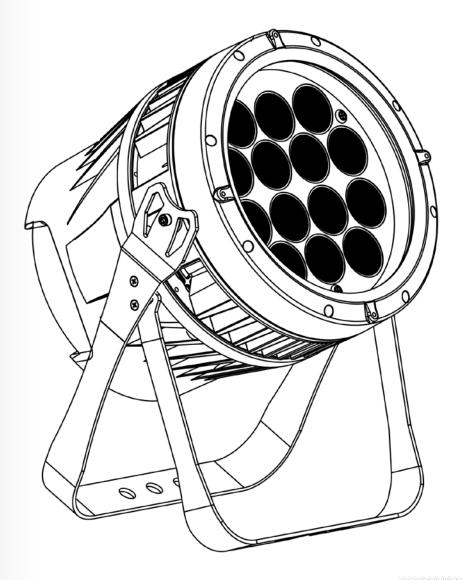
COLORADO 2-QUAD ZOOM VW TOUR

User Manual







Edition The COLORado™ 2-Quad Zoom VW Tour User Manual Rev. 3 covers the description, safety precautions. installation, programming, operation, and maintenance of Notes COLORado™ 2-Quad Zoom VW Tour. Chauvet released this edition of the COLORado™ 2-Quad Zoom VW Tour User Manual in April 2015.

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

Intended Any person in charge of installing, operating, and/or maintaining this product should completely Audience 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 The COLORado™ 2-Quad Zoom VW Tour User Manual Rev. 3 supersedes all previous Revision 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

COLORado™ 2-Quad Zoom VW Tour

Neutrik® powerCON® power cord

- Gel frame holder (9 in/229 mm accessories)
- Gel frame
- 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</set>			
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
<u> </u>	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.
$igl(egin{array}{cccccccccccccccccccccccccccccccccccc$	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	×	Auto Programs	×
Outdoor Use	×	Auto-Ranging Power Supply	Р
Sound-Activated	×	Replaceable Fuse	×
DMX	Р	User-Serviceable	X
Master/Slave	Р		

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.

Mounting And Rigging

- This product is for indoor use only! To prevent risk of fire or shock, do not expose this product to rain or moisture. (IP20)
- Mount this product in a location with adequate ventilation, at least 20 in (50 cm) from adjacent surfaces.
- 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.
- · 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.

Power And Wiring

- 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 specification label.
- Never connect this product to a dimmer pack or rheostat.
- · Never disconnect this product by pulling or tugging on the power cable.

Operation

- 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 113 °F (45 °C). Do not operate this product at a higher temperature.
- In case of a serious operating problem, stop using this product immediately!



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

Expected LED Lifespan

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 COLORado[™] 2-Quad Zoom VW Tour is a high-power quad-color (2-CW/2-WW) LED wash product with color mixing (CW/WW) and zoom control. This product consists of a single module that houses the internal power supply, the control panel, the LED drivers, the LED boards, and motorized moving lenses, as well as the power and signal connectors. The COLORado[™] 2-Quad Zoom VW Tour features a variable zoom, which enables the user to change the beam angle of the unit via DMX or control panel, and one double bracketed-yoke that can serve as a floor mount or hanging support bracket.

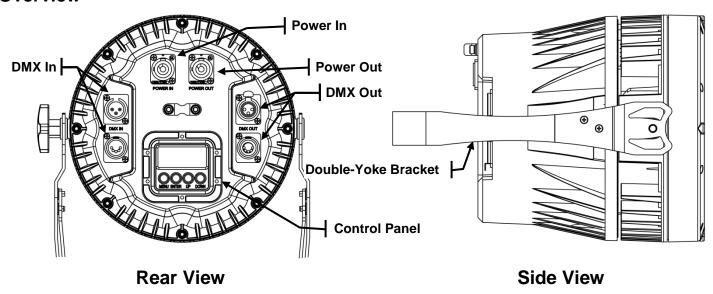
Features ·

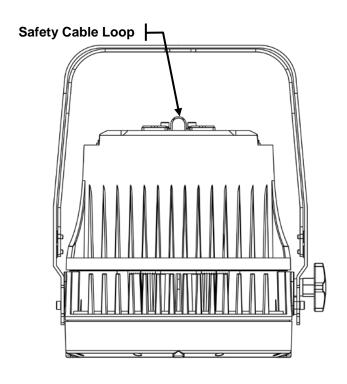
1-, 6-, or 10-channel quad-color LED wash product

