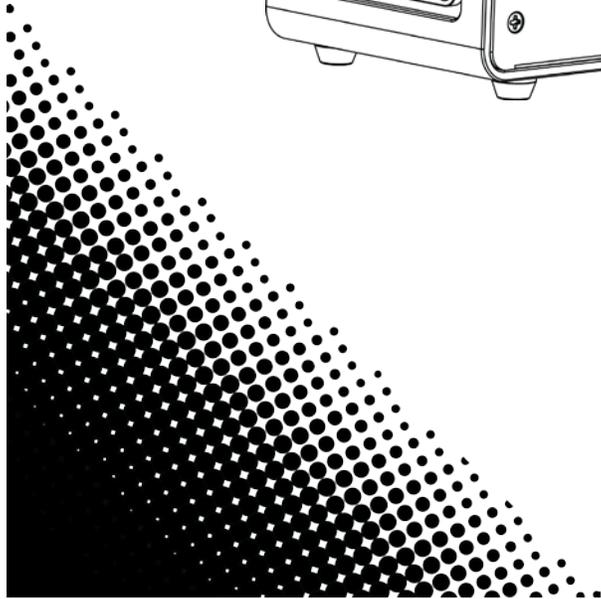
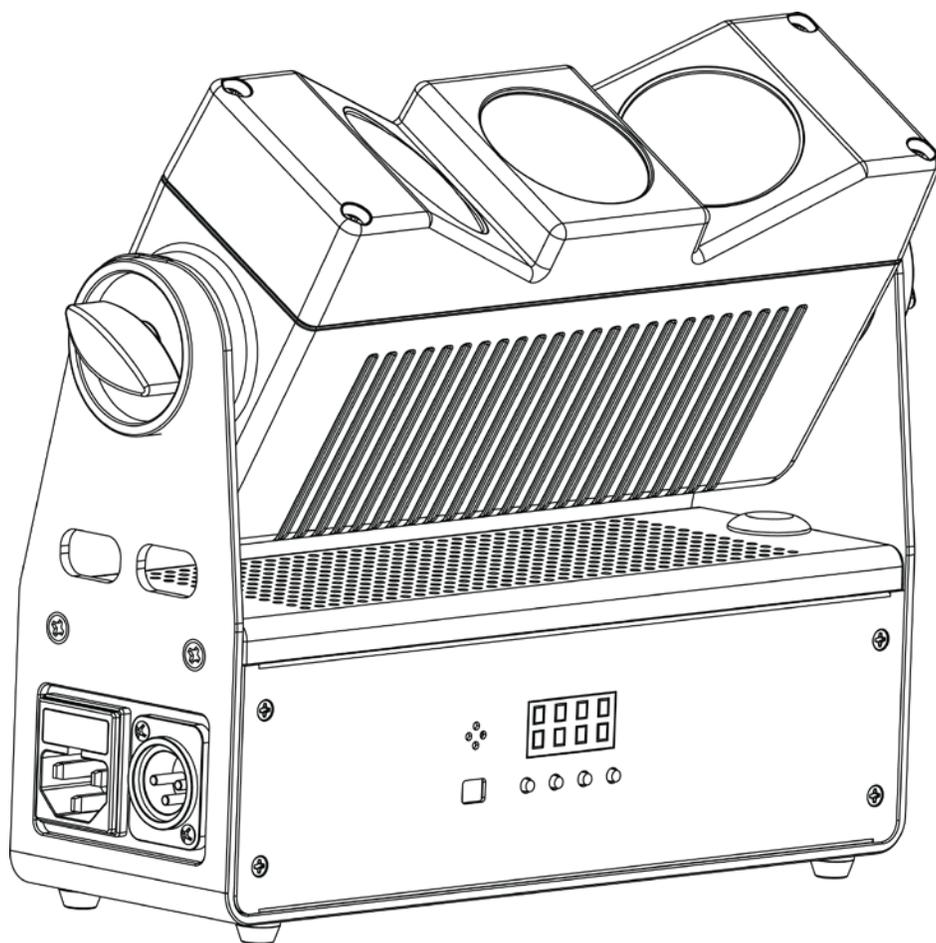


# Slim **BEAM**<sup>™</sup> QUAD **IRC**

## User Manual



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# 1. BEFORE YOU BEGIN

## What Is Included

- SlimBEAM™ QUAD IRC
- Power Cord
- Warranty Card
- Quick Reference Guide

## Unpacking Instructions

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

## Claims

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.

## 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
<ENTER>	A key to be pressed on the product's control panel
ON	A value to be entered or selected

## 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.

## 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](http://www.chauvetlighting.com).

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Author	Date	Editor	Updated
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## Product at a Glance

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

## 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 grounded circuit to avoid the risk of electrocution.
- Always disconnect the product from the power source before cleaning or replacing the fuse.
- 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, make sure there is adequate support for the product's weight, and 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.



