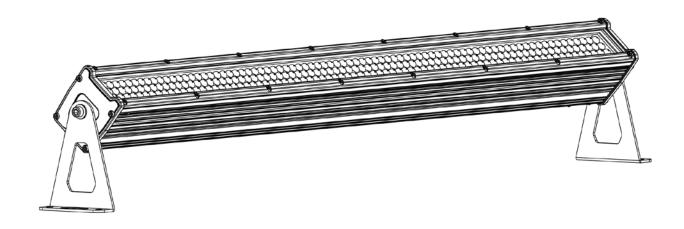
COLOR rail IRC IP

User Manual



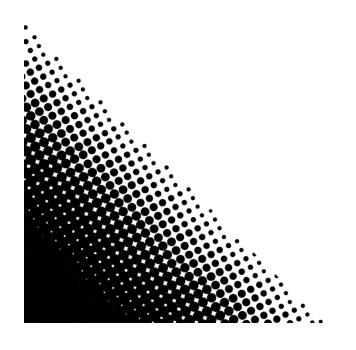




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1. Before You Begin

What Is · COLORrail™ IRC IP

Power Cord Included ¹ DMX In Adapter

DMX Out Adapter

2 Hanging Brackets with Mounting

Hardware (L-brackets)

Warranty Card

Quick Reference Guide

Instructions

Unpacking Immediately upon receipt, carefully unpack the product and check the box to make sure you have received all the parts indicated above in good condition.

Claims If the box or the contents (the product and included accessories) appear damaged from shipping, or show signs of mishandling, upon receipt notify the carrier immediately, not CHAUVET®. Failure to do so in a timely manner may invalidate your claim with the carrier. In addition, keep the container and all the packing material 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 receiving the merchandise.

Text Conventions

	Convention	Meaning
	1–512	A range of values
	50/60	A set of values of which only one can be chosen
Settings		A menu option not to be modified
Menu > Settings		A sequence of menu options to be followed
<up></up>		A key to be pressed on the product's control panel
	ON	A value to be entered or selected

Icons

Icon	Meaning
<u>^</u>	Critical installation, configuration, or operation information. Failure to comply with this information may render the product partially or completely inoperative, cause damage to the product, or cause harm to the user.
(i)	Important installation or configuration information. Failure to comply with this information may prevent the product from functioning correctly.
	Useful information.

Disclaimer The information and specifications contained in this document are subject to change without notice. CHAUVET® assumes no responsibility or liability for any errors or omissions that may appear in this manual. CHAUVET® reserves the right to update the existing document or to create a new document to correct any errors or omissions.

You can download the latest version of this document from www.chauvetlighting.com.

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Author	Date	Editor	Date
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Product at a Glance

Use on Dimmer	x	Auto Programs	Р
Outdoor Use	Б	Auto-ranging Power Supply	Р
Sound-Activated	×	Replaceable Fuse	×
DMX	П	User-Serviceable	×
Master/Slave	Р		

Safety Notes Please read the following Safety Notes carefully before working with the product. The Notes include important safety information about installation, usage, and maintenance.

- Always connect the product to a GFI (ground fault interrupter) circuit to avoid the risk of electrocution.
- Always disconnect the product from the power source before cleaning.
- Avoid direct eye exposure to the light source while the product is on.

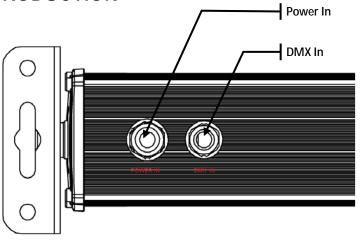


- Make sure the power cord is not crimped or damaged.
- Never disconnect the product from power cord by pulling or tugging on the cord.
- If mounting the product overhead, always secure to a fastening device using a safety cable.
- Make sure there are no flammable materials close to the product when operating.
- Do not touch the product's housing when operating because it may be very hot.
- Always make sure that the voltage of the outlet to which you are connecting the product is within the range stated on the decal or rear panel of the product.
- The product is for indoor or outdoor use (IP65). Do not submerge the product.
- Always install the product in a location with adequate ventilation, at least 20 in (50 cm) from adjacent surfaces.
- Never connect the product to a dimmer.
- Never carry the product from the power cord or any moving part. Always use the hanging/mounting bracket or the handles.
- The maximum ambient temperature (Ta) is 113 °F (45 °C). Do not operate the product at higher temperatures.
- In the event of a serious operating problem, stop using the product immediately.
- Never try to repair the product. Repairs carried out by unskilled people can lead to damage or malfunction. Please contact the nearest authorized technical assistance center.