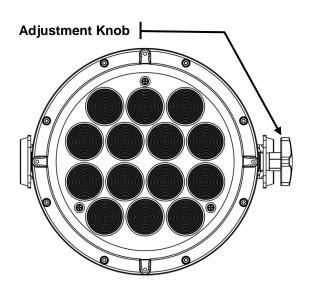
- Operating modes:
 - · 1-channel: Dimmer
 - 6-channel: Dimmer, fine dimmer, strobe, macro, zoom, zoom reset
 - 10-channel: Dimmer, fine dimmer, warm white, fine warm white, cool white, fine cool white, macros, strobe, zoom, zoom reset
 - 10-channel: Dimmer, fine dimmer, warm white, fine warm white, cool white, fine cool
 white, macros, strobe, zoom, zoom reset
- CW/WW color mixing via DMX or manually
- Zoom control via DMX or manually
- Color temperature range 2750 to 10300 K
- 16-bit dimming of individual colors as well as master dimmer
- Five distinct dimming curves for programming versatility
- · Color macros with included speed adjustment
- · Double-bracket yoke doubles as a floor stand
- Neutrik® powerCON® power input/output connections
- · 3-pin and 5-pin DMX input/output connections
- · LED display with passcode protection



Overview





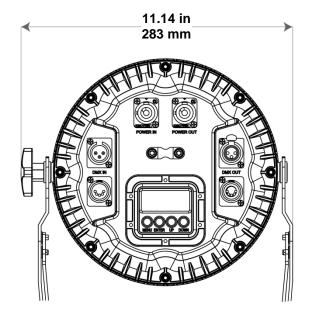


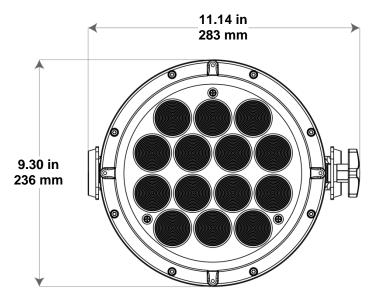
Top View

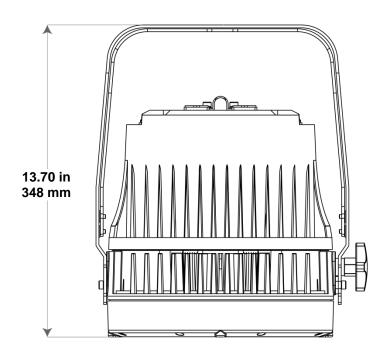
Front View



Dimensions









3. SETUP

AC Power Each COLORado™ 2-Quad Zoom VW Tour 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 COLORado™ 2-Quad Zoom VW Tour, 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.

The COLORado™ 2-Quad Zoom VW Tour comes with a power input cord terminated with a Neutrik® powerCON® connector on one end and an Edison plug on the other end (U.S. market). If the power input cord that came with your product has no plug, or if 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	AC Ground Green/Yellow		Green



Power Linking The COLORado™ 2-Quad Zoom VW Tour supports power linking. You can power link up to 13 products at 120 V; up to 16 at 208 V; or up to 17 at 230 V.

> This product comes with a power input cord. Power linking cables are available from Chauvet for purchase.

DMX Linking

You can link the COLORado™ 2-Quad Zoom VW Tour to a DMX controller using a 3- or 5-pin DMX connection. If using other DMX compatible products with the COLORado™ 2-Quad Zoom VW Tour, you can control each individually with a single DMX controller.

DMX Personalities The COLORado™ 2-Quad Zoom VW Tour uses the standard DMX data connection for the STD.Y, STD.P, STD.W, and UNO DMX personalities.

- Refer to the Introduction chapter for a brief description of each DMX personality.
- Refer to the Operation chapter to learn how to configure the COLORado™ 2-Quad Zoom VW Tour to work in these personalities.
- The DMX Values section provides you with detailed information regarding the DMX personalities.

Master/Slave The Master/Slave mode allows a COLORado™ 2-Quad Zoom VW Tour (the master) to Connectivity control one or more COLORado™ 2-Quad Zoom VW Tours (the slaves) without a DMX controller. One COLORado™ 2-Quad Zoom VW Tour becomes the master when running in 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 Chauvet www.chauvetprofessional.com.



