

Slim**PAR**[™] HEX **6 IRC**

User Manual

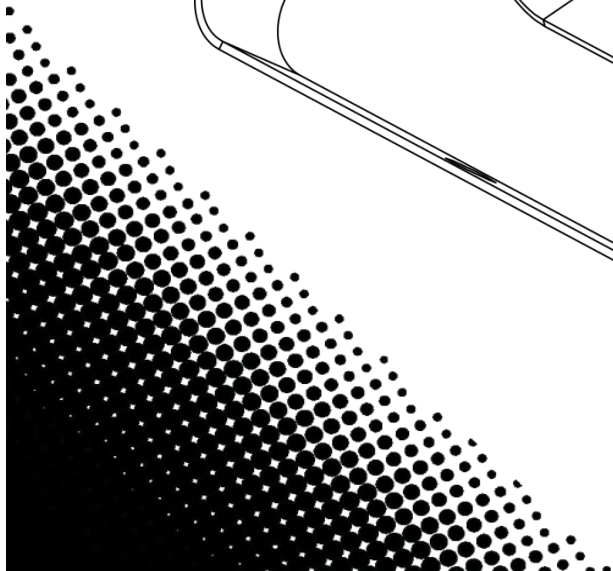
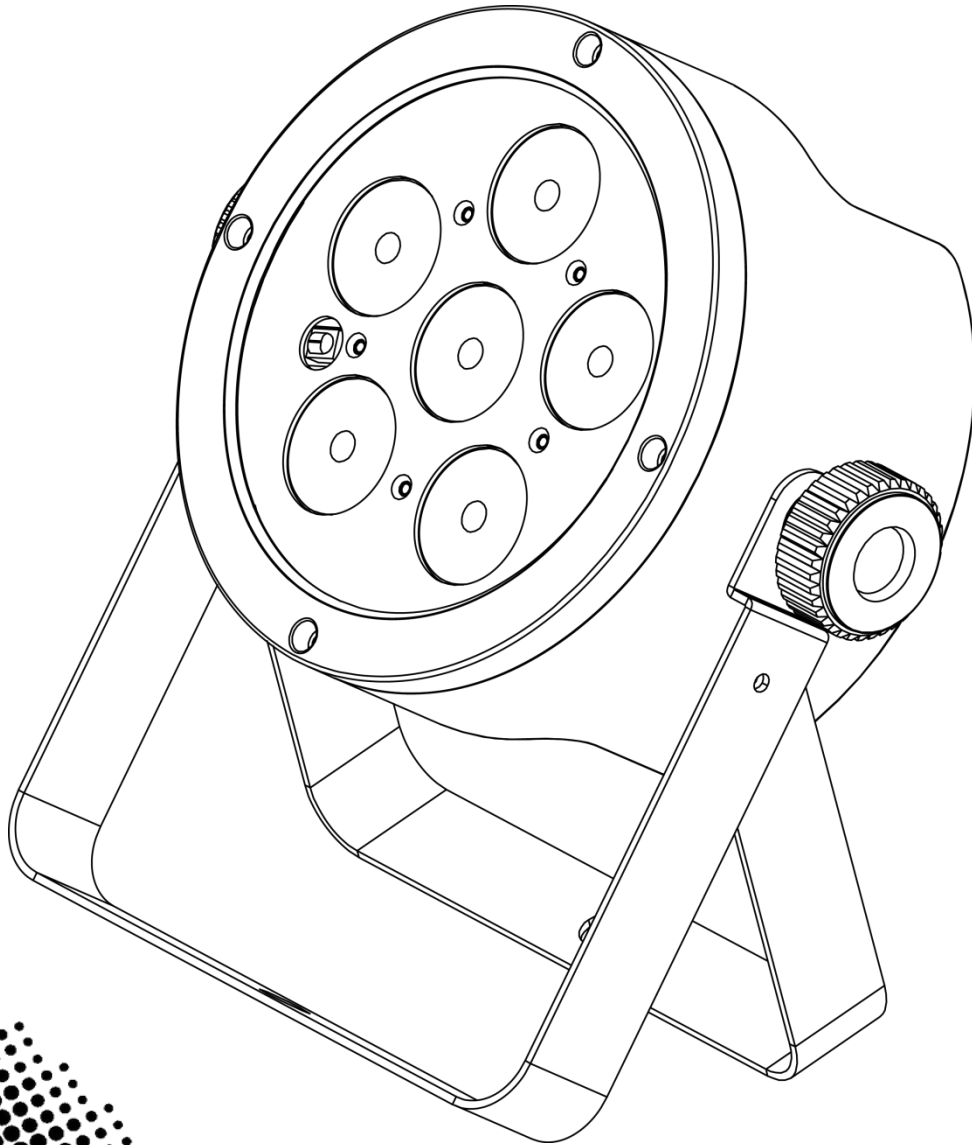


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1. BEFORE YOU BEGIN

What Is Included

- SlimPAR™ HEX 6 IRC
- Hanging Bracket with Mounting Hardware
- Power Cord
- Warranty Card
- Quick Reference Guide

Unpacking Instructions

Carefully unpack the SlimPAR™ HEX 6 IRC and check that all the parts are in the package, and are in good condition.