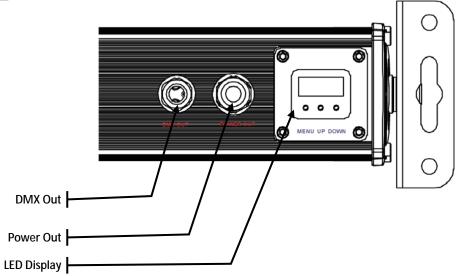


Keep this User Manual for future consultation. If you sell the product to another user, be sure that they also receive this document.

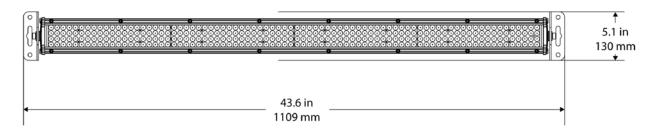
2. Introduction

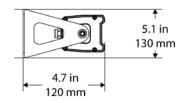


Product Overview



Product Dimensions





3. SETUP

AC Power The COLORrail™ IRC IP has an auto-ranging power supply and it can work with an input voltage range of 100-240 VAC, 50/60 Hz.

> To determine the product's power requirements (circuit breaker, power outlet, and wiring), use the current value listed on the label affixed to the product's back panel, or refer to the product's specifications chart. The listed current rating indicates the product's average current draw under normal conditions.



Always connect the product to a GFI protected circuit (circuit breaker or fuse). Make sure the product has an appropriate electrical ground to avoid the risk of electrocution or fire.



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

Power Linking The product provides a power linking option via the pigtails located on the back of the

You can daisy chain up to 15 units on 120 VAC or up to 28 units on 230 VAC.

If you choose not to use the power linking feature, be sure to use the included screw on cap to prevent any water from getting into the power cords.



The power linking described above corresponds to the North American version of the product ONLY! If using the product in other markets, you must consult with the local CHAUVET® distributor as power linking connectors and requirements may differ in your country or region.

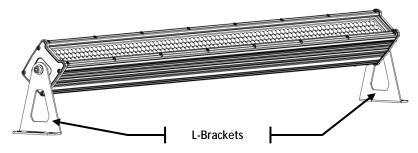
Mounting Before mounting the product, read and follow the safety recommendations indicated in the Safety Notes.

Orientation The COLORrail™ IRC IP may be mounted in any position; however, make sure adequate ventilation is provided around the product.

Rigging .

- Before deciding on a location for the product, always make sure there is easy access to the product for maintenance and programming purposes.
- Make sure that the structure or surface onto which you are mounting the product can support the product's weight. Please see the Technical Specifications section of this manual for weight information.
- When mounting the product overhead, always use a safety cable. Mount the product securely to a rigging point, whether an elevated platform or a truss.
- When rigging the product onto a truss, you should use a mounting clamp of appropriate weight capacity. Each L-bracket has holes, which are appropriate for this purpose.
- When power linking multiple products, you must always consider the length of the power linking cable and mount the products close enough for the cable to reach.
- The bracket adjustment knobs allow for directional adjustment when aiming the product to the desired angle. Only loosen or tighten the bracket knobs manually. Using tools could damage the knobs.

Mounting Diagram



4. OPERATION

Operation display.

Note: The <MENU> button has two selection modes.

Button	Function
<menu></menu>	 Long Press to scroll through the modes, and to back out of the Programming Steps Short press to enter Programming Steps
<up></up>	To scroll up the list of options or values in Programming Steps
<down></down>	To scroll down the list of options or values in Programming Steps



After the COLORrail™ IRC IP is configured, the display will show the last item configured.