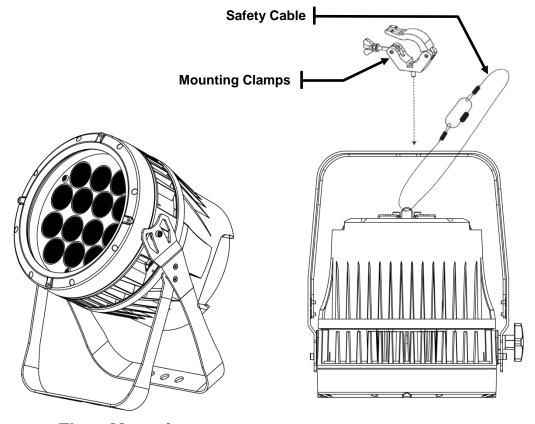
Mounting Before mounting this product, read and follow the Safety Notes. For our CHAUVET® Professional line of mounting clamps, go to http://trusst.com/products/.

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 COLORado™ 2-Quad Zoom VW Tour comes with a double-yoke bracket to which you can either attach mounting clamps for hanging or simply use as a floor stand. You must supply your own mounting clamps. Make sure the clamps are capable of supporting the weight of this product. Use at least one mounting point per product.



Mounting Diagram

Floor Mounting

Overhead Mounting



4. OPERATION

Control Panel Description

Button	Function
<menu></menu>	Exits from the current menu or function
<enter></enter>	Enables the currently displayed menu or sets the currently selected value in to the current function
<up></up>	Navigates upward through the menu list or increases the numeric value when in a function
<down></down>	Navigates downward through the menu list or decreases the numeric value when in a function

Control Options You can set the COLORado™ 2-Quad Zoom VW Tour starting address in the 001-512 DMX range. This enables control of up to 51 products in the 10-channel STD.P or STD.Y personalities.

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.



Menu Map

STAT C. O00-255 Combines warm white (W.) and cool white (C.) to make a custom color (0-100%) C. RUN DMX SLAV Master/Slave mode DMX D.001-D.512 Selects the DMX starting address 10-channel: dimmer, fine dimmer, warm white, fine warm white, cool white, fine cool white, fine cool white, fine cool white, fine cool white, macros, strobe, zoom, zoom reset STD.Y STD.W G-channel: dimmer, fine dimmer, warm white, fine warm white, cool white, fine cool white, macros, strobe, zoom, zoom reset STD.W G-channel: dimmer, fine dimmer, warm white, fine warm white, cool white, fine cool white, macros, strobe, zoom, zoom reset STD.W G-channel: dimmer, fine dimmer, warm white, fine warm white, cool white, fine cool white, macros, strobe, zoom, zoom reset Allows editing of the CAL1 > WH.01-WH.05 programming level NO Locks out editing of the CAL1 > WH.01-WH.05 programming level NO DIM.1 DIM.2 DIM.2 DIM.3 DIM.4 Selects dimming profiles from fast (DIM.1) to slow (DIM.4) or OFF DIM.3 DIM.4 DERR BLAC Blacks out fixture upon loss of DMX Continues with last command upon loss of DMX control Sets default zoom position (full movement) POS.1 Sets position 1 setting for zoom limit POS.2 OFF CURV CV1 CV2 OFF CV1 Selects dimming curves from fast (CV1) to slow (CV3) or OFF CURV CV1 CV2 OFF CV3 REST PASS Genetal strong curves from fast (CV1) to slow (CV3) or OFF Passcode) Defaults product to factory settings Turns the passcode on or off POS.1 POS.2 POS.2 POS.2 POS.3 POS.2 POS.3 POS.3 POS.3 POS.4 POS.4 POS.5 POS.5 POS.6 POS.1 POS.7 POS.6 POS.7 POS.7	Main Level	Programming Levels		evels	Description	
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	ZOOM			P.	.000–255	Position 2 for the zoom



(Standalone)

Configuration Use standalone configuration to operate the product without a DMX controller.

Master/Slave The Master/Slave mode allows a group of COLORado™ 2-Quad Zoom VW Tours (the slaves) to simultaneously duplicate the output of another COLORado™ 2-Quad Zoom VW Tour (the master) without a DMX controller.

- Set each of the slaves:
 - a. Go to the RUN main level.
 - b. Select **SLAVE**.
- 2. Set the master:
 - a. Set the running mode to **DMX** as explained in **DMX** Control.
 - b. Select a static mix of colors.