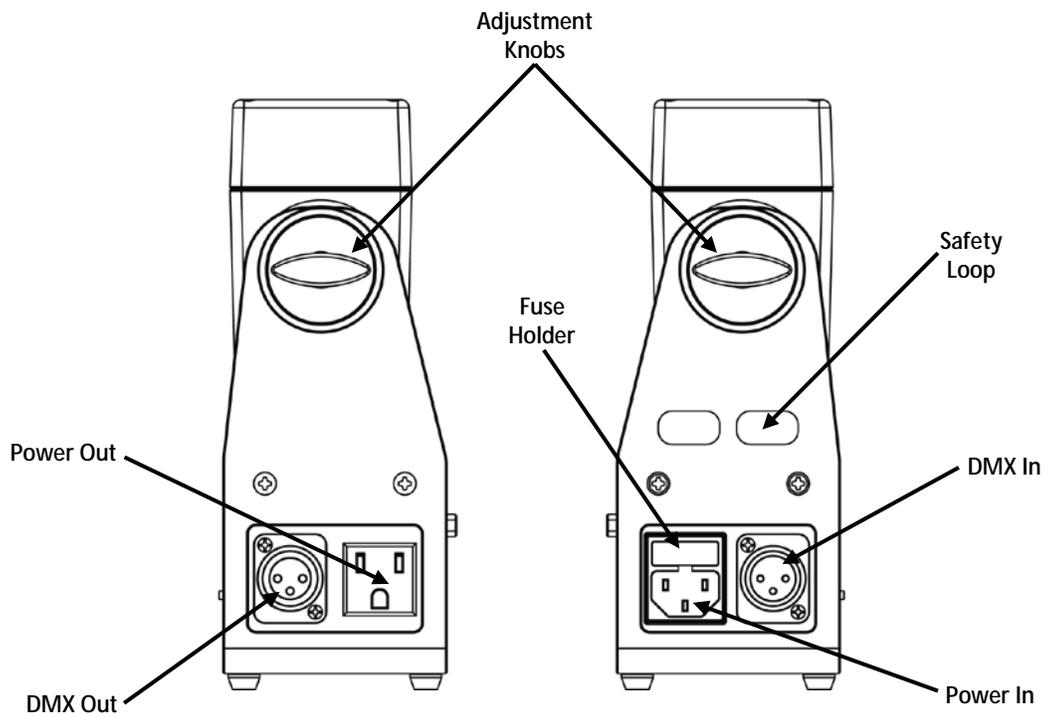
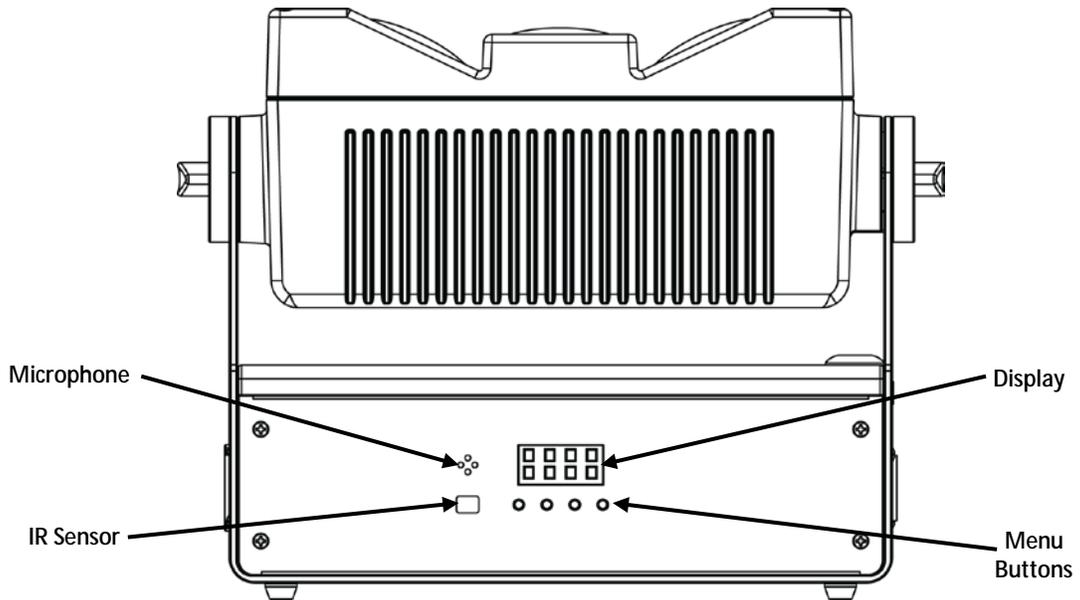
- The product is not intended for permanent installation.
- Always make sure that the voltage of the outlet to which you are connecting the product is within the range stated on the decal or rear panel of the product.
- The product is for indoor use only! (IP20) To prevent risk of fire or shock, do not expose the product to rain or moisture.
- Always install the product in a location with adequate ventilation, at least 20 in (50 cm) from adjacent surfaces.
- Be sure that no ventilation slots on the product's housing are blocked.
- Never connect the product to a dimmer or rheostat.
- Make sure to replace the fuse with another of the same type and rating.
- Never carry the product from the power cord or any moving part. Always carry by the base.
- The maximum ambient temperature (Ta) is 104 °F (40 °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.
- 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.



