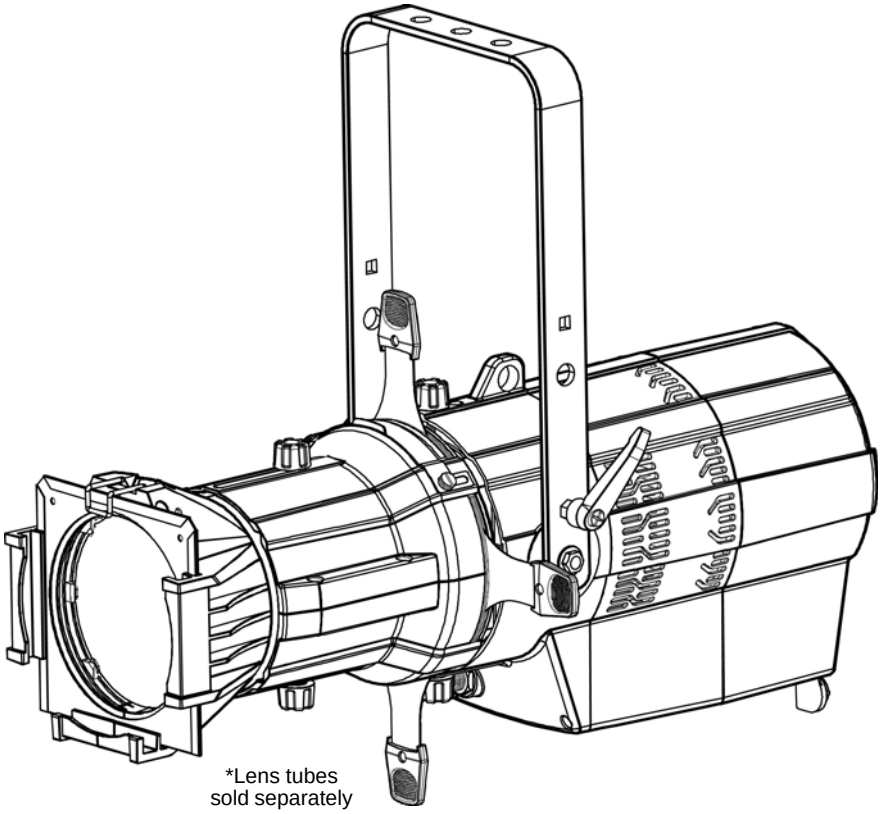
OVATION
E-260WW IP

User Manual



*Lens tubes
sold separately

CHAUVET
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EDITION NOTES

The Ovation E-260WW IP User Manual includes a description, safety precautions, installation, programming, operation and maintenance instructions for the Ovation E-260WW IP as of the release date of this edition.

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Document Printing

For best 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 the printer to scale the content accordingly.

Intended Audience

Any person 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.

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Document Revision

This Ovation E-260WW IP User Manual is the 1st edition of this document. Go to www.chauvetprofessional.com for the latest version.

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1. BEFORE YOU BEGIN

What Is Included

- Ovation E-260WW IP
- Seetronic Powerkon IP65 Power Cord
- Warranty Card
- Quick Reference Guide

Claims

Carefully unpack the product immediately and check the container 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
50/60	A set of values of which only one can be chosen
<SET>	A button on the product's control panel
Settings	A product function or a menu option

Symbols

Symbol	Meaning
	Critical installation, configuration, or operation information. Not following these instructions may make the product not work, cause damage to the product, or cause harm to the operator.
	Important installation or configuration information. The product may not function correctly if this information is not used.
	Useful information.

Any reference to data or power connections in this manual assumes the use of Seetronic IP rated cables.

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

Safety Notes

Read all the following safety notes before working with this product. These notes contain 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, 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 the product from the power source before cleaning or replacing the fuse.
- Always connect the product to a grounded circuit to avoid the risk of electrocution.
- Do not touch the product's housing when operating because it may be very hot.

Mounting and Rigging

- Do not submerge this product (IP65). Temporary outdoor operation is fine.
- When using this product in an outdoor environment, use IP65 (or higher) rated power and data cables. Secure unused power and data ports with attached IP65 covers.
- 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.
- Not for permanent outdoor installation in locations with extreme environmental conditions. This includes, but is not limited to:
  - Exposure to a marine/saline environment (within 3 miles of a saltwater body of water).
  - Locations where the normal high or low temperatures exceed the temperature ranges in this manual.
  - Locations that are prone to flooding or being buried in snow.
  - Areas where the product will be subjected to extreme radiation or caustic substances.
- 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 the product when operating.
- When hanging this product, always secure to a fastening device using a safety cable.