- 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.

Static Color The Static Color mode allows for permanent color mixing without a DMX controller.

- 1. Go to the **STAT** main level.
- 2. Select the desired color (W. or C.).
- 3. Select the desired color value (000-255).
- 4. Repeat for the other colors.
- 5. Select Z..
- 6. Select the beam angle value (000-255).

Dimmer Curves This setting determines how fast the output of the COLORado™ 2-Quad Zoom VW Tour changes when you modify the values of the cool white, warm white, and dimmer faders. This setting provides four different options to simulate the dimming curve of an incandescent lighting product.

- 1. Go to the **SET** main level.
- Select DIM.
- 3. Select a dimmer curve (OFF, DIM.1, DIM.2, DIM.3, or DIM.4).

OFF: The output is proportional (linear) to the dimmer and CW/WW channel values.



DIM1-4: The output follows the dimmer and CW/WW channel values based on the corresponding dimmer curve, DIM.1 being the fastest and DIM.4

the slowest.

Curve Settings This setting allows you to select the dimmer curve shape using the red, green, blue, white, and dimmer faders.

- 1. Go to the **SET** main level.
- 2. Select CURV.
- 3. Select a dimmer curve (OFF, CV1, CV2, or CV3).

The output is proportional (linear) to the dimmer and CW/WW channel OFF:



CV1-3:

The output follows the dimmer and CW/WW channel values based on the corresponding dimmer curve, CV1 being the fastest and CV3 the



For optimum control of the 16-bit dimming channels in the STD.Y, STD.W, and STD.P personalities, be sure that both dimming curves in SET > DIM and SET > CURV are set to OFF.



Control Panel This setting enables you to activate or disable the control panel lock, which keeps non-**Lock** authorized personnel from changing the product's settings.

- 1. Go to the **KEY** main level.
- 2. Select **ON** or **OFF**.



When the control panel lock is active, the product will prompt you to enter the passcode after 30 seconds of control panel inactivity or after turning on the product.

Passcode After being prompted to enter the passcode:

Press <UP>, <DOWN>, <UP>, <DOWN>, <ENTER>.

Reset This setting allows you to reset the COLORado™ 2-Quad Zoom VW Tour to the default values, including the custom programs.

- 1. Go to the **SET** main level.
- 2. Select **REST**, press **<ENTER>**.
- 3. When **PASS** shows, press **<ENTER>**.
- 4. Enter the master access passcode as described in Passcode.
- 5. Wait for the reset process to finish.

Whites Setting This setting allows you to select and edit the temperature of the white colors used in channel 3 (Macros) when in the STD.W mode or channel 7 (Macros) when in the STD.P or STD.Y modes.

- 1. Go to the CAL1 main level.
- 2. Select a white color (WH.01-05).
- 3. Select a color (C. or W.).
- 4. Select a color value (**000–255**).
- 5. Repeat for the other color.

Calibration Lock This setting enables you to activate or disable the White setting lock out feature, which keeps Out non-authorized personnel from changing the product's settings.

- 1. Go to the **SET** main level.
- 2. Select CALE.
- 3. Select YES or NO.



(DMX)

Configuration Use DMX configurations to operate the product with a DMX controller.

DMX This setting allows you to choose a particular DMX personality.

- Personalities 1. Go to the PERS main level.
 - 2. Select the desired personality (STD.P, STD.Y, STD.W, or UNO).



- 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 Personalities.
- 2. Set the running mode:
 - a. Go to the RUN main level.
 - b. Select the **DMX** programming level.
- 3. Set the starting address:
 - a. Go to DMX main level.
 - b. Select the starting address (001-512).

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



DMX Personality	DMX Address	DMX Personality	DMX Address
STD.P	503	STD. Y	503
ONU	512	STD. W	507

Loss Of Signal This setting controls how the product will respond when the DMX signal is lost.

Setting 1. Go to the SET main level.

- 2. Select **DERR**.
 - a. Select **SAVE** to make the product use the last command used when the signal is lost.
 - b. Select **BLAC** to turn off the all the LEDs when the signal is lost.

Zoom Limit This setting allows you to limit the zoom range using three (3) different modes.

Setting Basic mode is the default setting and allows the zoom to be moved full range (000-255) and has no adjustable limit.