- Keep this User Manual for future use. If you sell the product to someone else, be sure that they also receive this document.

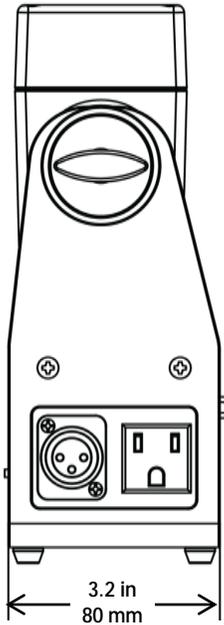
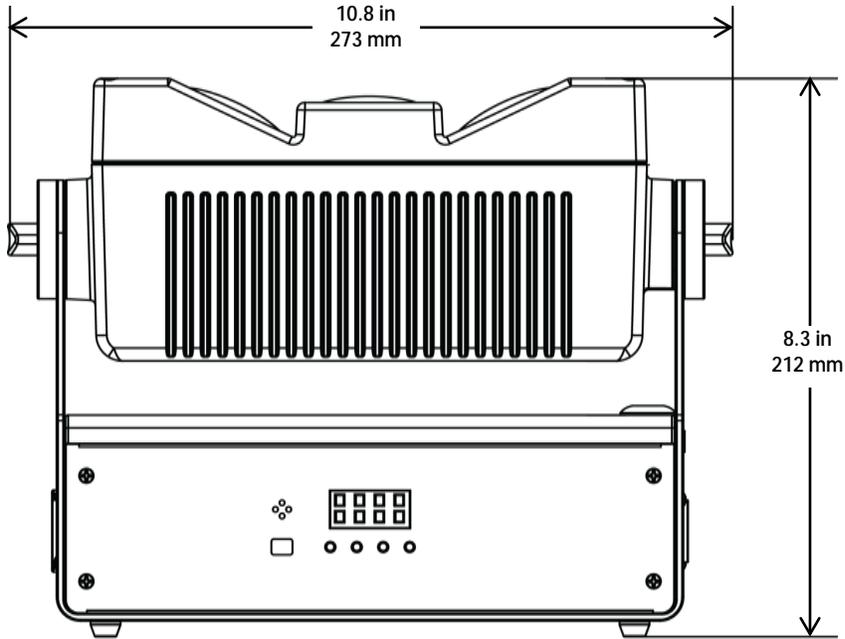
## 2. INTRODUCTION

### Product Overview



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# Product Dimensions



### 3. SETUP

#### AC Power

The SlimBEAM™ QUAD IRC has an auto-ranging power supply and it can work with an input voltage range of 100 to 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.



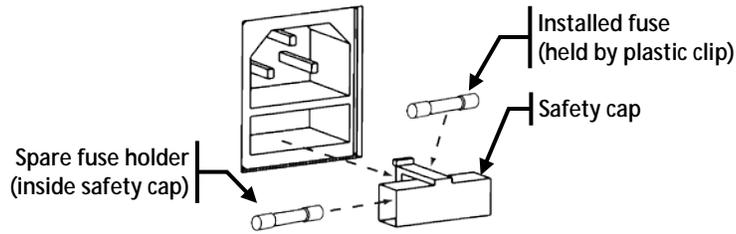
- **Always connect the product to a protected circuit (circuit breaker or fuse). Make sure the product has an appropriate electrical ground to avoid the risk of electrocution or fire.**
- **To eliminate unnecessary wear and improve its lifespan, during periods of non-use completely disconnect the product 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.**

#### Fuse Replacement

1. Wedge the tip of a flat-head screwdriver into the slot of the fuse holder.
2. Pry the fuse holder out of the housing.
3. Remove the blown fuse from the holder and replace with a fuse of the exact same type and rating.
4. Insert the fuse holder back in place and reconnect power.