Power and Wiring

- Always make sure you are connecting the product to the proper voltage in accordance with the specifications in this manual or on the product's specification label.
- Never connect the 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 there is damage on the housing, lenses, or cables. Have the damaged parts replaced by an authorized technician at once.
- Do not cover the ventilation slots when operating to avoid internal overheating.
- The maximum ambient temperature is 113 °F (45 °C). Do not operate the product at higher temperatures.
- In the event of a serious operation problem, stop using this product immediately!

If your Chauvet product requires service, contact Chauvet Technical Support.

Expected LED Lifespan

LEDs gradually decline in brightness over time, primarily because of heat. LEDs that are arranged in clusters experience higher operating temperatures than single LEDs. For this reason, operating clustered LEDs at their fullest intensity significantly reduces the LEDs' lifespan. Under normal conditions, this lifespan is 40,000 to 50,000 hours. If extending this lifespan is vital, lower the operating temperature by improving the ventilation around the product, thus reducing the ambient temperature. In addition, limiting the overall projection intensity may extend the LEDs' lifespan.

2. INTRODUCTION

Description

The Ovation E-260WW IP is a high-powered warm white ellipsoidal light that projects a flat, even field. Standard framing shutters, a gobo/effect slot, and interchangeable lens barrels provide versatility to fit any application. The Ovation E-260WW IP is IP65 rated and features IP rated power and DMX connections. Selectable dimming curves ensure smooth fading cues that intermix well with the output of conventional theatre ellipsoidal lights.

Features

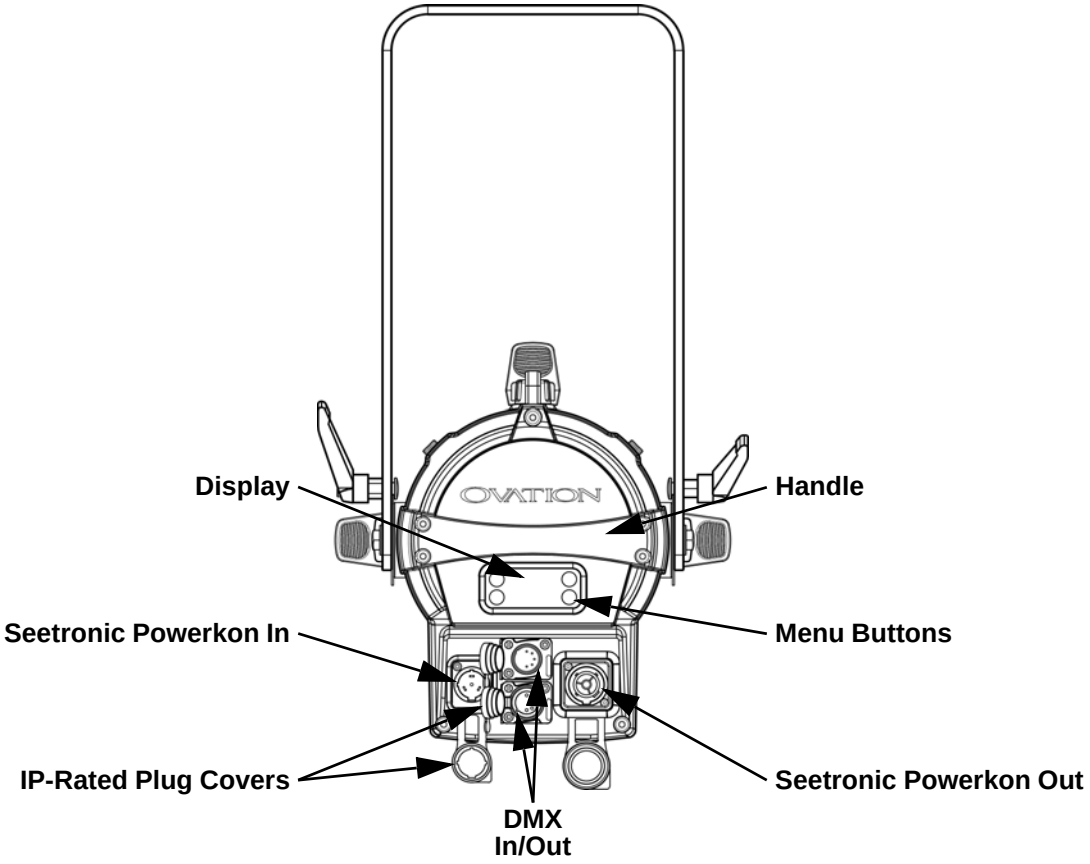
- Operating modes:
  - 1-channel: dimmer control
  - 2-channel: dimmer and fine dimmer control
  - 3-channel: dimmer, fine dimmer, and strobe control
  - 6-channel: dimmer, fine dimmer, strobe control, auto programs, auto speed, and dimmer mode
- Warm white ERS-style fixture with output exceeding a tungsten 750 W source
- Fully IP65 rated for seasonal use indoors or out
- Use of our standard Ovation beam shaping shutters and lenses lends familiarity and ease of use to the fixture
- Ultra smooth 16-bit dimming, and 8-bit dimming curves to complement any lighting scheme
- Flat, even field of light for superior gobo projection
- RDM (Remote Device Management) for added flexibility
- Adjustable PWM (Pulse Width Modulation) to avoid flickering on camera