Position 1 and Position 2 modes allow you to set limits on how far the zoom moves.

- 1. Set the mode to be used:
 - a. Go to the **SET** main level.
 - b. Select **ZOOM**.
 - c. Select a mode (BASE, POS.1, or POS.2).
- 2. Set the limit for each mode:
 - a. Go to the **ZOOM** main level.
 - b. Select a mode (POS.1 or POS.2).
 - c. Select a zoom limit value (P.000–255).



DMX Values

STD.Y

Channel	Function	Value	Percent/Setting
1	Dimmer	000 ර 255	0–100%
2	Fine Dimmer	000 ර 255	Fine control
3	Warm White	000 ර 255	0–100%
4	Fine Warm White	000 ර 255	Fine control
5	Cool White	000 ර 255	0–100%
6	Fine Cool White	000 ර 255	Fine control
7	White Macros	011 6 050 051 6 080 081 6 110 111 6 140	No function White 1 White 2 White 3 White 4 White 5
8	Strobe	000 ó 009 010 ó 255	No function 0–20 Hz
9	Zoom	000 6 255	0–100%
10	Zoom Reset	201 6 220	No function Zoom reset No function

STD.P

Channel	Function	Value	Percent/Setting
1	Dimmer	000 ර 255	0–100%
2	Fine Dimmer	000 ර 255	Fine control
3	Warm White	000 ර 255	0–100%
4	Fine Warm White	000 ර 255	Fine control
5	Cool White	000 ර 255	0–100%
6	Fine Cool White	000 ර 255	Fine control
7	White Macros	081 ó 110 111 ó 140	No function White 1 White 2 White 3 White 4 White 5
8	Strobe	000 ó 009 010 ó 255	No function 0–20 Hz
9	Zoom	000 ó 255	0–100%
10	Zoom Reset	000 6 200 201 6 220 221 6 255	No function Zoom reset No function



DMX Values (Cont.)

STD.W

Channel	Function	Value	Percent/Setting
1	Dimmer	000 ර 255	0–100%
2	Fine Dimmer	000 ර 255	Fine control
3	White Macros	011 6 050 051 6 080 081 6 110 111 6 140	No function White 1 White 2 White 3 White 4 White 5
4	Strobe	000 ó 009 010 ó 255	No function 0–20 Hz
5	Zoom	000 ර 255	0–100%
6	Zoom Reset	201 6 220	No function Zoom reset No function

UNO

Channel	Function	Value	Percent/Setting
1	Dimmer	000 ó 255	0–100%



5. TECHNICAL INFORMATION

Maintenance

Product 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.



6. TECHNICAL SPECIFICATIONS

_0	·- O:			
Dimensions and	Length	Width	Height	Weight
Weight	11.1 in (283 mm)	9.3 in (236 mm)	13.8 in (348 m	, , ,
	Note: Dime	nsions in inches rour	nded to the nearest	t decimal digit.
Power	Power Supply Type	Rai	nge	Voltage Selection
	Switching (internal)	100–240 VA	C, 50/60 Hz	Auto-ranging
	Parameter	120 VA	C, 60 Hz	230 VAC, 50 Hz
	Consumption	170) W	163 W
	Current	_	4 A	.83 A
	Power linking current (products)	13.5 A (13	products)	13.5 A (17 products)
	Power I/O	U.S./C	anada	Worldwide
	Power input connector	Neutrik® po	werCON® A	Neutrik® powerCON® A
	Power output connector	•	werCON® B	Neutrik® powerCON® B
	Power cord plug		(U.S.)	Local plug
Light Source	Туре	Pov	wer	Lifespan
	LED	15	W	50,000 hours
	Color	Qua	ntity	Current
	Quad-color (CW/WW)	1	4	700 mA
Photometrics	Parameter	Standar	d Optics	
	Illuminance @ 5 m	3,617	ux (6°)	
	Illuminance @ 5 m	585 lu	` '	
	Beam angle	6° –		
TI	Field angle		- 45°	
Thermal	Max. External Temperatu	_	System	
	113 °F (45 °C)	Conv		
DMX	I/O Connectors	Connec	tor Type	Channel Range
	3- and 5-pin XLR	Soc	kets	1, 6 or 10
Ordering	Product Name	Item	Code	UPC Number
	COLORado™ 2-Quad Zoo VW Tour	om 0103	0804	781462211523









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 is recommended.



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

Technical Support

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.