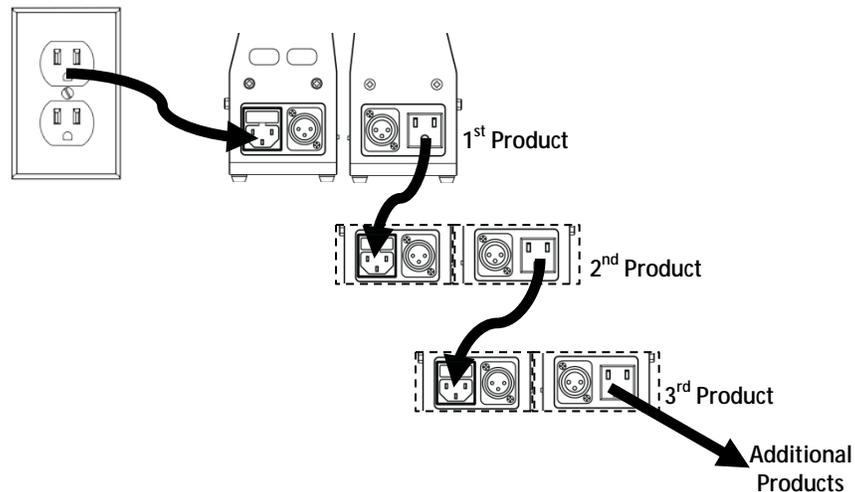


**Disconnect the product from the power outlet before replacing the fuse.**

#### Power Linking

The product provides power linking via the Edison outlet located in the back of the unit. Please see the diagram below for further explanation.

#### Power Linking Diagram



**You can power link up to 18 SlimBEAM™ QUAD IRC units on 120 VAC or up to 34 SlimBEAM™ QUAD IRC units on 230 VAC.**



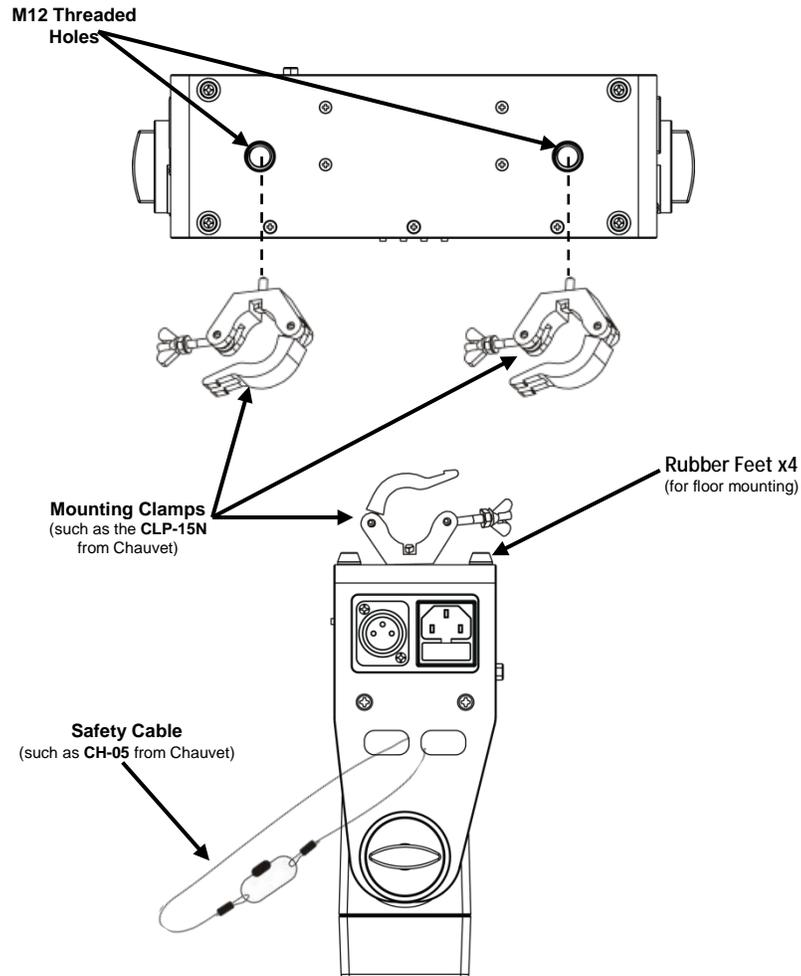
**The power linking diagram corresponds to the North American version of the product ONLY! If using the product in other markets, you must consult with the local Chauvet distributor as power linking connectors and requirements may differ in your country or region.**

**Mounting** Before mounting the product, read and follow the safety recommendations indicated in the [Safety Notes](#).

**Orientation** The SlimBEAM™ QUAD IRC 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 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 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

### Control Panel Operation

To access the control panel functions, use the four buttons located underneath the display. Please refer to the [Product Overview](#) to see the button locations on the control panel.

Button	Function
<MENU>	Press to find an operation mode or to back out of the current menu option
<UP>	Press to scroll up the list of options or to find a higher value
<DOWN>	Press to scroll down the list of options or to find a lower value
<ENTER>	Press to activate a menu option or a selected value

### Menu Map

Mode	Programming Steps	Description
DMX Mode	4-CH	d 1–d512 Selects the DMX Personality and the DMX starting address
	9-CH	
	16CH	
Static Color Mode	C--	C 1–C 15 Selects 1 of 15 static colors
Auto Program Mode	P--	P 1–P 10 Selects 1 of 10 auto program
Program Speed	S--	S 1–S100 Sets auto program speed (slow to fast)
Sound-Active Mode	Snd Selects Sound-Active mode	
Sound Sensitivity	SenS	u 0–u100 Sets the sound sensitivity
Custom Color Mixing Mode	U--	r 0–r255 Red (0–100%)
		g 0–g255 Green (0–100%)
		b 0–b255 Blue (0–100%)
		A 0–A255 Amber (0–100%)
Dimmer	dIN	OFF No dimming curve
		dIN1 Fast dimming curve
		dIN2 Medium dimming curve
		dIN3 Slow dimming curve
Infrared Mode	SET	ON Turns infrared on or off
		OFF

