](#) for the weight-bearing requirements of this product.
 - When hanging this product, always secure to a fastening device using a safety cable.
- Procedure** The COLORdash™ Batten-Hex 8 comes with a hanging/mounting bracket and L-brackets to which you can attach mounting clamps for hanging. The L-brackets can also function as floor stands for the COLORdash™ Batten-Hex 8. You must supply your own mounting clamps. Make sure the clamps from are capable of supporting the weight of this product. Use at least one mounting point per bracket.

Mounting Diagram



When using only one mounting clamp, be sure to use a clamp with a captive bolt to prevent accidental loosening.

4. Operation

Control Panel Description

Button	Function
<MENU>	Exits from the current menu or function
<ENTER>	Enables the currently displayed menu or sets the currently selected value in to the current function
<UP>	Navigates upward through the menu list and increases the numeric value when in a function
<DOWN>	Navigates downward through the menu list and decreases the numeric value when in a function

Control Options

You can set the COLORdash™ Batten-Hex 8 starting address in the **001–512** DMX range. This enables control of up to 5 products in the 96-channel **96Ch** personality.

Programming

Refer to the [Menu Map](#) to understand the menu options. The menu map shows the main level and a variable number of programming levels for each option.

- To go to the desired main level, press **<MENU>** repeatedly until the option shows on the display. Press **<ENTER>** to select. This will take you to the first programming level for that option.
- To select an option or value within the current programming level, press **<UP>** or **<DOWN>** until the option shows on the display. Press **<ENTER>** to select. In this case, if there is another programming level, you will see that first option, or you will see the selected value.
- Press **<MENU>** repeatedly to exit to the previous main level.

DMX Personality

This setting allows you to choose a particular DMX personality.

1. Go to the **Channel** main level.
 2. Select the desired personality (**6 Ch**, **8 Ch**, **12Ch**, **13Ch**, **48Ch**, **53Ch**, **68Ch-A**, **68Ch-W**, **96Ch**, **HSV** or **HSI**).
- See the DMX Values section for the highest starting address you can select for each personality.
 - Make sure that the starting addresses on the various products do not overlap due to the new personality setting.



DMX Control

In this mode, each product will respond to a unique starting address from the DMX controller. All products with the same starting address will respond in unison.

1. Select a DMX personality as shown in [DMX Personality](#).
2. Set the starting address:
 - a. Go to **Address** main level.
 - b. Select the starting address (**001–510**).

The highest recommended starting address for each DMX mode is as follows:



DMX Mode	DMX Address	DMX Mode	DMX Address	DMX Mode	DMX Address
6 Ch	507	8 Ch	505	12Ch	501
13Ch	500	48Ch	465	53Ch	460
68Ch-A	445	68Ch-W	445	96Ch	417
HSV	510	HSI	510		

Fixed Static Color The Fixed Static Color mode allows for preset RGBAW+UV color mixing without a DMX controller.

1. Go to the **Static** main level.
2. Select the **Fix C** programming level.
3. Select the desired color combination. See [Menu Map](#).

Manual Static Color The Manual Static Color mode allows for manually customizable RGBAW+UV color mixing without a DMX controller.

1. Go to the **Static** main level.
2. Select the **Manu C** programming level.
3. Select the desired color **R, G, B, A, W** or **P** (UV).
4. Go to the **Value** programming option.
5. Select the desired color value **0–255** (0–100%).
6. Repeat for the other colors.

Auto Programs Auto programs allow for dynamic RGBAW+UV color mixing without a DMX controller.

1. Go to the **Auto** main level.
2. Select the desired auto (**AT. 01–12**) program or fade effect (**Fade**).
3. Go to the **Speed** programming level.
4. Select the desired speed **0–100**.



You cannot edit any of the auto programs (**AUTO 01–12**).

Master/Slave

The Master/Slave mode allows a group of COLORdash™ Batten-Hex 8s (the slaves) to simultaneously duplicate the output of another COLORdash™ Batten-Hex 8 (the master) without a DMX controller.

1. Set each of the slaves:
 - a. Go to the **M & S Mode** main level.
 - b. Select **Slave**.
2. Set the master:
 - a. Go to the **M & S Mode** main level.
 - b. Select **Master**.
 - c. Select an auto program as explained in [Auto Programs](#), or a static mix of colors as explained in [Fixed Static Color](#) or [Manual Static Color](#).



- The master is the one that runs a program whether in one of the Static Color modes or Auto mode.
- Do not connect a DMX controller to the products configured for Master/Slave operation. The DMX controller may interfere with signals from the master.
- The master should be the first product in the daisy chain.

Dimming Modes This setting provides three different options to simulate the dimming curve of an incandescent lighting product.

1. Go to the **Dim Mode** main level.
2. Select a dimmer curve (**OFF**, **DIM1**, **DIM2**, or **DIM3**).



- OFF:** The output is proportional (linear) to the dimmer.
- DIM 1–3:** The output follows the dimmer based on the corresponding dimmer curve, **DIM 1** being the fastest and **DIM 3** the slowest.