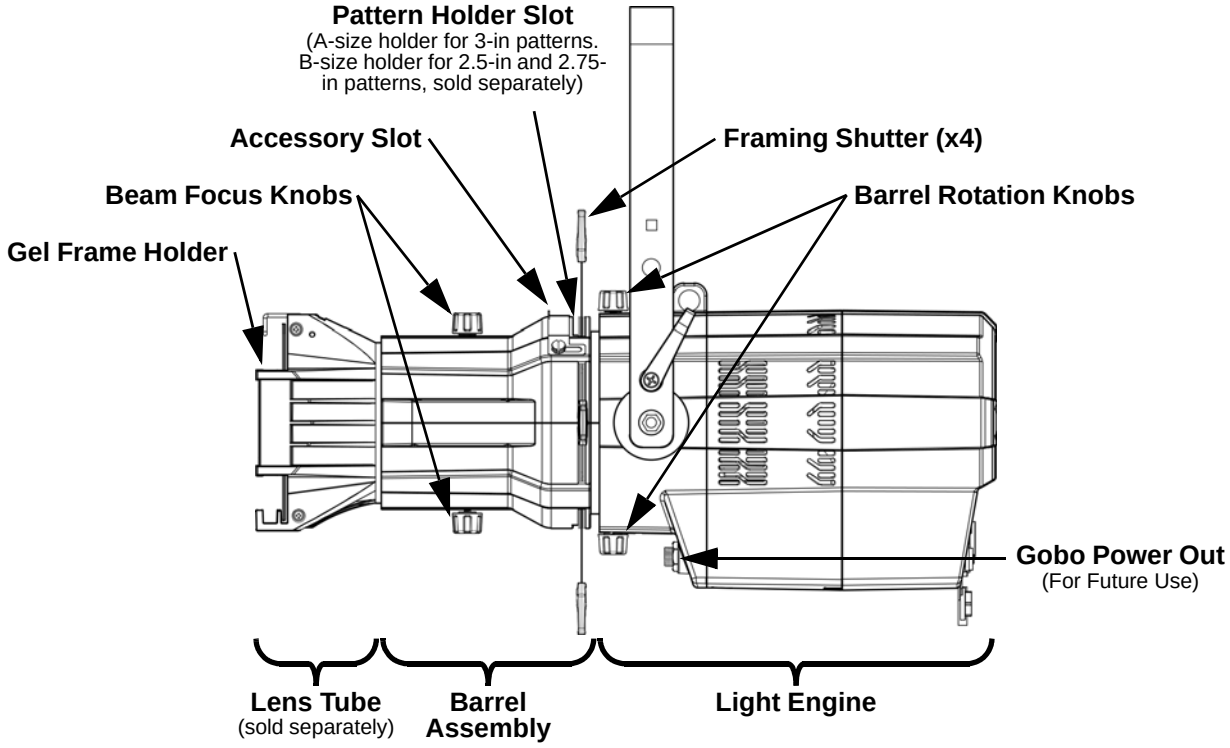
Lens Tube

The following lens tubes are available for purchase:

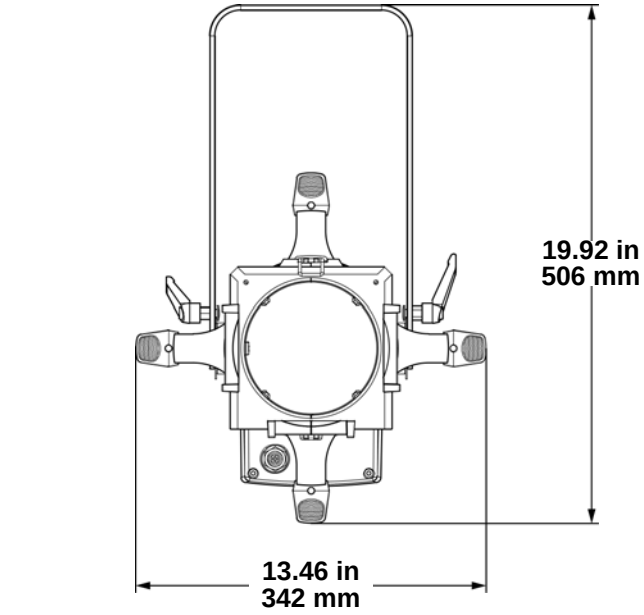
- 14° w/ Gel frame (7.5 in/191 mm accessories)
- 19° w/ Gel frame (6.25 in/159 mm accessories)
- 26° w/ Gel frame (6.25 in/159 mm accessories)
- 36° w/ Gel frame (6.25 in/159 mm accessories)
- 50° w/ Gel frame (6.25 in/159 mm accessories)
- 15°–30° w/ Gel frame (7.5 in/191 mm accessories)
- 25°–50° w/ Gel frame (7.5 in/191 mm accessories)

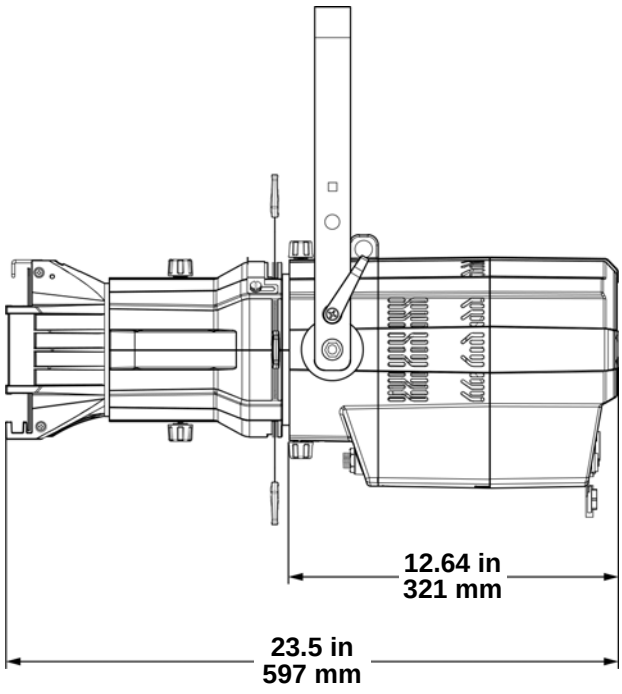
Product Overview





Product Dimensions





3. SETUP

AC Power

Each Ovation E-260WW IP 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 Ovation E-260WW IP, 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, download Sizing Circuit Breakers from the Chauvet website: www.chauvetprofessional.com.

- **Always connect the product to a protected circuit (circuit breaker or fuse). Make sure the product has 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 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.

AC Plug

The Ovation E-260WW IP comes with a power input cord terminated with a Seetronic Powerkon A 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 the change the 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

Power Linking

The product supports power linking. You can power link up to 7 products at 120 V; up to 12 at 208 V; or up to 13 at 230 V.
This product comes with a power input cord. Power linking cables are available from Chauvet for purchase.

- **To preserve the IP65 rating and the warranty of this product Seetronic Powerkon cables must be used.**
- **Insert the attached IP65 rated plugs into the corresponding power/data connections when not in use.**

DMX Linking

You can link the Ovation E-260WW IP to a DMX controller using a 5-pin DMX connection. If using other DMX-compatible products with this product, you can control each individually with a single DMX controller.

DMX Personalities

The Ovation E-260WW IP uses a 5-pin DMX data connection for the 1-, 2-, 3-, and 6-channel 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 Ovation E-260WW IP to work in these personalities.
- The DMX Values section provides detailed information regarding the DMX personalities.

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.

Remote Device Management (RDM)

Remote Device Management, or RDM, is a standard for allowing DMX-enabled devices to communicate bi-directionally along existing DMX cabling. Check the DMX controller's User Manual or with the manufacturer as not all DMX controllers have this capability. The Ovation E-260WW IP supports RDM protocol that allows feedback to make changes to menu map options.