Menu Map

Auto Run		Mode Programming Step			ning Steps	Description		
F 00-99	,					Number of loops		
DMX Address and Personalities		Auto Run	AUR	S	01-99, FL	Run speed (slow to	fast)	
DMX Address and Personalities				F			to fast)	
3-c			XX	X	001–512	DMX address		
Auto Programs XXc					2-c			
A-c T-c T-c		DMV Address			3-c	DMV paragralities		
T-c	a		V1	/ c	4-c			
P.01 Slave Mode SLA Slave mode Infrared mode (IRC-6) 1r Red 2.r9 Yellow 39 Green 4.9b Cyan 5b Blue 6.rb Magenta 7.FL White 8.0F Off F.01-F.99 Strobe speed (slow to fast) S.01-S.99 S.FL Run speed (slow to fast) S.01-S.99 Strobe speed (slow to fast) S.01-S.99 Strobe speed (slow to fast) F.00-F.99 Strobe speed (slow to fast) F.		and reisonanties	^/	ic	7-c	DIMX personalities		
Slave Mode IR Controller Ir					14c			
P.01 1r Red 2.r9 Yellow 39 Green 4.9b Cyan 5b Blue 6.rb Magenta 7.FL White 8.0F Off F.01-F.99 Strobe speed (slow to fast) S.01-S.99, S.FL F.00-F.99 Strobe speed (slow to fast) S.01-S.99, S.FL F.00-F.99 Strobe speed (slow to fast)					26c			
P.01 1r Red 2.r9 Yellow 39 Green 4.9b Cyan 5b Blue 6.rb Magenta 7.FL White 8.0F Off F.01-F.99 Strobe speed (slow to fast) S.01-S.99, S.FL F.00-F.99 Strobe speed (slow to fast) S.01-S.99, S.FL F.00-F.99 Strobe speed (slow to fast) S.01-S.99, S.FL F.00-F.99 Strobe speed (slow to fast) Tr Red 1.r9 Yellow 19 Green 1.9b Cyan 19 Green 1.9b Cyan 1b Blue T.rb Magenta T.FL White 1.FL White 1.FL White 1.FF Off 2r Red 2.r9 Yellow 29 Green 19 Green 1.				SL	_A			
P.01 2.r9 Yellow 39 Green 4.9b Cyan 5b Blue 6.rb Magenta 7.FL White 8.0F Off F.01-F.99 Strobe speed (slow to fast) S.01-S.99, S.FL Run speed (slow to fast) F.00-F.99 Strobe speed (slow to fast) S.01-S.99, S.FL Run speed (slow to fast) F.00-F.99 Strobe speed (slow to fast) F.00-F.99 Strobe speed (slow to fast) 1r Red 1.r9 Yellow 19 Green 1.9b Cyan 1b Blue 1.rb Magenta P.21-P.22 1.FL White 1.FF Off 2r Red 2.r9 Yellow 29 Green		IR Controller		ir	·-	Infrared mode (IRC	-6)	
P.01 39 Green					1r	Red		
P.01 Sb Blue						Yellow	·	
P.01 5b Blue 6.rb Magenta 7.FL White 8.0F Off F.01-F.99 Strobe speed (slow to fast) S.01-S.99, S.FL Run speed (slow to fast) F.00-F.99 Strobe speed (slow to fast) S.01-S.99, S.FL Run speed (slow to fast) F.00-F.99 Strobe speed (slow to fast) 1r Red 1r Red 1p Green 1b Blue 1b Blue 1b Blue 1b Magenta P.21-P.22 1.FL White 1.FF Off 2r Red 2.r9 Yellow 29 Green					39	Green	Green	
P.02-P.20 Strobe speed (slow to fast)					4.9b	Cyan		
P.02-P.20 T.FL White 8.0F Off F.01-F.99 Strobe speed (slow to fast)			P.0	01	5b	Blue		
P.02-P.20 S.0F Strobe speed (slow to fast)					6.rb	Magenta		
P.02-P.20 F.01-F.99 Strobe speed (slow to fast)					7.FL			
P.02-P.20 S.01-S.99, S.FL Run speed (slow to fast)						-		
P.02-P.20 S.FL Run speed (slow to fast)						Strobe speed (slow	<u> </u>	
S.01-S.99, S.FL Run speed (slow to fast)			P.02-P.20		,	Run speed (slow to fast)		
S.FL Run speed (slow to fast)					F.00-F.99	Strobe speed (slow	<u> </u>	
1r Red 1r Red 19 Yellow 19 Green 1.9b Cyan 1b Blue 1.rb Magenta 1.FL White 1.FF Off 2r Red 2.r9 Yellow 29 Green					Run speed (slow to	,		
1.r9 Yellow 19 Green 1.9b Cyan 1b Blue 1.rb Magenta 1.FL White 1.FF Off 2r Red 2.r9 Yellow 29 Green					F.00-F.99	Strobe speed (slow	to fast)	
1.r9 Yellow 19 Green 1.9b Cyan Foreground Color		Auto Programs	Programs		1r			
1.9b Cyan					1.r9	Yellow		
1b Blue 1 oreground color 1.rb Magenta 1.FL White 1.FF Off 2r Red 2.r9 Yellow 29 Green					19	Green		
1b Blue 1 oreground color 1.rb Magenta 1.FL White 1.FF Off 2r Red 2.r9 Yellow 29 Green					1.9b	Cyan	Fana massed Calan	
P.21–P.22 1.FL White 1.FF Off 2r Red 2.r9 Yellow 29 Green					1b		Foreground Color	
1.FF Off 2r Red 2.r9 Yellow 29 Green					1.rb	Magenta		
2r Red 2.r9 Yellow 29 Green			P.21-	-P.22	1.FL	White		
2.r9 Yellow 29 Green					1.FF	Off		
29 Green					2r	Red		
					2.r9	Yellow		
					29	Green		
2.9b Cyan Background Color				2.9b	Cyan	Beelsmanned Cole :		
2b Blue Background Color					2b	Blue	Background Color	
2.rb Magenta					2.rb	Magenta	- -	
2.FL White					2.FL			
2.FF Off					2.FF	Off		