White Balance This setting allows you to select the white color shown by the COLORdash™ Batten-Hex 8 by adjusting the red, green, and blue maximum values.

1. Go to the **White Balance** main level.
2. Select a color **R**, **G**, or **B**.
3. Go to the **Value** programming level.
4. Select a color value (**125–255**).
5. Repeat for the other colors.



When adjusting the white balance, you will only be able to define the values of red, green, and blue.

Backlight This setting allows you to set the amount of time the backlight on the COLORdash™ Batten-Hex 8's display stays on after the last button is pressed on the control panel.

1. Go to the **BackLite** main level.
2. Select **On** (remains on), **10S** (10 seconds), **20S** (20 seconds), or **30S** (seconds).

Product Temperature This option shows the temperature (°C) of the COLORdash™ Batten-Hex 8.

- Go to the **Temp** main level.

Software Information This option shows what version of software the COLORdash™ Batten-Hex 8 is running.

1. Go to the **Info** main level.
2. Select **Version** and the version number will show on the display.

Fixture Hours This option shows the total amount of hours the COLORdash™ Batten-Hex 8 has been turned on.

1. Go to the **Info** main level.
2. Select **FixHours** and the total number of hours will show on the display.

LED Test This option runs a check of the LEDs on the COLORdash™ Batten-Hex 8 by turning on all the LEDs in sequence.

1. Go to the **Info** main level.
2. Go to the **Auto** programming level.
3. Go to the **Test** programming level.

Menu Map

Main Level	Programming Levels		Description
Auto	Auto 0-12	Speed	Automatic programs
	Fade		Selects rolling fade effect
Static	Fix C		R
			G
			B
			A
			W
			P
			RG
			RB
			RA
			RW
			RP
			GB
			GA
			GW
			GP
			BA
			BW
			BP
			AW
			AP
			WP
			RGB
			RGA
			RGW
			RGP
			RBA
			RBW
			RBP
			RAW
			RAP
			RWP
			GBA
			GBW
			GBP
			BAW
			BAP
			AWP
			BWP
			GAW
			GAP
	GWP		
	RGBA		
	RGBW		
	RGBP		
	RGAW		
		0-100	Red
			Green
			Blue
			Amber
			White
			Ultraviolet (UV)
			Red/Green
			Red/Blue
			Red/Amber
			Red/White
			Red/UV
			Green/Blue
			Green/Amber
			Green/White
			Green/UV
			Blue/Amber
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			Blue/Amber/UV
			Amber/White/UV
			Blue/White/UV
			Green/Amber/White
			Green/Amber/UV
			Green/White/UV
			Red/Green/Blue/Amber
			Red/Green/Blue/White
			Red/Green/Blue/UV
			Red/Green/Amber/White

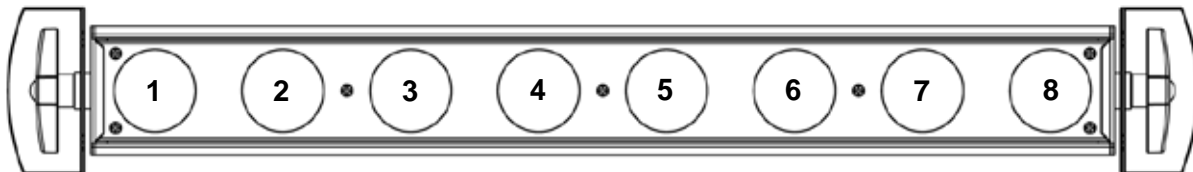
Menu Map (cont.)

Main Level	Programming Levels		Description	
Static (cont.)	Fix C (cont.)	RGAP	Red/Green/Amber/UV	
		RGWP	Red/Green/White/UV	
		RBAW	Red/Blue/Amber/White	
		RBAP	Red/Blue/Amber/UV	
		RBWP	Red/Blue/White/UV	
		RAWP	Red/Amber/White/UV	
		GBAW	Green/Blue/Amber/White	
		GBAP	Green/Blue/Amber/UV	
		GBWP	Green/Blue/White/UV	
		GAWP	Green/Amber/White/UV	
		BAWP	Blue/Amber/White/UV	
		RGBAW	Red/Green/Blue/Amber/White	
		RGBAP	Red/Green/Blue/Amber/UV	
		RGBWP	Red/Green/Blue/White/UV	
		RGAWP	Red/Green/Amber/White/UV	
		RBAWP	Red/Blue/Amber/White/UV	
		GBAWP	Green/Blue/Amber/White/UV	
		RGBAWP	Red/Green/Blue/Amber/White/UV	
Manu C	R	Value	0–255	Combine red, green, blue, amber, white, and UV to create a custom color (0–100%)
	G			
	B			
	A			
	W			
	P			
Dim Mode	Off		No dimmer	
	DIM 1–3		Dimming curves DIM 1 (fast) to DIM 3 (slow)	
BackLite	10S		Turns off display backlight after 10 sec of inactivity	
	20S		Turns off display backlight after 20 sec of inactivity	
	30S		Turns off display backlight after 30 sec of inactivity	
	On		Display backlight always on	
Info	Auto	Test	Turns on all LEDs in sequence for testing	
	FixHours		Shows total product hours	
	Version		Shows installed software version	
Address	001–510		Selects DMX address (highest channel restricted to personality chosen)	

Menu Map (cont.)