Master/Slave Connectivity

The Master/Slave mode allows a Ovation E-260WW IP (the master) to control one or more Ovation E-260WW IP products (the slaves) without a DMX controller. One Ovation E-260WW IP becomes the master when running an auto program, or by being 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, or the DMX cables needed to link this product to a DMX controller, download the DMX Primer from the Chauvet website: www.chauvetprofessional.com.**
- **To preserve the IP65 rating and the warranty of this product, IP65 data cables must be used.**
- **Insert the attached IP65 rated plugs into the corresponding power/data connections when not in use.**

Mounting

Before mounting the product, read and follow the safety recommendations indicated in 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, making sure there is adequate room for ventilation, configuration, and maintenance.

Rigging

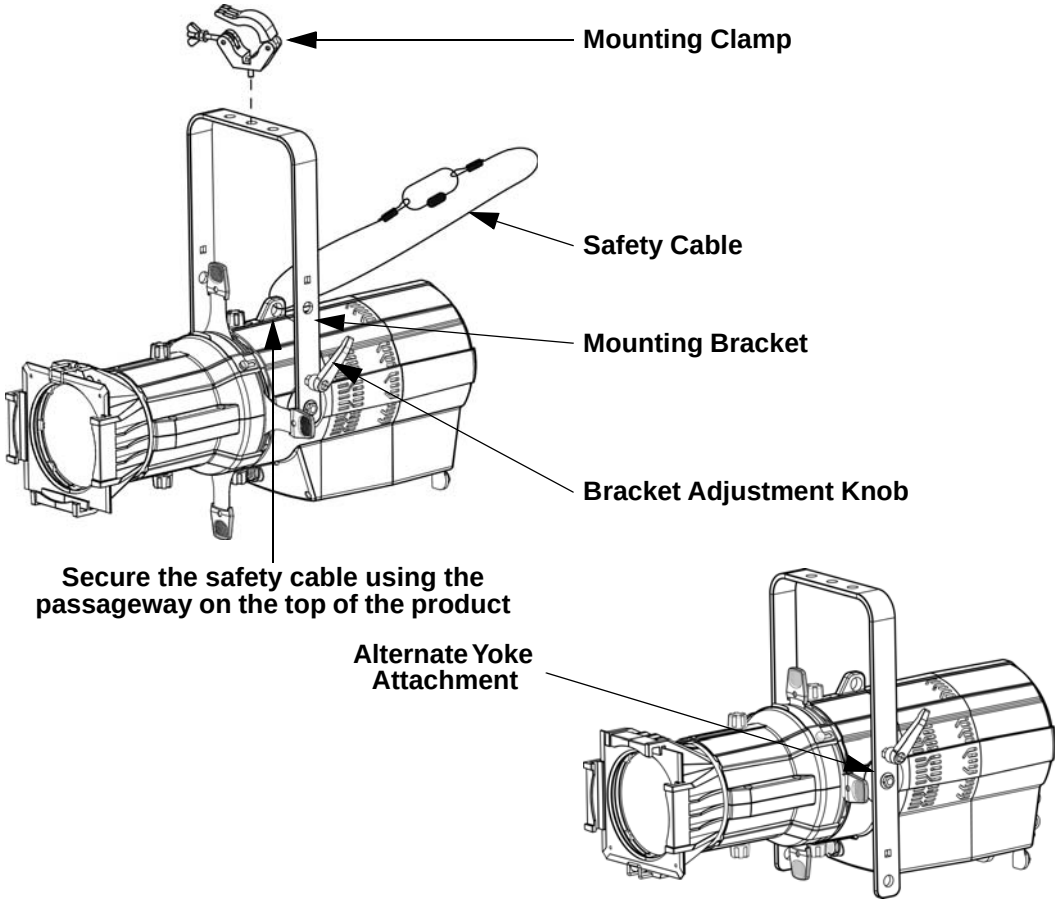
Chauvet recommends using the following general guidelines when mounting this product.

- Before deciding on a location for the product, make sure there is easy access to the product for maintenance and programming purposes.
- Make sure that the structure onto which you are mounting the product can support the product's weight. See the Technical Specifications 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, use a mounting clamp of appropriate weight capacity.
- When power linking multiple products, mount the products close enough for power linking cables to reach.
- The bracket adjustment knob allows for directional adjustment when aiming the product to the desired angle. Only loosen or tighten the bracket knob manually. Using tools could damage the knob.