(Standalone)

Configuration Set the product in one of the standalone modes to control it without a DMX controller.

Connect the product to a suitable power outlet.



Never connect a product that is operating in any standalone mode to a DMX string connected to a DMX controller. Products in standalone mode may transmit DMX signals that could interfere with the DMX signals from the controller.



There is no <ENTER> button. After the COLORrail™ IRC IP is configured the display will show the last item configured.

Auto Run Mode To enable the Auto Run mode, follow the instructions below:

- Press <MENU> with long presses repeatedly until AUR shows on the display.
- Press <MENU> with a short press. The display shows nXX.
- 3. Use **<UP>** or **<DOWN>** to select the number of runs through the auto run loop.
- 4. Press <MENU> with a short press. The display shows S.XX.
- Use **<UP>** or **<DOWN>** to select the speed of the auto run loop.
- Press <MENU> with a short press. The display shows F.XX.
- Use **<UP>** or **<DOWN>** to select the strobe speed of the auto run loop.

Auto Programs To enable the Auto Program mode, follow the instructions below:

- Press <MENU> with long presses repeatedly until P.XX shows on the display.
- Use **<UP>** or **<DOWN>** to select an auto programs.
- Press <MENU>. with a short press. The display will show the sub-menus options for that Auto Program. See Menu Map.
- 4. Press <MENU> with a short press repeatedly until the display shows the sub-menu options to be configured.
- 5. Use **<UP>** or **<DOWN>** to select the options within the sub-menu.

Mode

Master/Slave The Master/Slave mode allows a single COLORrail™ IRC IP unit (the master) to control the actions of one or more COLORrail™ IRC IP units (the slaves) without the need of a DMX controller. The master unit will be set to operate in any standalone mode, while the slave units will be set to operate in Slave mode. Once set and connected, the slave units will operate in unison with the master unit.

To enable Master/Salve mode, do the following:

Slave units:

- Press <MENU> with long presses repeatedly until SLA shows on the display.
- Set the DMX address to 001. See DMX Personalities and Starting Address.
- Connect the DMX input of the first slave unit to the DMX output of the master unit.
- Connect the DMX input of the subsequent slave units to the DMX output of the previous slave unit.
- Finish setting and connecting all the slave units.