Main Level	Programming Levels		Description	
Channel	6 Ch		6-channel: RGBAW+UV control	
	8 CH		8-channel: dimmer, RGBAW+UV, strobe	
	12Ch		12-channel: dimmer, RGBW+UV, strobe, color macro/white balance, auto programs, auto speed, dimmer speed	
	13Ch		13-channel: 16-bit RGBAW+UV, dimmer speed	
	48Ch		48-channel: RGBAW+UV pixel control	
	53Ch		53-channel: RGBAW+UV pixel control, auto programs, auto speed, strobe, dimmer, dimmer speed	
	68Ch-A		68-channel amber: 16-bit RGBA pixel control, W+UV	
	68Ch-W		68-channel white: 16-bit RGBW pixel control, A+UV	
	96Ch		96-channel: 16-bit RGBAW+UV pixel control	
	HSV		3-channel: HSV control	
	HSI		3-channel: HSI control	
M & S Mode	Master		DMX mode (Master)	
	Slave		Slave mode	
White Balance	R	Value	125–255	Sets red LED maximum value
	G			Sets green LED maximum value
	B			Sets blue LED maximum value
Temp	XX° C		Shows product's temperature (°C)	

COLORdash™ Batten-Hex 8 Sections for DMX Control



i The diagram shows the sections used in the 48Ch, 53Ch, 68Ch-A, 68Ch-W, and 96Ch DMX personalities.

DMX Values

68Ch-A

Channel	Function	Value	Percent/Setting
1	Red1	000 ó 255	0–100%
2	Fine Red1	000 ó 255	Fine control (16-bit)
3	Green1	000 ó 255	0–100%
4	Fine Green1	000 ó 255	Fine control (16-bit)
5	Blue1	000 ó 255	0–100%
6	Fine Blue1	000 ó 255	Fine control (16-bit)
7	Amber1	000 ó 255	0–100%
8	Fine Amber1	000 ó 255	Fine control (16-bit)
9	Red2	000 ó 255	0–100%
10	Fine Red2	000 ó 255	Fine control (16-bit)
11	Green2	000 ó 255	0–100%
12	Fine Green2	000 ó 255	Fine control (16-bit)
13	Blue2	000 ó 255	0–100%
14	Fine Blue2	000 ó 255	Fine control (16-bit)
15	Amber2	000 ó 255	0–100%
16	Fine Amber2	000 ó 255	Fine control (16-bit)
17	Red3	000 ó 255	0–100%
18	Fine Red3	000 ó 255	Fine control (16-bit)
19	Green3	000 ó 255	0–100%
20	Fine Green3	000 ó 255	Fine control (16-bit)
21	Blue3	000 ó 255	0–100%
22	Fine Blue3	000 ó 255	Fine control (16-bit)
23	Amber3	000 ó 255	0–100%
24	Fine Amber3	000 ó 255	Fine control (16-bit)
25	Red4	000 ó 255	0–100%
26	Fine Red4	000 ó 255	Fine control (16-bit)
27	Green4	000 ó 255	0–100%
28	Fine Green4	000 ó 255	Fine control (16-bit)
29	Blue4	000 ó 255	0–100%
30	Fine Blue4	000 ó 255	Fine control (16-bit)
31	Amber4	000 ó 255	0–100%
32	Fine Amber4	000 ó 255	Fine control (16-bit)
33	Red5	000 ó 255	0–100%
34	Fine Red5	000 ó 255	Fine control (16-bit)
35	Green5	000 ó 255	0–100%
36	Fine Green5	000 ó 255	Fine control (16-bit)
37	Blue5	000 ó 255	0–100%
38	Fine Blue5	000 ó 255	Fine control (16-bit)
39	Amber5	000 ó 255	0–100%
40	Fine Amber5	000 ó 255	Fine control (16-bit)
41	Red6	000 ó 255	0–100%
42	Fine Red6	000 ó 255	Fine control (16-bit)
43	Green6	000 ó 255	0–100%
44	Fine Green6	000 ó 255	Fine control (16-bit)
45	Blue6	000 ó 255	0–100%
46	Fine Blue6	000 ó 255	Fine control (16-bit)
47	Amber6	000 ó 255	0–100%
48	Fine Amber6	000 ó 255	Fine control (16-bit)

DMX Values (cont.)