Procedure

The Ovation E-260WW IP comes with a hanging/mounting bracket to which mounting clamps can be attached. The bracket has 13-mm holes, which are appropriate for this purpose. Be sure the clamps used are capable of supporting the weight of this product. Use at least one mounting point per product where necessary.

Mounting Diagram



Manual Beam Focus Control

The Ovation E-260WW IP has a manual focus, which is adjusted as follows:

1. Locate the beam focus knobs at the top and bottom of the barrel assembly.
2. Loosen the knobs by turning them counter-clockwise.
3. Slide the lens tube forward or backward until you achieve the desired focus or beam edge.
4. Tighten the knobs by turning them clockwise, which lock the lens tube's position.

To avoid changing menu settings while focusing the Ovation E-260WW IP, press and hold the <ENTER> button for 3 seconds. This will put the product in "Focus Mode" by increasing the intensity to 100%. To exit out of focus mode, press <MENU>.

Rotating the Barrel Assembly

The Ovation E-260WW IP allows manual rotation of the barrel assembly, as follows:

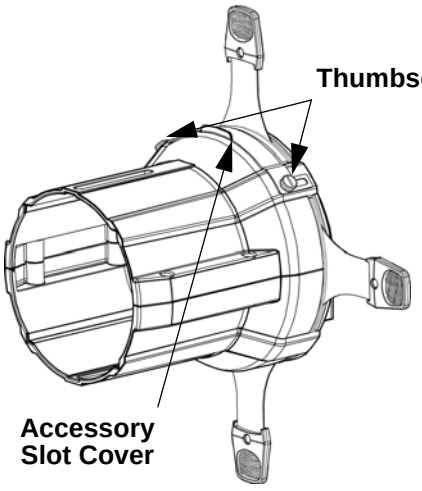
1. Locate the barrel rotation knobs at the top and bottom of the light engine.
2. Loosen the knobs by turning them counter-clockwise.
   - Note: Do not remove the knobs.
3. Rotate the barrel to the desired position, up to 25° in either direction from the centered position.
4. Tighten the knobs by turning them clockwise, which lock the barrel's position.

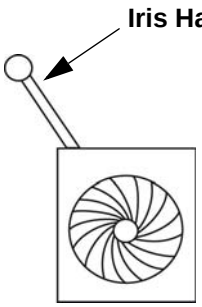
Make sure the barrel assembly is oriented with the pattern holder and accessory slots at the top of the product.

Accessory Slot

The Ovation E-260WW IP has an accessory slot, which holds a drop-in iris, a motorized pattern device, or various other optional accessories (sold separately).

1. Loosen the thumbscrews on the slot cover.
   - **Note**: Do not remove the thumbscrews.
2. Slide the cover forward.
3. Insert an accessory.
   - **Note**: Make sure to insert the accessory correctly. For example, make sure the iris handle extends upward from the slot.
4. Slide the cover back. Make sure any handles or adjustment tools that stick out the top are able to function correctly.
5. Tighten the thumbscrews to secure the cover.





- **When not using the accessory slot, replace and secure the slot cover to prevent light leakage during operation.**
- **When obtaining any optional accessories, be sure the items are compatible with the Ovation E-260WW IP.**

4. OPERATION

Control Panel Operation

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 or increases the numeric value when in a function
<DOWN>	Navigates downward through the menu list or decreases the numeric value when in a function

Control Options

Set the Ovation E-260WW IP starting address in the **001-512** DMX range. This enables control of up to 85 products in the 6-channel **6Ch** 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.

Control Panel Lock

This setting enables you to activate or disable the control panel lock, which keeps unauthorized users from changing the product's settings.

1. Go to the **Key Lock** main level.
2. Select **On** or **Off**.

When the control panel lock is activated, in order to access the products main programming level, the product will prompt for the passcode. Enter the passcode as described below.

Passcode

After being prompted to enter the passcode:
Press **<UP>, <DOWN>, <UP>, <DOWN>, <ENTER>**.