Claims




If the box, or any of the contents, appear damaged from shipping, save all the packaging and file a claim with the carrier immediately. Failure to report damage to the carrier immediately, or failure to save all the packaging, can invalidate a claim.

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. See [Contact Us](#) at the end of this manual.

Manual Conventions

Convention	Meaning
1—512	A range of values
50/60	A set of values
Settings	A menu option
Menu > Settings	A sequence of menu options
<Enter>	A button

Symbols

Convention	Meaning
	Critical information. Ignoring it can cause malfunction, damage the product, or harm the operator.
	Important information. Ignoring it can cause the product to malfunction.
	Useful information.

Disclaimer

The information and specifications contained in this User Manual are subject to change without notice. Chauvet assumes no responsibility or liability for any errors or omissions, and reserves the right to revise or recreate this manual at any time. The latest version of this manual can be downloaded from <http://www.chauvetlighting.com/product-manuals-literature/>.

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Product at a Glance

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

Safety Notes

These notes include important information about the mounting, use, and maintenance of this product. Read these notes before using the product.



- Always connect the product to a grounded circuit to avoid the risk of electrocution.
- Make sure the power cord is not crimped or damaged.
- Always disconnect the product from the power source before cleaning it or replacing the fuse.
- Never disconnect the product from the power source by pulling or tugging on the cord.
- If mounting the product overhead, always secure it with a safety cable.
- Make sure there are no flammable materials close to the product when it is operating.
- Avoid direct eye exposure to the light source while the product is on.
- Do not touch the product's housing when the product is operating.



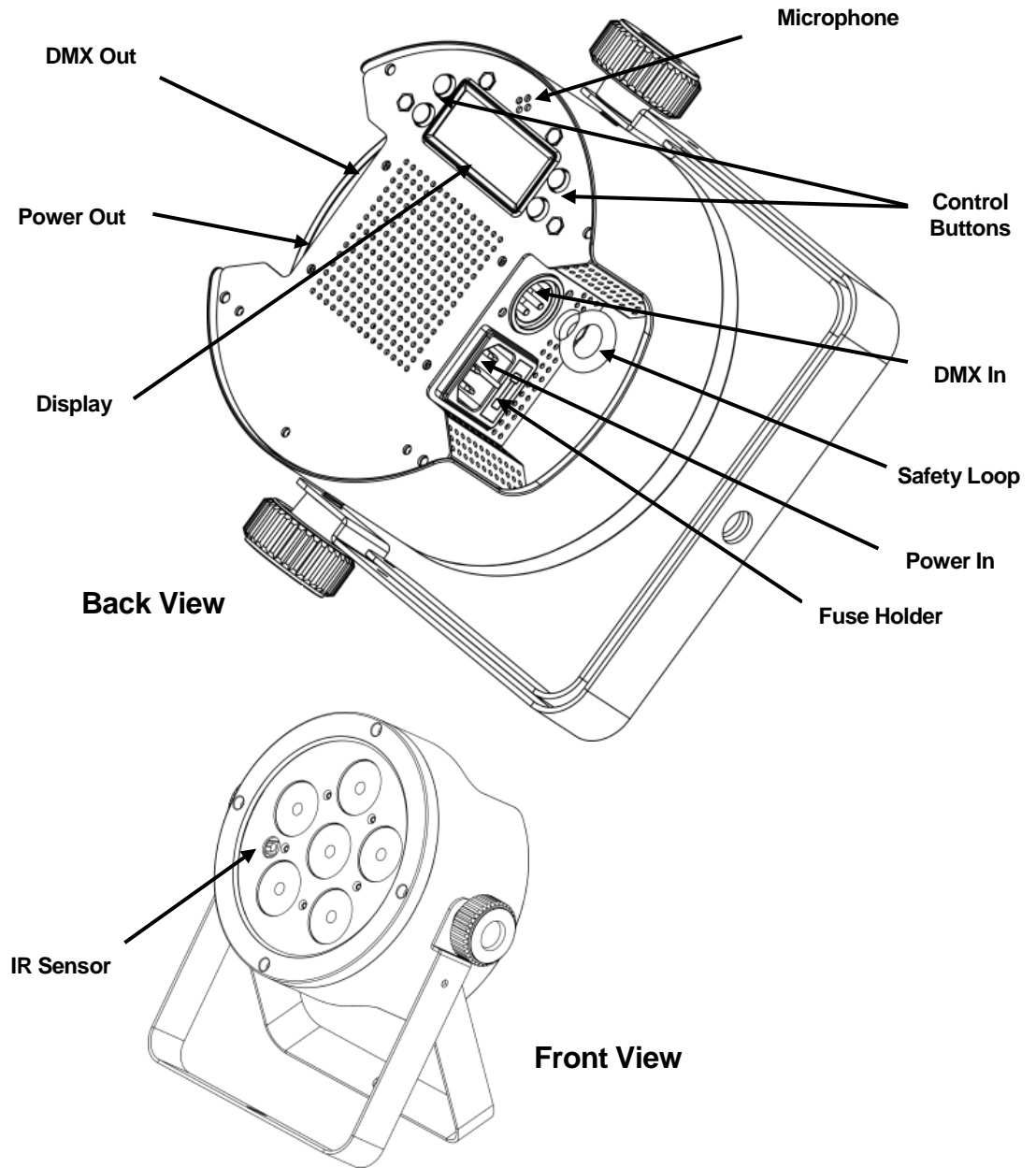
- This product is not intended for permanent installation.
- The product is for indoor use only.
- Do not expose the product to rain or moisture.
- Make sure that the voltage of the power source used for the product is within the range stated on the label, on the rear panel of the product, or [Technical Specifications](#) in this manual.
- Never connect the product to a dimmer or a rheostat.
- Make sure to replace the fuse with another fuse of the same type and rating.
- Always install the product in a location with adequate ventilation, and leave at least 20 in (50 cm) between the product and adjacent surfaces.
- Be sure that no ventilation slots on the product's housing are blocked.
- Do not operate the product in an ambient temperature higher than 104 °F (40 °C).
- Always carry the product by the mounting bracket.
- In the event of a serious operating problem, stop using the product immediately.
- Never try to repair the product. Repairs carried out by untrained people can lead to damage or malfunction.
- If repairs are required, contact the nearest authorized technical assistance center. See [Contact Us](#) at the end of this manual.
- To eliminate unnecessary wear and improve its lifespan, during periods of non-use completely disconnect the product from power via the breaker or by unplugging it.