68Ch-A (cont.)	Channel	Function	Value	Percent/Setting
	49	Red7	000 ó 255	0–100%
	50	Fine Red7	000 ó 255	Fine control (16-bit)
	51	Green7	000 ó 255	0–100%
	52	Fine Green7	000 ó 255	Fine control (16-bit)
	53	Blue7	000 ó 255	0–100%
	54	Fine Blue7	000 ó 255	Fine control (16-bit)
	55	Amber7	000 ó 255	0–100%
	56	Fine Amber7	000 ó 255	Fine control (16-bit)
	57	Red8	000 ó 255	0–100%
	58	Fine Red8	000 ó 255	Fine control (16-bit)
	59	Green8	000 ó 255	0–100%
	60	Fine Green8	000 ó 255	Fine control (16-bit)
	61	Blue8	000 ó 255	0–100%
	62	Fine Blue8	000 ó 255	Fine control (16-bit)
	63	Amber8	000 ó 255	0–100%
	64	Fine Amber8	000 ó 255	Fine control (16-bit)
	65	White (all)	000 ó 255	0–100%
	66	Fine White (all)	000 ó 255	Fine control (16-bit)
	67	UV (all)	000 ó 255	0–100%
	68	Fine UV (all)	000 ó 255	Fine control (16-bit)

68Ch-W	Channel	Function	Value	Percent/Setting
	1	Red1	000 ó 255	0–100%
	2	Fine Red1	000 ó 255	Fine control (16-bit)
	3	Green1	000 ó 255	0–100%
	4	Fine Green1	000 ó 255	Fine control (16-bit)
	5	Blue1	000 ó 255	0–100%
	6	Fine Blue1	000 ó 255	Fine control (16-bit)
	7	White1	000 ó 255	0–100%
	8	Fine White1	000 ó 255	Fine control (16-bit)
	9	Red2	000 ó 255	0–100%
	10	Fine Red2	000 ó 255	Fine control (16-bit)
	11	Green2	000 ó 255	0–100%
	12	Fine Green2	000 ó 255	Fine control (16-bit)
	13	Blue2	000 ó 255	0–100%
	14	Fine Blue2	000 ó 255	Fine control (16-bit)
	15	White2	000 ó 255	0–100%
	16	Fine White2	000 ó 255	Fine control (16-bit)
	17	Red3	000 ó 255	0–100%
	18	Fine Red3	000 ó 255	Fine control (16-bit)
	19	Green3	000 ó 255	0–100%
	20	Fine Green3	000 ó 255	Fine control (16-bit)
	21	Blue3	000 ó 255	0–100%
	22	Fine Blue3	000 ó 255	Fine control (16-bit)
	23	White3	000 ó 255	0–100%
	24	Fine White3	000 ó 255	Fine control (16-bit)

DMX Values (cont.)
**68Ch-W
(cont.)**

Channel	Function	Value	Percent/Setting
25	Red4	000 ó 255	0–100%
26	Fine Red4	000 ó 255	Fine control (16-bit)
27	Green4	000 ó 255	0–100%
28	Fine Green4	000 ó 255	Fine control (16-bit)
29	Blue4	000 ó 255	0–100%
30	Fine Blue4	000 ó 255	Fine control (16-bit)
31	White4	000 ó 255	0–100%
32	Fine White4	000 ó 255	Fine control (16-bit)
33	Red5	000 ó 255	0–100%
34	Fine Red5	000 ó 255	Fine control (16-bit)
35	Green5	000 ó 255	0–100%
36	Fine Green5	000 ó 255	Fine control (16-bit)
37	Blue5	000 ó 255	0–100%
38	Fine Blue5	000 ó 255	Fine control (16-bit)
39	White5	000 ó 255	0–100%
40	Fine White5	000 ó 255	Fine control (16-bit)
41	Red6	000 ó 255	0–100%
42	Fine Red6	000 ó 255	Fine control (16-bit)
43	Green6	000 ó 255	0–100%
44	Fine Green6	000 ó 255	Fine control (16-bit)
45	Blue6	000 ó 255	0–100%
46	Fine Blue6	000 ó 255	Fine control (16-bit)
47	White6	000 ó 255	0–100%
48	Fine White6	000 ó 255	Fine control (16-bit)
49	Red7	000 ó 255	0–100%
50	Fine Red7	000 ó 255	Fine control (16-bit)
51	Green7	000 ó 255	0–100%
52	Fine Green7	000 ó 255	Fine control (16-bit)
53	Blue7	000 ó 255	0–100%
54	Fine Blue7	000 ó 255	Fine control (16-bit)
55	White7	000 ó 255	0–100%
56	Fine White7	000 ó 255	Fine control (16-bit)
57	Red8	000 ó 255	0–100%
58	Fine Red8	000 ó 255	Fine control (16-bit)
59	Green8	000 ó 255	0–100%
60	Fine Green8	000 ó 255	Fine control (16-bit)
61	Blue8	000 ó 255	0–100%
62	Fine Blue8	000 ó 255	Fine control (16-bit)
63	White8	000 ó 255	0–100%
64	Fine White8	000 ó 255	Fine control (16-bit)
65	Amber (all)	000 ó 255	0–100%
66	Fine Amber (all)	000 ó 255	Fine control (16-bit)
67	UV (all)	000 ó 255	0–100%
68	Fine UV (all)	000 ó 255	Fine control (16-bit)

DMX Values (cont.)