### DMX Linking

The SlimBEAM™ QUAD IRC works with a DMX controller. Information about DMX is in the CHAUVET® DMX Primer, which is available from the Chauvet website [http://www.chauvetlighting.com/downloads/DMX\\_Primer\\_rev05\\_WO.pdf](http://www.chauvetlighting.com/downloads/DMX_Primer_rev05_WO.pdf).

### Configuration (DMX)

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

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

### DMX Personality and Starting Address

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.

The SlimBEAM™ QUAD IRC uses up to 16 DMX channels, which defines the highest configurable address to **497**.

If you are not familiar with the DMX protocol, download the DMX Primer from [www.chauvetlighting.com](http://www.chauvetlighting.com).

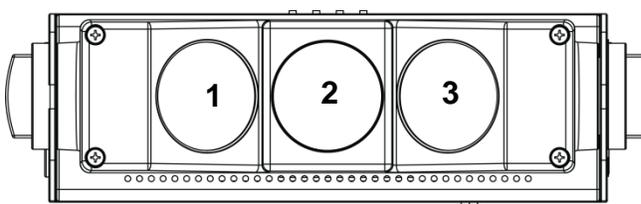
To select the starting address, do the following:

1. Press <MENU> repeatedly until **4-CH**, **9-CH**, or **16CH** shows on the display.
2. Press <ENTER> when the desired personality is selected, and **d 1–d512** will show on the display.
3. Use <UP> or <DOWN> to select the starting address.
4. Press <ENTER>.

## DMX Channel Assignments and Values

16CH	Channel	Function	Value	Percent/Setting
	1	Red 1	000ó 255	0–100%
	2	Green 1	000ó 255	0–100%
	3	Blue 1	000ó 255	0–100%
	4	Amber 1	000ó 255	0–100%
	5	Red 2	000ó 255	0–100%
	6	Green 2	000ó 255	0–100%
	7	Blue 2	000ó 255	0–100%
	8	Amber 2	000ó 255	0–100%
	9	Red 3	000ó 255	0–100%
	10	Green 3	000ó 255	0–100%
	11	Blue 3	000ó 255	0–100%
	12	Amber 3	000ó 255	0–100%
	13	Strobe	000ó 010	No function
011ó 255			Strobe, slow to fast	
Program Speed		000ó 255	Program speed, slow to fast, when CH. 14 is <b>011–230</b>	
Sound Sensitivity	000ó 010	Off		
	011ó 255	Sound sensitivity, low to high, when CH. 14 is <b>231–255</b>		
14	Auto/Sound Programs	000ó 010	No function	
		011ó 032	Auto program 1	
		033ó 054	Auto program 2	
		055ó 076	Auto program 3	
		077ó 098	Auto program 4	
		099ó 120	Auto program 5	
		121ó 142	Auto program 6	
		143ó 164	Auto program 7	
		165ó 186	Auto program 8	
		187ó 208	Auto program 9	
		209ó 230	Auto program 10 (Cycles through all programs)	
231ó 255	Sound program			
15	Dimmer	000ó 255	0–100%	
16	Dimmer Speed Mode	000ó 051	Preset dimmer speed from display menu	
		052ó 101	Dimmer speed mode off	
		102ó 152	Dimmer speed mode1 (fast speed)	
		153ó 203	Dimmer speed mode2 (middle speed)	
		204ó 255	Dimmer speed mode3 (slow speed)	

**SlimBEAM™  
QUAD IRC  
Zones for  
DMX Control**



9-CH	Channel	Function	Value	Percent/Setting
	1	Red	000○255	0–100%
	2	Green	000○255	0–100%
	3	Blue	000○255	0–100%
	4	Amber	000○255	0–100%
	5	Color Macros and Color Temperature	000○010	No function
			011○030	R: 100% G: 0–100% B: 0 A: 0
			031○050	R: 100%–0 G: 100% B: 0 A: 0
			051○070	R: 0 G: 100% B: 0–100% A: 0
			071○090	R: 0 G: 100%–0 B: 100% A: 0
			091○110	R: 0–100% G: 0 B: 100% A: 0
			111○130	R: 100% G: 0 B: 100%–0 A: 0
			131○150	R: 100% G: 0–100% B: 0–100% A: 0
			151○170	R: 100%–0 G: 100%–0 B: 100% A: 0
			171○200	R: 100% G: 100% B: 100% A: 100%
			201○205	Color temperature 1
			206○210	Color temperature 2
			211○215	Color temperature 3
			216○220	Color temperature 4
			221○225	Color temperature 5
			226○230	Color temperature 6
			231○235	Color temperature 7
	236○240	Color temperature 8		
	241○245	Color temperature 9		
	246○250	Color temperature 10		
	251○255	Color temperature 11		
	6	Strobe	000○010	No function
			011○255	Strobe, slow to fast
		Program Speed	000○255	Program speed, slow to fast, when CH. 7 is <b>011–230</b>
		Sound Sensitivity	000○010	Off
			011○255	Sound sensitivity, low to high, when CH. 7 is <b>231–255</b>