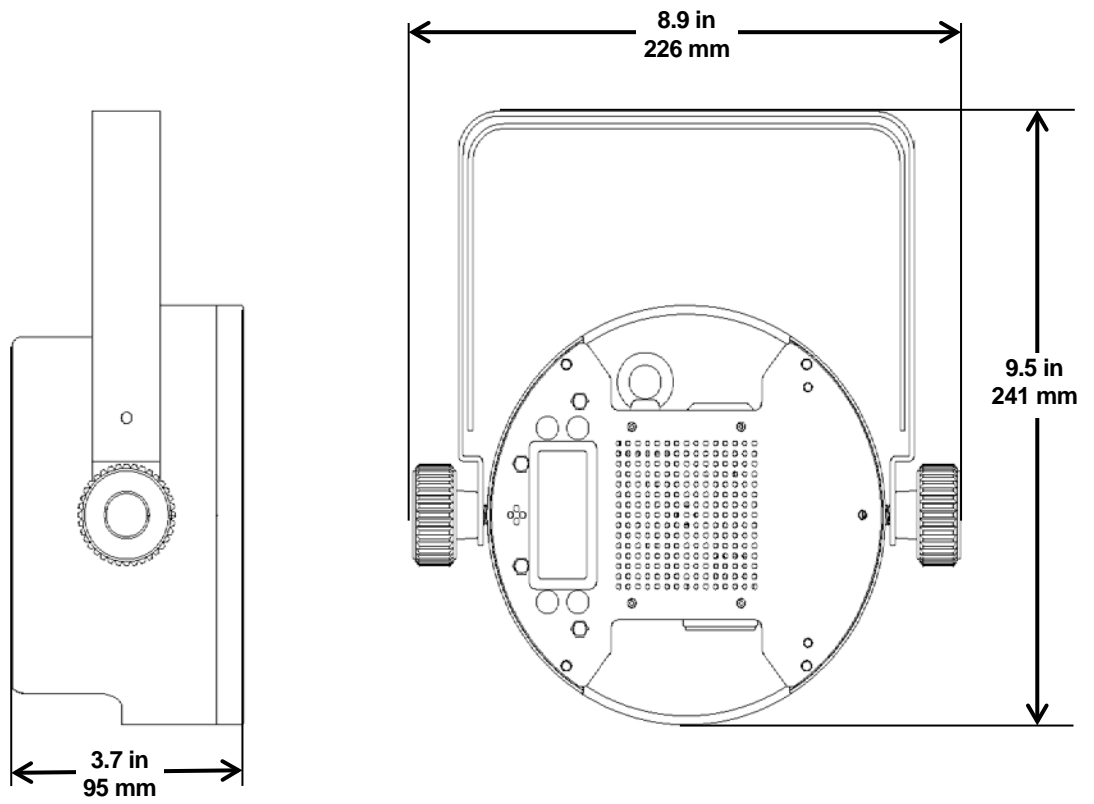
Keep this User Manual for future reference. If you sell the product to another user, be sure to give this manual to the next owner.

2. INTRODUCTION

Overview



Dimensions



3. SETUP

AC Power The SlimPAR™ HEX 6 IRC has an auto-ranging power supply that works 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 [Technical Specifications](#) in this manual. The listed current rating indicates the product's average current draw under normal conditions.

For more information, you may download Sizing Circuit Breakers from the Chauvet website: www.chauvetlighting.com/download/.



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.



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

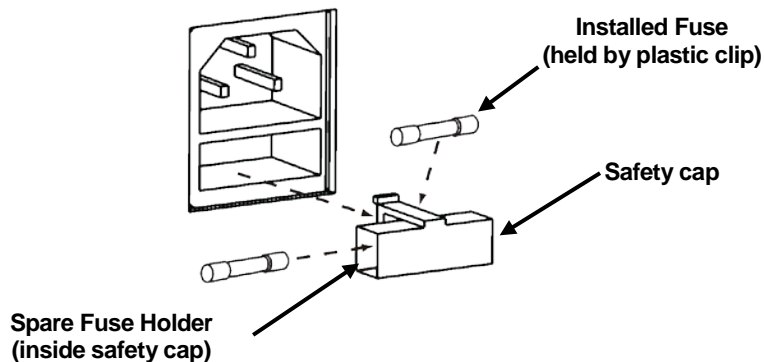
Fuse Replacement

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



Disconnect the product from power before replacing the fuse.