53Ch	Channel	Function	Value	Percent/Setting
	1	Red 1	000 ó 255	0–100%
	2	Green 1	000 ó 255	0–100%
	3	Blue 1	000 ó 255	0–100%
	4	Amber 1	000 ó 255	0–100%
	5	White 1	000 ó 255	0–100%
	6	UV 1	000 ó 255	0–100%
	7	Red 2	000 ó 255	0–100%
	8	Green 2	000 ó 255	0–100%
	9	Blue 2	000 ó 255	0–100%
	10	Amber 2	000 ó 255	0–100%
	11	White 2	000 ó 255	0–100%
	12	UV 2	000 ó 255	0–100%
	13	Red 3	000 ó 255	0–100%
	14	Green 3	000 ó 255	0–100%
	15	Blue 3	000 ó 255	0–100%
	16	Amber 3	000 ó 255	0–100%
	17	White 3	000 ó 255	0–100%
	18	UV 3	000 ó 255	0–100%
	19	Red 4	000 ó 255	0–100%
	20	Green 4	000 ó 255	0–100%
	21	Blue 4	000 ó 255	0–100%
	22	Amber 4	000 ó 255	0–100%
	23	White 4	000 ó 255	0–100%
	24	UV 4	000 ó 255	0–100%
	25	Red 5	000 ó 255	0–100%
	26	Green 5	000 ó 255	0–100%
	27	Blue 5	000 ó 255	0–100%
	28	Amber 5	000 ó 255	0–100%
	29	White 5	000 ó 255	0–100%
	30	UV 5	000 ó 255	0–100%
	31	Red 6	000 ó 255	0–100%
	32	Green 6	000 ó 255	0–100%
	33	Blue 6	000 ó 255	0–100%
	34	Amber 6	000 ó 255	0–100%
	35	White 6	000 ó 255	0–100%
	36	UV 6	000 ó 255	0–100%
	37	Red 7	000 ó 255	0–100%
	38	Green 7	000 ó 255	0–100%
	39	Blue 7	000 ó 255	0–100%
	40	Amber 7	000 ó 255	0–100%
	41	White 7	000 ó 255	0–100%
	42	UV 7	000 ó 255	0–100%
	43	Red 8	000 ó 255	0–100%
	44	Green 8	000 ó 255	0–100%
	45	Blue 8	000 ó 255	0–100%
	46	Amber 8	000 ó 255	0–100%
	47	White 8	000 ó 255	0–100%
	48	UV 8	000 ó 255	0–100%

DMX Values (cont.)
53Ch (cont.)

Channel	Function	Value	Percent/Setting
49	Auto Programs	000 ó 010	No function
		011 ó 027	Auto program 1
		028 ó 044	Auto program 2
		045 ó 061	Auto program 3
		062 ó 078	Auto program 4
		079 ó 095	Auto program 5
		096 ó 112	Auto program 6
		113 ó 129	Auto program 7
		130 ó 146	Auto program 8
		147 ó 163	Auto program 9
		164 ó 180	Auto program 10
		181 ó 197	Auto program 11
		198 ó 214	Auto program 12
		215 ó 231	Fade program
232 ó 255	Random auto program (Auto 1–12)		
50	Auto Speed	000 ó 255	Slow to fast (when channel 49 is 011–255)
51	Dimmer	000 ó 255	0–100%
52	Strobe	000 ó 010	No function
		011 ó 255	0–20 Hz
53	Dimmer Speed	000 ó 051	Preset dimmer speed from display menu
		052 ó 101	Dimming curve off (linear dimmer)
		102 ó 152	Nonlinear dimming curve 1 (fastest)
		153 ó 203	Nonlinear dimming curve 2
		204 ó 255	Nonlinear dimming curve 3 (slowest)

DMX Values (cont.)

48 Ch	Channel	Function	Value	Percent/Setting
	1	Red 1	000 ó 255	0–100%
	2	Green 1	000 ó 255	0–100%
	3	Blue 1	000 ó 255	0–100%
	4	Amber 1	000 ó 255	0–100%
	5	White 1	000 ó 255	0–100%
	6	UV 1	000 ó 255	0–100%
	7	Red 2	000 ó 255	0–100%
	8	Green 2	000 ó 255	0–100%
	9	Blue 2	000 ó 255	0–100%
	10	Amber 2	000 ó 255	0–100%
	11	White 2	000 ó 255	0–100%
	12	UV 2	000 ó 255	0–100%
	13	Red 3	000 ó 255	0–100%
	14	Green 3	000 ó 255	0–100%
	15	Blue 3	000 ó 255	0–100%
	16	Amber 3	000 ó 255	0–100%
	17	White 3	000 ó 255	0–100%
	18	UV 3	000 ó 255	0–100%
	19	Red 4	000 ó 255	0–100%
	20	Green 4	000 ó 255	0–100%
	21	Blue 4	000 ó 255	0–100%
	22	Amber 4	000 ó 255	0–100%
	23	White 4	000 ó 255	0–100%
	24	UV 4	000 ó 255	0–100%
	25	Red 5	000 ó 255	0–100%
	26	Green 5	000 ó 255	0–100%
	27	Blue 5	000 ó 255	0–100%
	28	Amber 5	000 ó 255	0–100%
	29	White 5	000 ó 255	0–100%
	30	UV 5	000 ó 255	0–100%
	31	Red 6	000 ó 255	0–100%
	32	Green 6	000 ó 255	0–100%
	33	Blue 6	000 ó 255	0–100%
	34	Amber 6	000 ó 255	0–100%
	35	White 6	000 ó 255	0–100%
	36	UV 6	000 ó 255	0–100%
	37	Red 7	000 ó 255	0–100%
	38	Green 7	000 ó 255	0–100%
	39	Blue 7	000 ó 255	0–100%
	40	Amber 7	000 ó 255	0–100%
	41	White 7	000 ó 255	0–100%
	42	UV 7	000 ó 255	0–100%
	43	Red 8	000 ó 255	0–100%
	44	Green 8	000 ó 255	0–100%
	45	Blue 8	000 ó 255	0–100%
	46	Amber 8	000 ó 255	0–100%
	47	White 8	000 ó 255	0–100%
	48	UV 8	000 ó 255	0–100%