Master unit:

- Set the master unit to operate in any standalone mode.
- 2. Make the master unit the first unit in the daisy chain.
- Configure all the slave units before connecting the master unit to the daisy



- Never connect a DMX controller to a DMX string configured for Master/Slave operation because the controller may interfere with the signals from the master unit.
- Do not connect more than 31 slave units to the master unit.

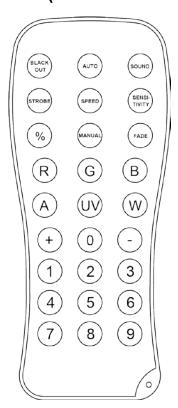


There is no <ENTER> button. After the COLORrail™ IRC IP is configured the display will show the last item configured.

Infrared Control The COLORrail™ IRC IP is fully compatible with the IRC-6 infrared remote control from CHAUVET® (sold separately). To enable the infrared functionality with the COLORrail™ IRC IP, follow the instructions below:

Press <MENU> repeatedly until ir- shows on the display.

IRC-6 (Infrared Remote Control 6) Operation



Note: Make sure to point the IRC-6 directly at the receiver on the product.

Automatic Mode

Automatic mode will enable you to run the automatic programs on the product.

To turn on Automatic mode:

- 1. Press <AUTO> on the IRC-6.
- 2. Press <+> or <-> to choose between the different auto programs.

To adjust the speed of the automatic program:

- 1. Press **<SPEED>** on the IRC-6.
- 2. Press <%>.
- 3. Press <+> or <-> to either increase or decrease the speed of the program.

Manual Color Control

To choose a specific color with the IRC-6:

- 1. Press <MANUAL> on the IRC-6.
- Press any number between <0> and <9> to choose your color.

To manually control the RGB percentage:

- 1. Press <MANUAL> on the IRC-6.
- Press <R>, <G>, , (red, green, blue) to choose your color.
- Press <+> or <-> to increase or decrease the percentage of each color.

Strobe

To adjust the strobe rate of any program that has a strobe function:

- 1. Press **<STROBE>** on the IRC-6.
- Press <+> or <-> to increase or decrease the strobe rate.
- 3. Press **<STROBE>** again to turn off the strobe.

Note: Strobe will only work on the Auto programs that include a strobe option.

Blackout

Pressing **<BLACK OUT>** on the IRC-6 turns off all the lights until the button is pressed again.

Note: The IRC-6 will not respond to any inputs when Black Out is activated. If the remote does not respond when a button is pressed, try pressing <BLACK OUT>. You may have inadvertently activated Black Out.

Configuration (DMX)

Set the product in DMX mode to control with a DMX controller.

- Connect the product to a suitable power outlet.
- Connect a DMX cable from the DMX output of the DMX controller to the DMX input socket on the product.

DMX Personalities and Starting Address

The COLORrail™ IRC IP has has a total of six DMX personalities, ranging from a 2-channel mode for basic control to a 26-channel mode with more advanced control over the lights.

The COLORrail™ IRC IP uses up to 26 DMX channels in its 26-channel DMX mode, which defines the highest configurable address to **487**.

When selecting a starting DMX address, always consider the number of DMX channels the selected DMX mode uses. If you choose a starting address that is too high, you could restrict the access to some of the product's channels.

If you are not familiar with the DMX protocol, you may refer to the DMX Primer at www.chauvetlighting.com.

To select the DMX personality, do the following:

- 1. Press <MENU> repeatedly until XXc shows on the display.
- Press **<UP>** or **<DOWN>** repeatedly until the desired DMX personality shows in the display.
- Press <MENU>. The DMX personality no longer shows in the display. The DMX personality is selected

To select a starting address, do the following:

- Press <MENU> repeatedly until three digits (XXX) shows on the display. The display will be blinking.
- Press **<UP>** or **<DOWN>** repeatedly until the desired address shows in the display.
 The display continues to blink, but the address is selected.



There is no <ENTER> button. After the COLORrail™ IRC IP is configured the display will show the last item configured.