<b>9-CH (cont.)</b>	<b>Channel</b>	<b>Function</b>	<b>Value</b>	<b>Percent/Setting</b>
<b>7</b>	<b>Auto/Sound Programs</b>		000○ 010	No function
			011○ 032	Auto program 1
			033○ 054	Auto program 2
			055○ 076	Auto program 3
			077○ 098	Auto program 4
			099○ 120	Auto program 5
			121○ 142	Auto program 6
			143○ 164	Auto program 7
			165○ 186	Auto program 8
			187○ 208	Auto program 9
			209○ 230	Auto program 10 (Cycles through all programs)
			231○ 255	Sound program
<b>8</b>	<b>Dimmer</b>		000○ 255	0–100%
<b>9</b>	<b>Dimmer Speed Mode</b>		000○ 051	Preset dimmer speed from display menu
			052○ 101	Dimmer speed mode off
			102○ 152	Dimmer speed mode1 (fast speed)
			153○ 203	Dimmer speed mode2 (middle speed)
			204○ 255	Dimmer speed mode3 (slow speed)

<b>4-CH</b>	<b>Channel</b>	<b>Function</b>	<b>Value</b>	<b>Percent/Setting</b>
	<b>1</b>	<b>Red</b>	000○ 255	0–100%
	<b>2</b>	<b>Green</b>	000○ 255	0–100%
	<b>3</b>	<b>Blue</b>	000○ 255	0–100%
	<b>4</b>	<b>Amber</b>	000○ 255	0–100%

---

## Configuration (Standalone)

Set the product in one of the standalone modes to control 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.**

### Static Color Mode

To run the SlimBEAM™ QUAD IRC in static-color mode, follow the instructions below:

1. Press **<MENU>** repeatedly until **C--** shows on the display.
2. Press **<ENTER>** and **C 1–C15** will show on the display.
3. Use **<UP>** or **<DOWN>** to select the desired color.
4. Press **<ENTER>**.

### Auto Program Mode

To run the SlimBEAM™ QUAD IRC in automatic mode, follow the instructions below:

1. Press **<MENU>** repeatedly until **P--** shows on the display.
2. Press **<ENTER>** and **P 1–P 10** will show on the display.
3. Use **<UP>** or **<DOWN>** to select the desired program.
4. Press **<ENTER>**.

### Program Speed

To adjust the auto program speed, follow the instructions below:

1. Press **<MENU>** repeatedly until **S--** shows on the display.
2. Press **<UP>** or **<DOWN>** and **S 1–S100** will show on the display.
3. Use **<UP>** or **<DOWN>** to increase or decrease the program speed.
4. Press **<ENTER>** at the desired speed to set it and return to Auto Program mode.

### Sound-Active Mode

To run the SlimBEAM™ QUAD IRC in sound-active mode, do the following:

1. Press **<MENU>** repeatedly until **Snd** shows on the display.
2. Press **<ENTER>**.



**The product will only respond to low frequencies of music (bass and drums).**

### Sound Sensitivity

To adjust the sound sensitivity, follow the instructions below:

1. Press **<MENU>** repeatedly until **SenS** shows on the display.
2. Press **<UP>** or **<DOWN>** and **u 0–u100** will show on the display.
3. Use **<UP>** or **<DOWN>** to increase or decrease the sound sensitivity.
4. Press **<ENTER>** when the product responds to the beat of the music to set the sensitivity and return to Sound-Active mode.

### Custom Color Mixing Mode

To custom mix a color, follow the instructions below:

1. Press **<MENU>** repeatedly until **U--** shows on the display.
2. Press **<ENTER>** and one of the following will show on the display:
  - **rxxx** (red, 0-255)
  - **gxxx** (green, 0-255)
  - **bxxx** (blue, 0-255)
  - **Axxx** (amber, 0-255)
3. Press **<ENTER>** to cycle through the color settings
4. Use **<UP>** or **<DOWN>** to increase or decrease the selected color value.  
**NOTE:** Selecting **0** will turn the color off.
5. Repeat steps 3 and 4 until you have your desired color.