Menu Map

Main Level	Programming Levels		Description
DMX Address	**Address**	**<001–512>**	Selects DMX address (highest channel restricted to personality chosen).
DMX Channel	**1 Ch**		1-channel: dimmer
	2 Ch		2-channel: 16-bit dimmer
	3 Ch		3-channel: 16-bit dimmer, strobe
	6 Ch		6-channel: 16-bit dimmer, strobe, auto programs, auto speed, dimmer mode
Static	**Dimmer**	**<0–255>**	Sets the intensity of the light output
	Strobe		Sets the strobe rate
Auto Show	**Auto 1–4**	**<1–100>**	Selects automatic programs and speed
Master/Slave Mode	**Master**		Master mode
	Slave		DMX slave mode
Dimmer Mode	**Off**		Linear dimming
	Dimmer 1–3		Dimming curves: **Dimmer 1** (fast) to **Dimmer 3** (slow)
LED Frequency	**600Hz**		PWM frequency
	1200Hz		
	2000Hz		
	4000Hz		
	6000Hz		
	25KHz		
Fan Mode	**Auto**		Fan speed based on product temperature
	On		Fan always at maximum
Back Light	**On**		Display backlight always on
	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
Key Lock	**On**		Locks display (password is **<UP>**, **<DOWN>**, **<UP>**, **<DOWN>**, **<ENTER>**)
	Off		
Gobo Power	**On**		Enables or disables gobo power output
	Off		
Information	**Fixture Hours**	**<_ _ _ _H>**	Shows total product hours
	Version	**<V_._>**	Shows installed software version
	UID	**_____**	Shows product ID
Reset Factory	**No**		Reset to factory defaults
	Yes		

Configuration (Standalone)

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

Static Mode

The Static mode allows for permanent dimmer and strobe presets without a DMX controller.

1. Go to the **Static** main level.
2. Select **Dimmer** or **Strobe**.
3. Select the desired value (**0–255**).

Auto Programs

Auto programs allow for dynamic blinder effects without a DMX controller.

1. Go to the **Auto Show** main level
2. Select the desired auto (**Auto 1–4**).
3. Select the desired speed (**1–100**).

The auto programs cannot be edited.

Master/Slave

The Master/Slave mode allows a group of Ovation E-260WW IP products (the slaves) to simultaneously duplicate the output of another Ovation E-260WW IP (the master) without a DMX controller.

To set each of the slaves:

1. Go to the **Master/Slave** main level
2. Select **Slave**.

To set the master:

1. Go to the **Master/Slave** main level
2. Select **Master**.
3. Select an auto program as explained in Auto Programs, or a static setting.

- The master is the one that runs a program whether in Auto or Static 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.

Dimmer Profiles

This setting determines how fast the output of the Ovation E-260WW IP changes when you modify the output value. This setting provides four different options to simulate the dimming curve of an incandescent lighting product.

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

OFF: The output is proportional (linear) to the dimmer channel value.
Dimmer 1-3: The output follows the dimmer value based on the corresponding dimmer curve, DIM1 being the fastest.

LED Frequency

This option changes the Pulse Width Modulation (PWM) frequency of the LEDs on the Ovation E-260WW IP.

1. Go to the **LED Frequency** main level.
2. Select PWM Frequency (**600Hz**, **1200Hz**, **2000Hz**, **4000Hz**, **6000Hz**, or **25Khz**).

Fan Mode

This setting determines how the fan speed on the Ovation E-260WW IP is set.

1. Go to the **Fan Mode** main level
2. Select **Auto** (fan speed will increase or decrease based on product temperature) or **On** (fan speed will always be at maximum).

Back Light

This setting allows for selection of the amount of time the backlight on the Ovation E-260WW IP's display stays on after the last button is pressed on the control panel.

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

Gobo Power

This setting is for future use, and should remain set to **Off**.

System Information

This option displays the total number of hours the product has run, the installed software version, and the product's UID.

1. Go to the **Information** main level.
2. Select **Fixture Hours**, **Version**, or **UID**.

Factory Reset

This option restores the Ovation E-260WW IP to factory default settings.

1. Go to the **Reset Factory** main level.
2. Select **No** or **Yes**.

Configuration (DMX)

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

DMX Personalities

This setting allows you to choose a particular DMX personality.

1. Go to the **DMX Channel** main level.
2. Select the desired personality (**1 Ch**, **2 Ch**, **3 Ch**, or **6 Ch**).

- 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 starting address:
   a. Go to **DMX Address** 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
1	**512**
2	**511**
3	**510**
6	**507**