Fuse Replacement Diagram



Always replace a blown fuse with another of the same type and rating.



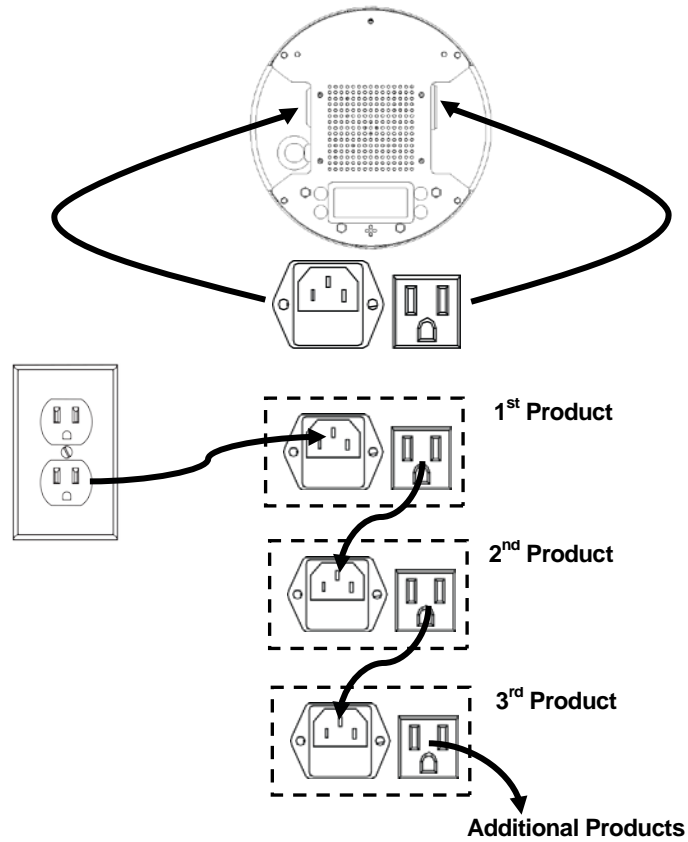
A spare fuse is not included; however, the safety cap has room for a spare.

Power Linking Daisy chaining products together through their Power In and Power Out sockets, called power linking, allows many products to be powered from one power connection.

Up to 11 SlimPAR™ HEX 6 IRC products can be power linked at 120 V, and up to 21 SlimPAR™ HEX 6 IRC products can be power linked at 230 V.

The diagram below illustrates the power-linking process.

Power Linking Diagram



- Do not power link more than 11 SlimPAR™ HEX 6 IRC products at 120 V.
- Do not power link more than 21 SlimPAR™ HEX 6 IRC products at 230 V.
- The power linking diagram shown 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](#) above. For the CHAUVET® line of mounting clamps, go to www.chauvetlighting.com/cables-clamps-main.html/.

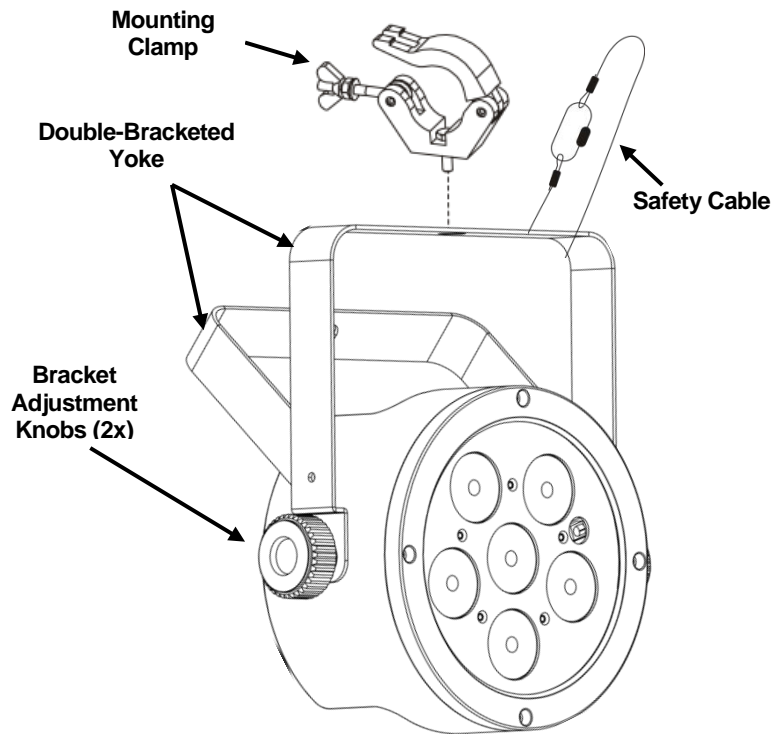
Orientation The SlimPAR™ HEX 6 IRC is designed to hang from a pipe or truss with the front lens at any angle. Place the product so there is at least 20" of space around it. Be sure it is accessible for programming and control panel operation.

Rigging Rig the product from a structure or surface that can support the product's weight. See the [Technical Specifications](#) in this manual for the product's weight.