**Dimmer Mode** To change or turn off the dimming curve, follow the instructions below:

1. Press **<MENU>** repeatedly until **dIN** shows on the display.
2. Press **<ENTER>** and one of the following will show on the display:
  - **OFF**
  - **dIN1** (fast dimming curve)
  - **dIN2** (medium dimming curve)
  - **dIN3** (slow dimming curve)
3. Use **<UP>** or **<DOWN>** to cycle through the dimmer settings.
4. Press **<ENTER>** to select the desired setting.

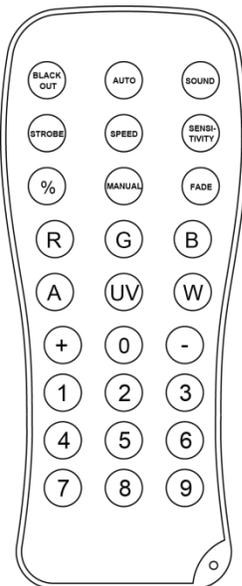
## IRC-6 Infrared Remote Control

The SlimBEAM™ QUAD IRC is compatible with the IRC-6 infrared remote control from Chauvet.

To run the SlimBEAM™ QUAD IRC in Infrared mode, do the following:

1. Press **<MENU>** repeatedly until **SET** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to select either:
  - **ON** to set the product to respond to the IRC-6 remote.
  - **OFF** to set the product to not respond to the IRC-6 remote.
4. Press **<ENTER>**.

## IRC-6 Operation



Be sure the IRC-6 remote is pointing directly at the product and there is nothing in between the remote and the product.

The following buttons function with this product:

- **<BLACK OUT>** - Turns LEDs on/off
- **<STROBE>** - Activates Strobe
- **<AUTO>** - Activates Auto Program mode, **P 1–P 10**
- **<SPEED>** - Activates speed control in auto program mode  
**NOTE:** For strobe speed, do not press the speed button
- **<SOUND>** - Activates Sound mode
- **<SENSITIVITY>** - Activates sensitivity control in sound-active mode
- **<MANUAL>** - Activates Custom Color Mixing mode
- **<R>** - Selects red to be increased or decreased
- **<G>** - Selects green to be increased or decreased
- **<B>** - Selects blue to be increased or decreased
- **<A>** - Selects white to be increased or decreased
- **<%>** - Selects total output level to be increased or decreased in Custom Color Mixing mode.
- **<FADE>** - Activates Auto Program mode, **P 6–P 9**
- **<+>** - Increases selected value or strobe speed
- **<->** - Decreases selected value or strobe speed
- **Number Buttons:**

<b>&lt;0&gt;</b> - White	<b>&lt;5&gt;</b> - Cyan
<b>&lt;1&gt;</b> - Red	<b>&lt;6&gt;</b> - Blue
<b>&lt;2&gt;</b> - Orange	<b>&lt;7&gt;</b> - Magenta
<b>&lt;3&gt;</b> - Yellow	<b>&lt;8&gt;</b> - Pink
<b>&lt;4&gt;</b> - Green	<b>&lt;9&gt;</b> - Amber

- All other buttons have no function with this product

**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.**

---

## Master/Slave Mode

The Master/Slave mode allows a single SlimBEAM™ QUAD IRC (the master) to control the actions of one or more SlimBEAM™ QUAD IRC products (the slaves) without the need of a DMX controller. The master will be set to operate in either Custom or Sound-Active mode, or an auto program, while the slave units will be set to operate in Slave mode. Once set and connected, the slaves will operate in unison with the master unit.

Configure the units as indicated below.

### Slave units:

1. Press **<MENU>** repeatedly until one of the DMX modes shows on the display.
2. Press **<ENTER>** and **d 1–d51** will show on the display.
3. Use **<UP>** or **<DOWN>** to set the DMX address to **d 1**.
4. Connect the DMX input of the first slave unit to the DMX output of the master.
5. Connect the DMX input of the subsequent slaves to the DMX output of the previous slave.
6. Finish setting and connecting all the slaves.

### Master unit:

1. Set the master to operate in Custom, Auto, or Sound mode.
2. Make the master unit the first unit in the daisy chain.



- **Configure all the slave units before connecting the master to the daisy chain.**
- **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.**
- **Do not connect more than 31 slaves to the master.**

---

## 5. MAINTENANCE

### **Product Maintenance**

Dust build-up reduces light output performance and can cause overheating. This can lead to reduction of the light source's life and/or mechanical wear. To maintain optimum performance and minimize wear, 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:

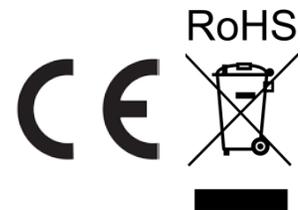
1. Unplug the product from power.
2. Wait until the product is at room temperature.
3. Use a vacuum (or dry compressed air) and a soft brush to remove dust collected on the external surface/vents.
4. Clean all transparent surfaces with a mild soap solution, ammonia-free glass cleaner, or isopropyl alcohol.
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