DMX Values

6 Ch

Channel	Function	Value	Percent/Setting
1	Dimmer	000 ⇔ 255	0–100%
2	Fine Dimmer	000 ⇔ 255	0–100%
4	Strobe	000 ⇔ 010	No function
		011 ⇔ 255	Strobe, slow to fast
4	Auto Program	000 ⇔ 010	No function
		011 ⇔ 070	Auto 1, slow to fast
		071 ⇔ 130	Auto 2, slow to fast
		131 ⇔ 190	Auto 3, slow to fast
		191 ⇔ 255	Auto 4, slow to fast
5	Auto Speed	000 ⇔ 255	Slow to fast
6	Dimmer Speed	000 ⇔ 051	Preset dimmer speed from display menu
		052 ⇔ 101	Dimmer speed mode off
		102 ⇔ 152	Dimmer speed mode 1 (fastest)
		153 ⇔ 203	Dimmer speed mode 2
		204 ⇔ 255	Dimmer speed mode 3 (slowest)

3Ch

Channel	Function	Value	Percent/Setting
1	Dimmer	000 ⇔ 255	0–100%
2	Fine Dimmer	000 ⇔ 255	0–100%
3	Strobe	000 ⇔ 010	No function
		011 ⇔ 255	Strobe, slow to fast

2 Ch

Channel	Function	Value	Percent/Setting
1	Dimmer	000 ⇔ 255	0–100%
2	Fine Dimmer	000 ⇔ 255	0–100%

1 Ch

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

5. TECHNICAL INFORMATION

Product Maintenance

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

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 the 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 transparent surfaces with a mild soap solution, ammonia-free glass cleaner, or isopropyl alcohol.
5. Apply the solution directly to a soft, lint free cotton cloth or a lens cleaning tissue.
6. Softly drag any dirt or grime to the outside of the transparent surface.
7. Gently polish the transparent surfaces until they are free of haze and lint.

Always dry the transparent surfaces carefully after cleaning them.

6. TECHNICAL SPECIFICATIONS

Dimensions and Weight

Length	Width	Height	Weight
19.49 in (495 mm)	11.14 in (342 mm)	19.92 in (506 mm)	20.2 lb (9.2 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 V, 60 Hz	208 V, 60 Hz	230 V, 50 Hz
Consumption	221 W	215 W	213 W
Operating Current	1.85 A	1.11 A	1.01 A
Power linking current (products)	13.6 A (7 products)	13.6 A (12 products)	13.6 A (13 products)

Power I/O	U.S./Worldwide	UK/Europe
Power input connector	Seetronic Powerkon IP65	Seetronic Powerkon IP65
Power output connector	Seetronic Powerkon IP65	Seetronic Powerkon IP65
Power Cord plug	Edison (U.S.)	Local Plug

Light Source

Type	Color	Quantity	Power	Current	Lifespan
LED	Warm White	1	202 W	3.6 A	50,000 hours

Photometrics

Parameter	14° Lens	19° Lens	26° Lens	36° Lens	50° Lens	15°–30° Lens (Narrow/Wide)		25°–50° Lens (Narrow/Wide)	
Illuminance @ 5 m	14,149 lux	9,256 lux	6,910 lux	4,053 lux	1,703 lux	12,430 lux	5,339 lux	4,997 lux	3,295 lux
Lumens	N/A	7,587	10,284	10,121	9,655	N/A		N/A	
Beam Angle	11°	13°	16°	20°	28°	12°	14°	21°	22°
Field Angle	14°	19°	26°	36°	50°	15°	29°	26°	46°

Thermal

Maximum External Temperature	Cooling System
113 °F (45 °C)	Fan-assisted convection

DMX

I/O Connector	Channel Range
5-pin XLR	1, 2, 3 or 6

Ordering

Product Name	Item Name	Item Code	UPC Number
Ovation E-260WW IP	OVATIONE260WWIP	03121239	781462215873

RETURNS

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.

To submit a service request online, go to www.chauvetprofessional.com/service-request.

Clearly label the package with an 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.

Once you have the RMA number, provide 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 are recommended.

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

CONTACT US

World Headquarters	
General Information	**Technical Support**
Address: 5200 NW 108th Ave. Sunrise, FL 33351 Voice: (954) 577-4455 Fax: (954) 929-5560 Toll Free: (800) 762-1084	Voice: (844) 393-7575 Fax: (954) 756-8015 Email: chauvetcs@chauvetlighting.com **Website** www.chauvetlighting.com
EUROPE	
General Information	**Technical Support**
Address: Stokstraat 18 9770 Kruishoutem Belgium Voice: +32 9 388 93 97	Email: eutech@chauvetlighting.eu **Website** www.chauvetlighting.eu
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Visit the applicable website above to verify our contact information and instructions to request support. Outside the U.S., United Kingdom, Ireland, Mexico or Benelux, contact the dealer of record.