When mounting the product overhead, always use a mounting clamp and safety cable. Mount the product securely to a rigging point, such as a pipe or truss. The mounting bracket (yoke) has a 13-mm hole. The CH-05 safety cable and the CLP-15 mounting clamp (both available from Chauvet) are appropriate for this product.

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.

Rigging Diagram



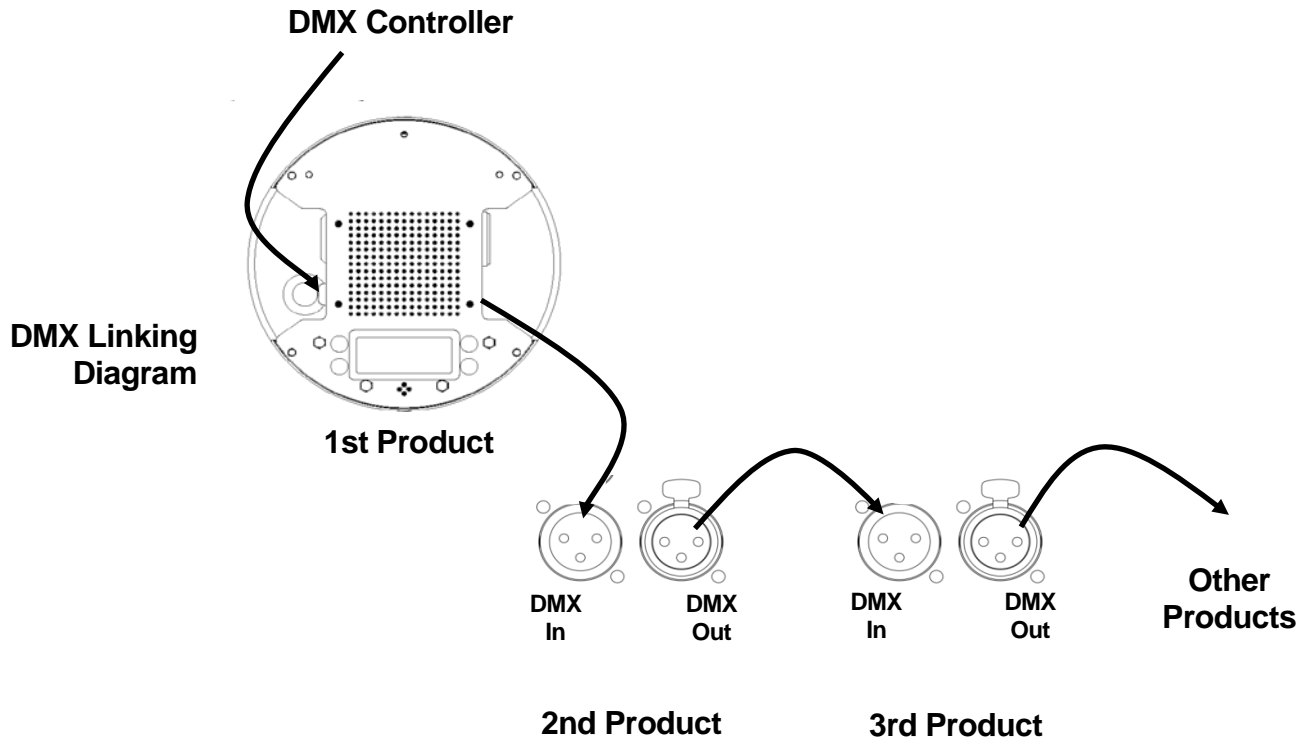
DMX Linking

When operating the SlimPAR™ HEX 6 IRC in DMX mode, DMX linking in a daisy chain allows the DMX controller to send DMX signals to all the products.

To DMX link a number of SlimPAR™ HEX 6 IRC products into a daisy chain, connect a DMX cable from DMX Out of the DMX controller to DMX In of the first product in the daisy chain.

Then connect another DMX cable from DMX Out of the first product in the daisy chain to DMX In of the next product.

Continue connecting each subsequent product until all the products are part of the chain.



When DMX linking SlimPAR™ HEX 6 IRC products for Master/Slave operation, the DMX controller is not a part of the DMX daisy chain and the master is the first product in the chain. See [Master/Slave Configuration](#) for details.

4. OPERATION

Control Panel To access the control panel functions, use the four buttons underneath the display.

Description

Button	Function
<MENU>	Enters or exits from a menu function
<UP>	Navigates up through a list or increases a numeric value
<DOWN>	Navigates down through a list or decreases a numeric value
<ENTER>	Enters into a menu function or sets the currently shown value

Menu Map The menu map outlines the functions available through the menu, the programming levels that can be entered, and a description for each function.

Main Function	Programming Levels		Description
DMX Personalities and Starting Address	6-CH	d 1–d512	Selects DMX personality and starting address
	8-CH		
	12CH		
Static Color Mode	C--	C 1–C 63	Selects static color
Auto Program Mode	P--	P 1–P 4	Selects auto program
Program Speed	S--	S 1–S100	Selects auto program speed (slow to fast)
Sound-Active Mode	Snd	Snd1	Selects Sound-Active program (6-color)
		Snd2	Selects Sound-Active program (63-color)
Sound Sensitivity	SenS	u 0–u100	Sets sound sensitivity
Custom Color 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%)
		W 0–W255	White (0–100%)
		P 0–P255	Ultraviolet (0–100%)
Dimmer	dIM	OFF	Dimmer, off
		dIM1	Dimmer, fast speed
		dIM2	Dimmer, medium speed
		dIM3	Dimmer, slow speed
Infrared	SET	On	Turns infrared on or off
		OFF	

DMX Configuration

The SlimPAR™ HEX 6 IRC has 3 different DMX personalities, with different capabilities. In general if the DMX personality has more channels, it allows for more control functions. The following sections describe how to configure the SlimPAR™ HEX 6 for use with a DMX controller.