DMX Channel Assignments and Values

2-с	Channel	Function	Value	Setting
			000 右 008	No function
			009 6 017	Red
			018 6 026	Yellow
			027 ó 035	Green
	1	Color Macros	036 6 044	Cyan
	1	COIOI MACIOS	045 6 053	Blue
		054 6 062 Magenta	Magenta	
	072 6 242 A	White		
			072 ó 242	Auto Programs
			243 ó 255	Reserved
	2	Auto Program Speed	000 ó 255	Slow to fast (when Ch. 1 is 072 – 255)

3-с	Channel	Function	Value	Setting
	1	Red	000 ó 255	0–100%
	2	Green	000 ර 255	0–100%
	3	Blue	000 ó 255	0–100%

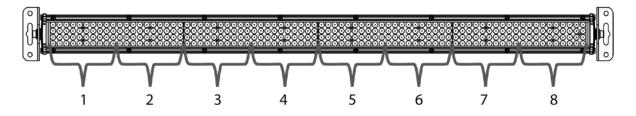
4-c	Channel	Function	Value	Setting
	1	Master Dimmer	000 ó 255	0–100%
	2	Red	000 ó 255	0–100%
	3	Green	000 ó 255	0–100%
	4	Blue	000 ó 255	0–100%

7-с	Channel	Function	Value	Setting
	1	Master Dimmer	000 ó 255	0–100%
	2	Red	000 ó 255	0–100%
	3	Green	000 6 255	0–100%
	4	Blue	000 ó 255	0–100%
			000 6 008	No function
			009 6 017	Red
	018 6 026 Yellow		Yellow	
			027 ó 035	Green
	5	Color Macros	036 6 044	Cyan
			045 ó 053	Blue
			054 ó 062	Magenta
			063 6 071	White
			072 ó 255	Auto Programs
	6	Auto Program Speed	000 6 255	Program speed slow to fast (when Ch. 5 is 072–255)
	7	Strobe	000 ó 255	Slow to fast

14c	Channel	Function	Value	Setting	
	1	Master Dimmer	000 6 255	0-100%	
	2	Red	000 6 255	0-100%	
	3	Green	000 á 255	0–100%	Section 1
	4	Blue	000 ó 255	0–100%	
	5	Red	000 ó 255	0–100%	
	6	Green	000 ó 255	0–100%	Section 2
	7	Blue	000 ó 255	0–100%	
	8	Red	000 ó 255	0–100%	
	9	Green	000 ó 255	0–100%	Section 3
	10	Blue	000 ó 255	0–100%	
	11	Red	000 6 255	0-100%	
	12	Green	000 ó 255	0–100%	Section 4
	13	Blue	000 ó 255	0–100%	
	14	Strobe	000 ර 255	Slow to fast	



26c	Channel	Function	Value	Setting	
	1	Master Dimmer	000 6 255	0-100%	
	2	Red	000 ó 255	0-100%	
	3	Green	000 ó 255	0-100%	Section 1
	4	Blue	000 6 255	0-100%	
	5	Red	000 6 255	0-100%	
	6	Green	000 6 255	0–100%	Section 2
	7	Blue	000 ó 255	0–100%	
	8	Red	000 6 255	0-100%	
	9	Green	000 6 255	0–100%	Section 3
	10	Blue	000 ó 255	0–100%	
	11	Red	000 6 255	0–100%	
	12	Green	000 6 255	0–100%	Section 4
	13	Blue	000 ó 255	0–100%	
	14	Red	000 6 255	0-100%	
	15	Green	000 6 255	0–100%	Section 5
	16	Blue	000 6 255	0–100%	
	17	Red	000 6 255	0-100%	
	18	Green	000 6 255	0–100%	Section 6
	19	Blue	000 ó 255	0–100%	
	20	Red	000 6 255	0-100%	
	21	Green	000 6 255	0–100%	Section 7
	22	Blue	000 ó 255	0–100%	
	23	Red	000 6 255	0–100%	
	24	Green	000 6 255	0–100%	Section 8
	25	Blue	000 ó 255	0–100%	
	26	Strobe	000 ó 255	Slow to fast	•



5. TECHNICAL INFORMATION

Maintenance

Product Dust build-up reduces light output performance and can cause overheating. This can lead to reduction of the light source's life. To maintain optimum performance and minimize wear, you should clean your lighting products at least twice a month. However, be aware that usage and environmental conditions could be contributing factors to increase the cleaning frequency.