DMX Values (cont.)

13Ch	Channel	Function	Value	Percent/Setting
	1	Red	000 ó 255	0–100%
	2	Fine Red	000 ó 255	Fine control (16-bit)
	3	Green	000 ó 255	0–100%
	4	Fine Green	000 ó 255	Fine control (16-bit)
	5	Blue	000 ó 255	0–100%
	6	Fine Blue	000 ó 255	Fine control (16-bit)
	7	Amber	000 ó 255	0–100%
	8	Fine Amber	000 ó 255	Fine control (16-bit)
	9	White	000 ó 255	0–100%
	10	Fine White	000 ó 255	Fine control (16-bit)
	11	UV	000 ó 255	0–100%
	12	Fine UV	000 ó 255	Fine control (16-bit)
	13	Dimmer Speed	000 ó 051 052 ó 101 102 ó 152 153 ó 203 204 ó 255	Preset dimmer speed from display menu Dimming curve off (linear dimmer) Nonlinear dimming curve 1 (fastest) Nonlinear dimming curve 2 Nonlinear dimming curve 3 (slowest)

8 Ch	Channel	Function	Value	Percent/Setting
	1	Dimmer	000 ó 255	0–100%
	2	Red	000 ó 255	0–100%
	3	Green	000 ó 255	0–100%
	4	Blue	000 ó 255	0–100%
	5	Amber	000 ó 255	0–100%
	6	White	000 ó 255	0–100%
	7	UV	000 ó 255	0–100%
	8	Strobe	000 ó 010 010 ó 255	No function 0–20 Hz

6 Ch	Channel	Function	Value	Percent/Setting
	1	Red	000 ó 255	0–100%
	2	Green	000 ó 255	0–100%
	3	Blue	000 ó 255	0–100%
	4	Amber	000 ó 255	0–100%
	5	White	000 ó 255	0–100%
	6	UV	000 ó 255	0–100%

HSV	Channel	Function	Value	Percent/Setting
	1	Hue	000 ó 255	0–100%
	2	Saturation	000 ó 255	0–100%
	3	Value	000 ó 255	0–100%

HSI	Channel	Function	Value	Percent/Setting
	1	Hue	000 ó 255	0–100%
	2	Saturation	000 ó 255	0–100%
	3	Intensity	000 ó 255	0–100%

DMX Values (cont.)

12Ch	Channel	Function	Value	Percent/Setting
	1	Dimmer	000 ó 255	0–100%
	2	Red	000 ó 255	0–100%
	3	Green	000 ó 255	0–100%
	4	Blue	000 ó 255	0–100%
	5	Amber	000 ó 255	0–100%
	6	White	000 ó 255	0–100%
	7	UV	000 ó 255	0–100%
	8	Strobe	000 ó 010 011 ó 255	No function 0–20 Hz
	9	Color Macro + White Balance	000 ó 010 011 ó 030 031 ó 050 051 ó 070 071 ó 090 091 ó 110 111 ó 130 131 ó 150 151 ó 170 171 ó 200 201 ó 205 206 ó 210 211 ó 215 216 ó 220 221 ó 225 226 ó 230 231 ó 235 236 ó 240 241 ó 245 246 ó 250 251 ó 255	No function R: 100% G: 0–100% B: 0 R: 100%–0 G: 100% B: 0 R: 0 G: 100% B: 0–100% R: 0 G: 100%–0 B: 100% R: 0–100% G: 0 B: 100% R: 100% G: 0 B: 100%–0 R: 100% G: 0–100% B: 0–100% R: 100%–0 G: 100%–0 B: 100% R: 100% G: 100% B: 100% A: 100% White 1 White 2 White 3 White 4 White 5 White 6 White 7 White 8 White 9 White 10 White 11
	10	Auto Programs	000 ó 010 011 ó 027 028 ó 044 045 ó 061 062 ó 078 079 ó 095 096 ó 112 113 ó 129 130 ó 146 147 ó 163 164 ó 180 181 ó 197 198 ó 214 215 ó 231 232 ó 255	No function Auto program 1 Auto program 2 Auto program 3 Auto program 4 Auto program 5 Auto program 6 Auto program 7 Auto program 8 Auto program 9 Auto program 10 Auto program 11 Auto program 12 Fade program Random auto program (Auto 1–12)
	11	Auto Speed	000 ó 255	Slow to fast (when channel 10 is 011–255)
	12	Dimmer Speed	000 ó 051 052 ó 101 102 ó 152 153 ó 203 204 ó 255	Preset dimmer speed from display menu Dimmer curve off (linear dimmer) Nonlinear dimming curve 1 (fastest) Nonlinear dimming curve 2 Nonlinear dimming curve 3 (slowest)

DMX Values (cont.)