For more information about DMX, see the CHAUVET® DMX Primer, available at http://www.chauvetlighting.com/downloads/DMX_Primer_Rev6_WO.pdf.

For information about CHAUVET® DMX controllers, see the Chauvet website at <http://www.chauvetlighting.com/controllers-main.html>.

DMX Starting Address

When choosing a DMX starting address, consider the number of DMX channels in the DMX personality. Choosing a starting address that is too high can restrict access to some of the product's channels and their functions.

The SlimPAR™ HEX 6 IRC uses 6, 8, or 12 channels of DMX, depending on the personality.

- The highest DMX starting address in 6-channel personality is **507**.
- The highest DMX starting address in 8-channel personality is **505**.
- The highest DMX starting address in 12-channel personality is **501**.

To set the DMX starting address, do the following:

1. If the display shows **d** and a number from **1–512**, go to step 3.
2. Press **<MENU>** repeatedly the display shows **d** and a number from **1–512**.
3. Use **<UP>** or **<DOWN>** to change the DMX starting address.
4. Press **<ENTER>** to select the DMX starting address.

DMX Personalities

The SlimPAR™ HEX 6 IRC has 3 DMX personalities: a 6-channel personality, an 8-channel personality, and a 12-channel personality. DMX personalities with more channels have more functions and provide more control options.

To set the DMX personality, do the following:

1. Press **<MENU>** repeatedly until the desired personality is shown.
 2. Press **<ENTER>** to select the personality.
- **6-CH** is for the 6-channel personality
 - **8-CH** is for the 8-channel personality
 - **12CH** is for the 12-channel personality

DMX Channel Assignments and Values

The following tables show which DMX channels control which functions in each of the DMX personalities. It is important to understand these channel assignments when operating the product with a DMX controller.

12-CH	Channel	Function	Value	Percent/Setting
	1	Dimmer	000 ó 255	0–100%
	2	Red	000 ó 255	0–100%
	3	Green	000 ó 255	0–100%
	4	Blue	000 ó 255	0–100%
	5	Amber	000 ó 255	0–100%
	6	White	000 ó 255	0–100%
	7	Ultraviolet	000 ó 255	0–100%
	8	Strobe	000 ó 010	No function
			011 ó 255	Slow to fast
	9	Color	000 ó 015	No function
			016 ó 255	Color macros
	10	Auto Programs	000 ó 010	No function
			011 ó 050	Auto program 1
			051 ó 100	Auto program 2
			101 ó 150	Auto program 3
			151 ó 200	Auto program 4
			201 ó 225	Sound-Active mode (6-color)
		226 ó 255	Sound-Active mode (63-color)	
	11	Speed	000 ó 255	Auto program speed (slow to fast)
	12	Dim Mode	000 ó 051	Dimmer mode manually set in Menu Options
			052 ó 101	Dimmer mode off
			102 ó 152	Dimmer mode 1 (fast speed)
			153 ó 203	Dimmer mode 2 (medium speed)
			204 ó 255	Dimmer mode 3 (slow speed)

8-CH	Channel	Function	Value	Percent/Setting
	1	Dimmer	000 ó 255	0–100%
	2	Red	000 ó 255	0–100%
	3	Green	000 ó 255	0–100%
	4	Blue	000 ó 255	0–100%
	5	Amber	000 ó 255	0–100%
	6	White	000 ó 255	0–100%
	7	Ultraviolet	000 ó 255	0–100%
	8	Strobe	000 ó 010	No function
			011 ó 255	Slow to fast

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

Standalone Configuration

Use standalone configurations to operate the product without a DMX controller. There are a variety of standalone modes and they are powerful tools for making exciting looks.



Never connect a product operating in a standalone mode (Sound-Active, Auto Program, or Infrared) to a DMX chain that includes a DMX controller. Products in a standalone mode can transmit DMX signals that interfere with the DMX signals from the controller.

Static Color Mode Static Color mode sets the product to one of 63 preset static colors.

To select a preset static color, do the following:

1. Press **<MENU>** repeatedly until **C--** shows on the display.
2. Press **<ENTER>** and **C 1–C 63** shows on the display.
3. Use **<UP>** or **<DOWN>** to select the desired preset color:
4. Press **<ENTER>**.

Auto Program Mode Auto Program mode sets the product to 1 of 4 color change programs.

To enable the Auto Program mode, do the following:

1. Press **<MENU>** repeatedly until **P--** shows on the display.
2. Press **<ENTER>** and **P 1–P 4** shows on the display.
3. Use **<UP>** or **<DOWN>** to select the desired auto program:
 - **P 1** - 6-color snap
 - **P 2** - 6-color fade
 - **P 3** - 63-color snap
 - **P 4** - 63-color fade
4. Press **<ENTER>**.