To clean the product, follow the instructions below:

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



Always dry the external optics and glass/transparent surfaces carefully after cleaning them.

6. TECHNICAL SPECIFICATIONS

Dimensions and	Length	Width	Height	Weight	
Weight	43.6 in (1,109 mm)	4.7 in (120 mm)	5.1 in (130 mm)	12.4 lb (5.6 kg)	
	Note: Dimensions in inches rounded to the nearest decimal digit.				
Power	Power Supply Type	Ra	inge	Voltage Selection	
	Switching (internal)	100–240 V	AC, 50/60 Hz	Auto-ranging	
	Parameter	120 V	, 60 Hz	230 V, 50 Hz	
	Consumption	60	O W	65 W	
	Operating	0.	.5 A	0.3 A	
	Power linking current (unit	s) 8 A (1	5 units)	8 A (28 units)	
	Fuse	inte	ernal	Internal	
	Power I/O	US/C	anada	UK/Worldwide	
	Power input connector	Prop	rietary	Proprietary	
	Power output connector	Prop	orietary	Proprietary	
	Power Cord plug	Ediso	on (US)	Local plug	
Light Source	Туре	Life	espan		
	LED	100,00	00 hours		
	Color	Qua	antity		
	Red	1	28		
	Green	!	96		
	Blue	!	96		
Photo Optic	Parameter				
	Illuminance @ 2 m	1,14	40 lux		
	Beam angle	28°	x 12°		
	Field angle	40°	x 21°		
Thermal	Maximum External Temp	o. Minimum S	tartup Temp.	Cooling System	
	113 °F (45 °C)	-4 °F	(-20 °C)	Convection	
DMX	I/O Connectors	Connec	ctor Type	Channel Range	
	3-pin XLR	Prop	rietary	2, 3, 4, 7, 14 or 26	
Ordering	Product Name	Item	Code	UPC Number	
J	COLORrail™ IRC IP	030	30121	781462206482	



RETURNS

To return a product or request support:

- In the U.S., contact CHAUVET® World Headquarters (see Contact Us).
- In the UK or Ireland, contact CHAUVET® Europe Ltd. (see Contact Us).
- In Mexico, contact CHAUVET® Mexico (see Contact Us).
- In any other country, DO NOT contact CHAUVET®. Contact your distributor. See <u>www.chauvetlighting.com</u> for distributors outside the U.S., United Kingdom, Ireland, or Mexico.



If you live outside the U.S., United Kingdom, Ireland, or Mexico, contact your distributor of record and follow their instructions on how to return CHAUVET® products to them. Visit our website for contact details.

Call the corresponding CHAUVET® Technical Support office 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 for the return. You must send the merchandise prepaid, in its original box, and with its original packing and accessories. CHAUVET® will not issue call tags.

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



Write the RMA number on a properly affixed label. DO NOT write the RMA number directly on the box.

Before sending the product, clearly write the following information on a piece of paper and place it inside the box:

- Your name
- Your address
- · Your phone number
- RMA number
- · A brief description of the problem

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



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

CONTACT Us

WORLD HEADQUARTERS - CHAUVET®

General Information

Address:5200 NW 108th Avenue

Sunrise, FL 33351 Voice: (954) 577-4455

Fax: (954) 929-5560

Toll free: (800) 762-1084

World Wide Web

Fax:

Technical Support

www.chauvetlighting.com

www.chauvetlighting.co.uk

Technical Support

World Wide Web

UNITED KINGDOM AND IRELAND - CHAUVET® Europe Ltd.

General Information

Address:Unit 1C Email:

uktech@chauvetlighting.com **Brookhill Road Industrial**

Estate

Voice:

Pinxton, Nottingham, UK

NG16 6NT

+44 (0)1773 511115

Fax: +44 (0)1773 511110 **MEXICO** - CHAUVET® Mexico

General Information

Address: Av. Santa Ana 30

Parque Industrial Lerma

Lerma, Mexico C.P. 52000

Technical Support

Email: servicio@chauvet.com.mx

Voice: (954) 577-4455 (Press 4)

Email: tech@chauvetlighting.com

(954) 756-8015

World Wide Web

Voice: +52 (728) 285-5000 www.chauvet.com.mx

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