96Ch	Channel	Function	Value	Percent/Setting
	1	Red1	000 ó 255	0–100%
	2	Fine Red1	000 ó 255	Fine control (16-bit)
	3	Green1	000 ó 255	0–100%
	4	Fine Green1	000 ó 255	Fine control (16-bit)
	5	Blue1	000 ó 255	0–100%
	6	Fine Blue1	000 ó 255	Fine control (16-bit)
	7	Amber1	000 ó 255	0–100%
	8	Fine Amber1	000 ó 255	Fine control (16-bit)
	9	White1	000 ó 255	0–100%
	10	Fine White1	000 ó 255	Fine control (16-bit)
	11	UV1	000 ó 255	0–100%
	12	Fine UV1	000 ó 255	Fine control (16-bit)
	13	Red2	000 ó 255	0–100%
	14	Fine Red2	000 ó 255	Fine control (16-bit)
	15	Green2	000 ó 255	0–100%
	16	Fine Green2	000 ó 255	Fine control (16-bit)
	17	Blue2	000 ó 255	0–100%
	18	Fine Blue2	000 ó 255	Fine control (16-bit)
	19	Amber2	000 ó 255	0–100%
	20	Fine Amber2	000 ó 255	Fine control (16-bit)
	21	White2	000 ó 255	0–100%
	22	Fine White2	000 ó 255	Fine control (16-bit)
	23	UV2	000 ó 255	0–100%
	24	Fine UV2	000 ó 255	Fine control (16-bit)
	25	Red3	000 ó 255	0–100%
	26	Fine Red3	000 ó 255	Fine control (16-bit)
	27	Green3	000 ó 255	0–100%
	28	Fine Green3	000 ó 255	Fine control (16-bit)
	29	Blue3	000 ó 255	0–100%
	30	Fine Blue3	000 ó 255	Fine control (16-bit)
	31	Amber3	000 ó 255	0–100%
	32	Fine Amber3	000 ó 255	Fine control (16-bit)
	33	White3	000 ó 255	0–100%
	34	Fine White3	000 ó 255	Fine control (16-bit)
	35	UV3	000 ó 255	0–100%
	36	Fine UV3	000 ó 255	Fine control (16-bit)
	37	Red4	000 ó 255	0–100%
	38	Fine Red4	000 ó 255	Fine control (16-bit)
	39	Green4	000 ó 255	0–100%
	40	Fine Green4	000 ó 255	Fine control (16-bit)
	41	Blue4	000 ó 255	0–100%
	42	Fine Blue4	000 ó 255	Fine control (16-bit)
	43	Amber4	000 ó 255	0–100%
	44	Fine Amber4	000 ó 255	Fine control (16-bit)
	45	White4	000 ó 255	0–100%
	46	Fine White4	000 ó 255	Fine control (16-bit)
	47	UV4	000 ó 255	0–100%
	48	Fine UV4	000 ó 255	Fine control (16-bit)

DMX Values (cont.)

96Ch (cont.)