Program Speed Program Speed sets the speed of the auto programs.

To set the auto programs' speed, follow the instructions below:

1. Press **<MENU>** repeatedly until **S--** shows on the display.
2. Use **<UP>** or **<DOWN>** to select the desired auto program speed
S 1–S100 (slow to fast).
3. Press **<ENTER>**.

Sound-Active Mode Sound-Active mode sets the product to respond to sounds and music. To enable the Sound-Active mode, do the following:

1. Press **<MENU>** repeatedly until **Snd** shows on the display.
2. Press **<ENTER>** and **Snd1** (6-color) or **Snd2** (63-color) shows on the display.
3. Use **<UP>** or **<DOWN>** to select the desired sound-active program.
4. Press **<ENTER>**.



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

If the product is not responding to sound, increase the sensitivity. See [Sound Sensitivity](#) for more information.

Custom Color Mode Custom Color mode sets a custom color by adjusting the individual colors in the product.

1. Press **<MENU>** repeatedly until **U--** shows on the display.
2. Press **<ENTER>** and one of the following shows on the display (where **XXX** is a number between 0 and 255:
 - **rXXX** (red)
 - **gXXX** (green)
 - **bXXX** (blue)
 - **AXXX** (amber)
 - **WXXX** (white)
 - **PXXX** (ultraviolet)

3. Press **<ENTER>** repeatedly to select a color.
4. Use **<UP>** or **<DOWN>** to find a value between **0–255**.

NOTE: Selecting 0 will turn the color off.

5. Press **<ENTER>** to select the value.
6. Repeat steps 3 to 5 until the product displays the desired color.

Infrared (IR) Remote Control

Infrared functionality of the SlimPART™ HEX 6 IRC allows the product to be controlled with an infrared remote controller. The IRC-6 available from CHAUVET® can remotely set the product to various modes, as well as adjust program speed and microphone sensitivity.

To turn on the infrared functionality, do the following:

1. Press **<MENU>** repeatedly until **SET** shows on the display.
2. Press **<ENTER>** and **On** or **OFF** shows on the display.
3. Press **<UP>** or **<DOWN>** to select **On** (turns on IR functionality) or **OFF** (turns off IR functionality).
4. Press **<ENTER>**.

IRC-6 Operation

The IRC-6 infrared remote control works only when it is pointed directly at the product and there is nothing in between the remote and the product. If the products are spaced far apart, the remote might need to be pointed at each product.

The next section describes how to use the IRC-6.

Auto Program Mode

Auto Program mode enables the auto programs on the product.

To use Auto Program mode, do the following:

1. Press **<AUTO>** on the IRC-6.
2. Press **<+>** or **<->** to choose an auto program.

To adjust the speed of the auto program, do the following:

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

Sound-Active Mode

Sound-Active mode enables the sound-active programs.

To use Sound-Active mode, do the following:

1. Press **<SOUND>** on the IRC-6.
2. Press **<+>** or **<->** to choose a sound-active program.

To adjust the sound sensitivity in Sound-Active mode, do the following:

1. Press **<SENSITIVITY>** on the IRC-6.
2. Press **<+>** or **<->** to either increase or decrease sound sensitivity.

Manual Color Selection

Manual color control enables selection of the 9 colors preprogrammed into the IRC-6.

To choose a specific color with the IRC-6, do the following:

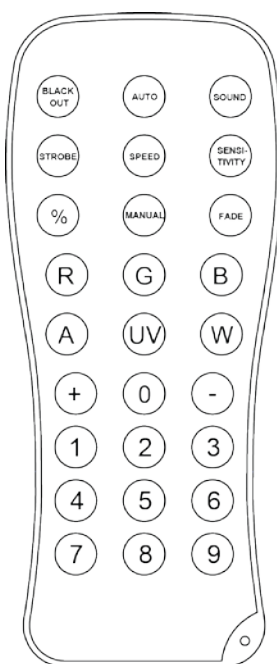
1. Press **<MANUAL>** on the IRC-6.
2. Press any number between **<0>** and **<9>** to choose a color.

Manual Color Control

Manual color control enables individual adjustment for each color in the product.

To manually control the RGBAW+UV colors, do the following:

1. Press **<MANUAL>** on the IRC-6.
2. Press **<R>**, **<G>**, ****, **<A>**, **<UV>**, or **<W>** (red, green, blue, amber, ultraviolet, or white) to choose your color.
3. Press **<+>** or **<->** to increase or decrease the amount of the color.



IRC-6 Operation cont.

Strobe

Strobe enables a variable strobe. Any program or color can be made to strobe. The product will strobe as it goes through the Auto Program or Sound-Active modes.

To enable, and adjust the rate of, the strobe, do the following:

1. Press **<STROBE>** on the IRC-6.
2. Press **<+>** or **<->** to increase or decrease the strobe rate.

To turn the strobe off, press **<STROBE>**.

Fade

Fade limits the Auto mode to the two programs that fade from color to color.

To enable fade, do the following:

1. Press **<FADE>** on the IRC-6.
2. Press **<+>** or **<->** to toggle between the two auto programs with fade.

To exit fade and return to snap with access to all auto programs, do the following:

1. Press **<AUTO>**.
2. Press **<+>** or **<->** to select an auto program.

Blackout

Blackout stops the signal from the IRC-6 to the product causing the product to go dark.