<b>Dimensions and Weight</b>	<b>Length</b>	<b>Width</b>	<b>Height</b>	<b>Weight</b>
	10.8 in (273 mm)	3.2 in (80 mm)	8.3 in (212 mm)	5.2 lb (2.4 kg)
<b>Note:</b> Dimensions in inches rounded to the nearest decimal digit.				
<b>Power</b>	<b>Power Supply Type</b>	<b>Range</b>	<b>Voltage Selection</b>	
	Switching (internal)	100 to 240 VAC, 50/60 Hz	Auto-ranging	
	<b>Parameter</b>	<b>120 V, 60 Hz</b>	<b>230 V, 50 Hz</b>	
	Consumption	29 W	28 W	
	Operating Current	0.4 A	0.2 A	
	Power linking current (units)	0.4 A (18 units)	0.4 A (34 units)	
	Fuse	T 1 A, 250 V	T 1 A, 250 V	
<b>Power I/O</b>	<b>Power I/O</b>	<b>U.S./Worldwide</b>	<b>UK/Europe</b>	
	Power input connector	IEC	IEC	
	Power output connector	Edison	IEC	
	Power Cord plug	Edison (U.S.)	Local plug	
<b>Light Source</b>	<b>Type</b>	<b>Power</b>	<b>Lifespan</b>	
	LED	3 W	50,000 hours	
	<b>Color</b>	<b>Quantity</b>	<b>Current</b>	
	Quad-color RGBA	3	1.2 A	
<b>Photometrics</b>	<b>Parameter</b>			
	Beam angle	15°		
	Strobe Rate	0 to 20 Hz		
	Illuminance	343 lux @ 2m (per section)		
<b>Thermal</b>	<b>Maximum External Temp.</b>	<b>Cooling System</b>		
	104 °F (40 °C)	Convection		
<b>DMX</b>	<b>I/O Connectors</b>	<b>Channel Range</b>		
	3-pin XLR	4, 9 or 16		
<b>Ordering</b>	<b>Product Name</b>	<b>Item Code</b>	<b>UPC Number</b>	
	SlimBEAM™ QUAD IRC	03050935	781462212834	



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# RETURNS

In case you need to get support or return a product:

- If you are located in the U.S., contact Chauvet World Headquarters (see [Contact Us](#)).
- If you are located in the UK or Ireland, contact Chauvet Europe Ltd. (see [Contact Us](#)).
- If you are located in Mexico, contact Chauvet Mexico (see [Contact Us](#)).
- If you are located in Benelux, contact Chauvet Europe BVBA (see [Contact Us](#)).
- If you are located in any other country, DO NOT contact Chauvet. Instead, contact your local distributor. See [www.chauvetlighting.com](http://www.chauvetlighting.com) for distributors outside the U.S., UK, Ireland, Mexico, or Benelux.



**If you are located outside the U.S., UK, Ireland, Mexico, or Benelux, contact your distributor of record and follow their instructions on how to return Chauvet products to them. Visit our website [www.chauvetlighting.com](http://www.chauvetlighting.com) 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.

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 are recommended.



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

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## CONTACT US

### WORLD HEADQUARTERS - Chauvet

#### General Information

Address: 5200 NW 108<sup>th</sup> Avenue  
Sunrise, FL 33351  
Voice: (954) 577-4455  
Fax: (954) 929-5560  
Toll free: (800) 762-1084

#### Technical Support

Voice: (954) 577-4455 (Press 4)  
Fax: (954) 756-8015  
Email: [tech@chauvetlighting.com](mailto:tech@chauvetlighting.com)

World Wide Web [www.chauvetlighting.com](http://www.chauvetlighting.com)

### UNITED KINGDOM AND IRELAND - Chauvet Europe Ltd.

#### General Information

Address: Unit 1C  
Brookhill Road Industrial  
Estate  
Pinxton, Nottingham, UK  
NG16 6NT  
Voice: +44 (0)1773 511115  
Fax: +44 (0)1773 511110

#### Technical Support

Email: [uktech@chauvetlighting.com](mailto:uktech@chauvetlighting.com)

World Wide Web [www.chauvetlighting.co.uk](http://www.chauvetlighting.co.uk)

### MEXICO - Chauvet Mexico

#### General Information

Address: Av. Santa Ana 30  
Parque Industrial Lerma  
Lerma, Mexico C.P. 52000  
Voice: +52 (728) 285-5000

#### Technical Support

Email: [servicio@chauvet.com.mx](mailto:servicio@chauvet.com.mx)

World Wide Web [www.chauvet.com.mx](http://www.chauvet.com.mx)

### CHAUVET EUROPE - Chauvet Europe BVBA

#### General Information

Address: Stokstraat 18  
9770 Kruishoutem  
Belgium  
Voice: +32 9 388 93 97

#### Technical Support

Email: [Eutech@chauvetlighting.eu](mailto:Eutech@chauvetlighting.eu)

World Wide Web [www.chauvetlighting.eu](http://www.chauvetlighting.eu)

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