Channel	Function	Value	Percent/Setting
49	Red5	000 ó 255	0–100%
50	Fine Red5	000 ó 255	Fine control (16-bit)
51	Green5	000 ó 255	0–100%
52	Fine Green5	000 ó 255	Fine control (16-bit)
53	Blue5	000 ó 255	0–100%
54	Fine Blue5	000 ó 255	Fine control (16-bit)
55	Amber5	000 ó 255	0–100%
56	Fine Amber5	000 ó 255	Fine control (16-bit)
57	White5	000 ó 255	0–100%
58	Fine White5	000 ó 255	Fine control (16-bit)
59	UV5	000 ó 255	0–100%
60	Fine UV5	000 ó 255	Fine control (16-bit)
61	Red6	000 ó 255	0–100%
62	Fine Red6	000 ó 255	Fine control (16-bit)
63	Green6	000 ó 255	0–100%
64	Fine Green6	000 ó 255	Fine control (16-bit)
65	Blue6	000 ó 255	0–100%
66	Fine Blue6	000 ó 255	Fine control (16-bit)
67	Amber6	000 ó 255	0–100%
68	Fine Amber6	000 ó 255	Fine control (16-bit)
69	White6	000 ó 255	0–100%
70	Fine White6	000 ó 255	Fine control (16-bit)
71	UV6	000 ó 255	0–100%
72	Fine UV6	000 ó 255	Fine control (16-bit)
73	Red7	000 ó 255	0–100%
74	Fine Red7	000 ó 255	Fine control (16-bit)
75	Green7	000 ó 255	0–100%
76	Fine Green7	000 ó 255	Fine control (16-bit)
77	Blue7	000 ó 255	0–100%
78	Fine Blue7	000 ó 255	Fine control (16-bit)
79	Amber7	000 ó 255	0–100%
80	Fine Amber7	000 ó 255	Fine control (16-bit)
81	White7	000 ó 255	0–100%
82	Fine White7	000 ó 255	Fine control (16-bit)
83	UV7	000 ó 255	0–100%
84	Fine UV7	000 ó 255	Fine control (16-bit)
85	Red8	000 ó 255	0–100%
86	Fine Red8	000 ó 255	Fine control (16-bit)
87	Green8	000 ó 255	0–100%
88	Fine Green8	000 ó 255	Fine control (16-bit)
89	Blue8	000 ó 255	0–100%
90	Fine Blue8	000 ó 255	Fine control (16-bit)
91	Amber8	000 ó 255	0–100%
92	Fine Amber8	000 ó 255	Fine control (16-bit)
93	White8	000 ó 255	0–100%
94	Fine White8	000 ó 255	Fine control (16-bit)
95	UV8	000 ó 255	0–100%
96	Fine UV8	000 ó 255	Fine control (16-bit)

5. Technical Information

Product Maintenance

To maintain optimum performance and minimize wear, you should clean this product frequently. Usage and environment are contributing factors in determining the cleaning frequency.

As a rule, clean this product at least twice a month. Dust build-up reduces light output performance and can cause overheating. This can lead to reduced light source life and increased mechanical wear.

To clean your product:

1. Unplug the product from power.
2. Wait until the product is at room temperature.
3. Use a vacuum (or dry compressed air) and a soft brush to remove dust collected on the external vents.
4. Clean all external surfaces with a mild solution of non-ammonia glass cleaner or isopropyl alcohol.
5. Apply the solution directly to a soft, lint-free cotton cloth or a lens cleaning tissue.
6. Wipe any dirt or grime to the outside edges of the lens surface.
7. Gently polish the lens surfaces until they are free of haze and lint.



Always dry the external surfaces thoroughly and carefully after cleaning them.

Returns

You must send the product prepaid, in the original box, and with the original packing and accessories. Chauvet will not issue call tags.

Call Chauvet and request a Return Merchandise Authorization (RMA) number before shipping the product. Be prepared to provide the model number, serial number, and a brief description of the cause(s) for the return.

Clearly label the package with an RMA number. Chauvet will refuse any product returned without an RMA number.



DO NOT write the RMA number directly on the box. Instead, write it on a properly affixed label.

Once you have received the RMA number, include the following information on a piece of paper inside the box:

- Your name
- Your address
- Your phone number
- The RMA number
- A brief description of the problem(s)

Be sure to pack the product properly. Any shipping damage resulting from inadequate packaging will be the customer's responsibility. FedEx packing or double-boxing are recommended.



Chauvet reserves the right to use its own discretion to repair or replace returned product(s).

Technical Specifications

Dimensions and Weight	Length	Width	Height	Weight
	23 in (584 mm)	3.1 in (80 mm)	7 in (177 mm)	6.8 lb (3.1 kg)

Note: Dimensions in inches rounded to the nearest decimal digit.

Power	Power Supply Type	Range	Voltage Selection
	Switching (internal)	100 to 240 VAC, 50/60 Hz	Auto-ranging

Parameter	120 VAC, 60 Hz	230 VAC, 50 Hz
Consumption	86 W	83 W
Current	1.19 A	0.67 A
Power linking current (number of products)	13.6 A (17)	13.6 A (31)
Fuse	T 2 A, 250 V	T 2 A, 250 V

Power I/O	U.S./Canada	Worldwide
Power input connector	Neutrik® powerCON® A	Neutrik® powerCON® A
Power output connector	Neutrik® powerCON® B	Neutrik® powerCON® B
Power cord plug	Edison (U.S.)	Local plug

Light Source	Type	Power	Lifespan
	LED	10 W	50,000 hours

Color	Quantity	Current
Hex-color (RGBAW+UV)	8	2.3 A

Photometrics	Parameter	
	Illuminance @ 5 m	656 lux
	Beam angle	20°
	Field angle	30°
	Strobe Rate	0–20 Hz

Thermal	Max. External Temperature	Cooling System
	113 °F (45 °C)	Convection

DMX	I/O Connectors	Connector Type	Channel Range
	3- and 5-pin XLR	Sockets	3, 6, 8, 12, 13, 48, 53, 68 or 96

Ordering	Product Name	Item Code	UPC Number
	COLORdash™ Batten-Hex 8	03030808	781462211561



UL 1573
CSA C22.2 No. 166
E113093



Contact Us

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Outside the U.S., United Kingdom, Ireland, Mexico, or Benelux contact the dealer of record. Follow their instructions to request support or to return a product. Visit our website for contact details.