To black out the product, press **<BLACKOUT>** on the IRC-6.

To bring the product back on, press **<BLACKOUT>** on the IRC-6.



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 Configuration

Master/Slave configuration allows a single SlimPAR™ HEX 6 IRC (the master) to control the actions of one or more SlimPAR™ HEX 6 IRCs (the slaves) without a DMX controller.

In Master/Slave mode the master is set to operate in Auto Program, Sound-Active, or Infrared mode and the slaves are set to operate in Slave mode.

The master and slaves are daisy chained through their DMX In and Out sockets with the master being the first product at the beginning of the chain. See [DMX Linking](#) for an illustration of the products in a daisy chain.

Once set and connected, the slaves will operate in unison with the master.



- **The master is the first product in the DMX daisy chain.**
- **Never connect more than 31 slaves to the master.**
- **Never connect a DMX controller to a DMX daisy chain of master and slaves.**
- **Configure all the slaves before connecting the master to the DMX daisy chain.**

Configuring the Slaves

Configure the slaves for Slave mode before or after they are put in position, but before they are daisy chained to the master.

To configure a slave, do the following:

1. Press **<MENU>** repeatedly until any DMX personality shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to set the DMX address to **d 1**.
4. Press **<ENTER>**.

Configuring the Master

Configure the master after all the slaves are connected to it and configured into Slave mode.

To configure the master, do the following:

1. Make sure the product is connected to a power source and connected to all the slaves.
2. Use the control panel to set the product into any of the standalone modes described in [Standalone Configuration](#).

Settings Configuration

The SlimPAR™ HEX 6 IRC can be customized with settings for program speed, sound sensitivity and dimmer speed. Below are instructions for configuring the settings available in the SlimPAR™ HEX 6 IRC.

Program Speed Program speed sets the speed of the auto programs.

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

1. Press **<MENU>** repeatedly until **S--** shows on the display.
2. Use **<UP>** or **<DOWN>** to select the desired program speed.
3. Press **<ENTER>**.

Sound Sensitivity Sound sensitivity sets the sensitivity level of the microphone.

To set the sound sensitivity, follow the instructions below:

1. Press **<MENU>** repeatedly until **Sens** shows on the display.
2. Use **<UP>** or **<DOWN>** to select the desired sound sensitivity level.
3. Press **<ENTER>**.

Dimmer Mode Dimmer mode sets the speed of the dimmer.

1. Press **<MENU>** repeatedly until **dim** shows on the display.
2. Use **<UP>** or **<DOWN>** to select the desired Dimmer mode.
3. Press **<ENTER>**.

5. TECHNICAL INFORMATION

Product Maintenance

Dust build-up reduces light output and can cause overheating. To maintain optimum performance in a typical environment, clean the product at least twice a month. In a dirty environment, clean the product more often.

To clean the product, follow the instructions below:

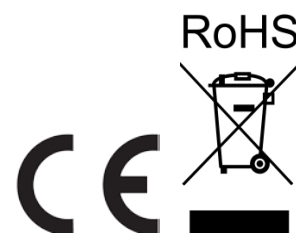
1. Unplug the product from power.
2. Wait until the product is at room temperature.
3. Use a vacuum (or dry compressed air) and a soft brush to remove dust collected on the external surfaces and fan vents.
4. Clean the glass panel with a mild solution of glass cleaner or isopropyl alcohol.
5. Apply the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



Always dry the glass surfaces carefully after cleaning them.

6. TECHNICAL SPECIFICATIONS

Dimensions and Weight	Length	Width	Height	Weight
	9.5 in (241 mm)	8.9 in (226 mm)	3.7 in (95 mm)	4.6 lb (2.2 kg)
Note: Dimensions in inches rounded to the nearest decimal digit.				
Power	Input Voltage	Range	Voltage Selection	
	Switching (internal)	100–240 VAC, 50/60 Hz	Auto-ranging	
	Parameter	120 VAC, 60 Hz	230 VAC, 50 Hz	
	Consumption	49 W	47 W	
	Operating current	0.7 A	0.4 A	
	Power linking current (units)	8 A (11 units)	8 A (21 units)	
	Fuse	T 1 A, 250 V	T 1 A, 250 V	
	Power I/O	US/Canada	UK/Worldwide	
	Power input connector	IEC	IEC	
	Power output connector	Edison	N/A	
Power cord plug	Edison (US)	Local plug		
LED	Type	Power	Lifespan	
	LED	10 W	50,000 hours	
	Color	Quantity	Current	
	Hex-color (RGBAW+UV)	6	2.4 A	
Photo Optic	Parameter			
	Illuminance @ 2 m	1,760 lux		
	Field angle	41°		
	Beam angle	23°		
	Strobe rate	0 to 24 Hz		
	UV Wavelength	400 to 410 nm		
Thermal	Maximum External Temp.	Cooling System		
	104 °F (40 °C)	Convection		
DMX	I/O Connectors	Connector Type	Channel Range	
	3-pin XLR	Sockets	6, 8 or 12	
Ordering	Product Name	Item Code	UPC Code	
	SlimPAR™ HEX 6 IRC	03030792	781462211400	



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 www.chauvetlighting.com 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 are 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

Technical Support

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

World Wide Web 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

World Wide Web 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

World Wide Web 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.