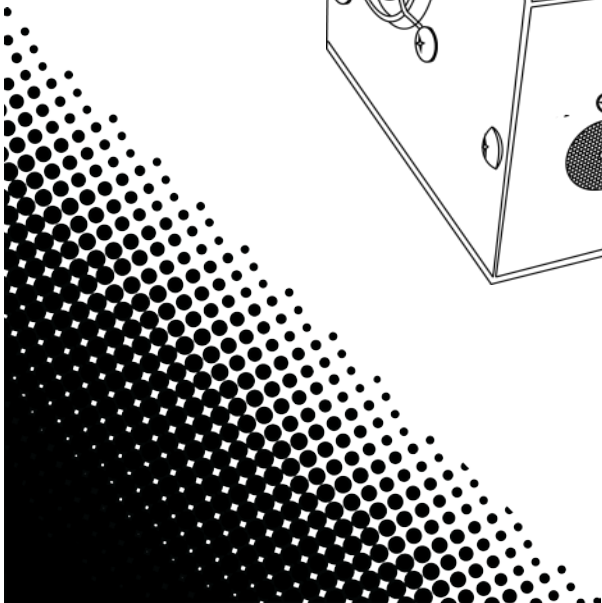
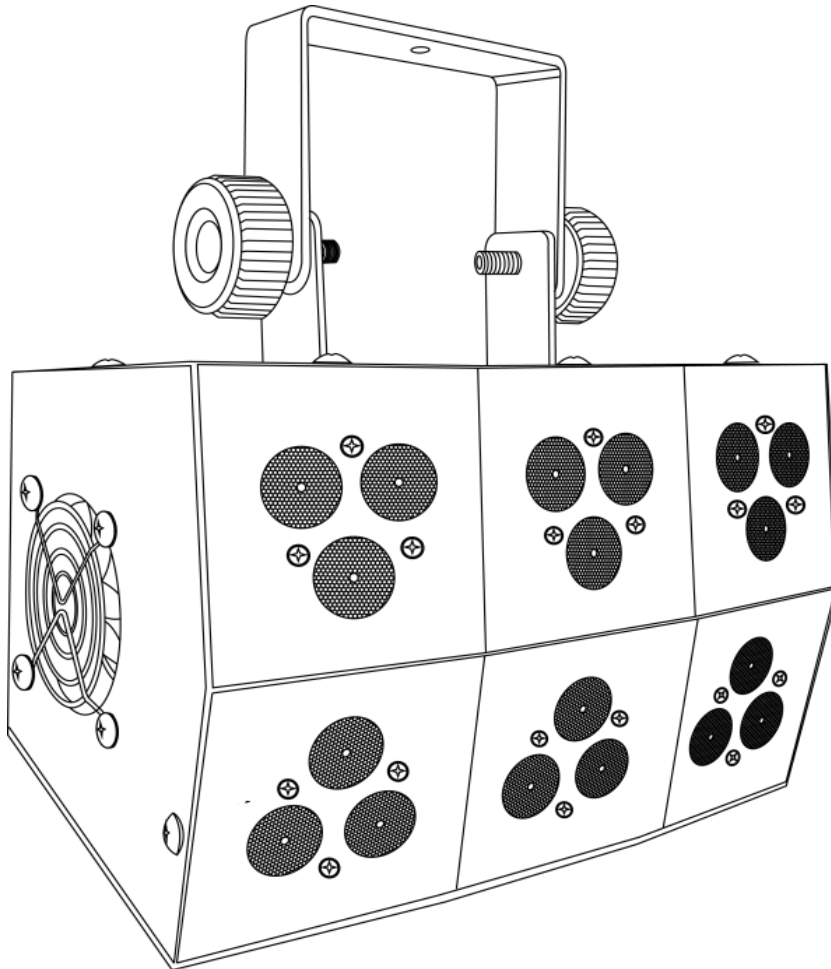


# WASH EX™

## User Manual



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# 1. BEFORE YOU BEGIN

## What Is Included

- Wash FX™
- 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  |
|--------------|----------|---------|----------|
| R. Isenstadt | 02/12/15 | A. Leon | 02/19/15 |

## 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, 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.



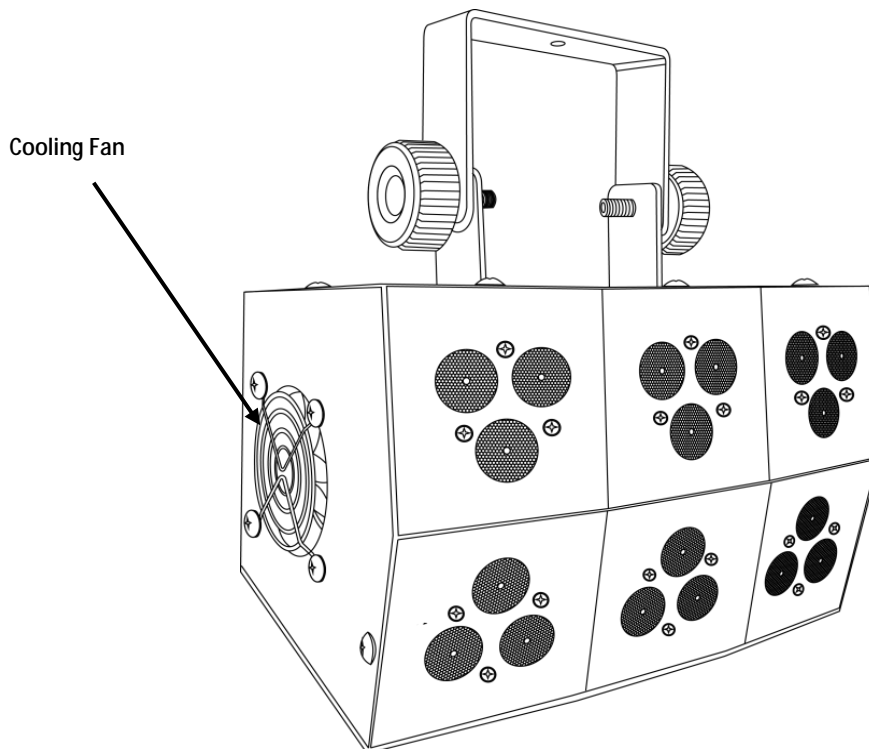
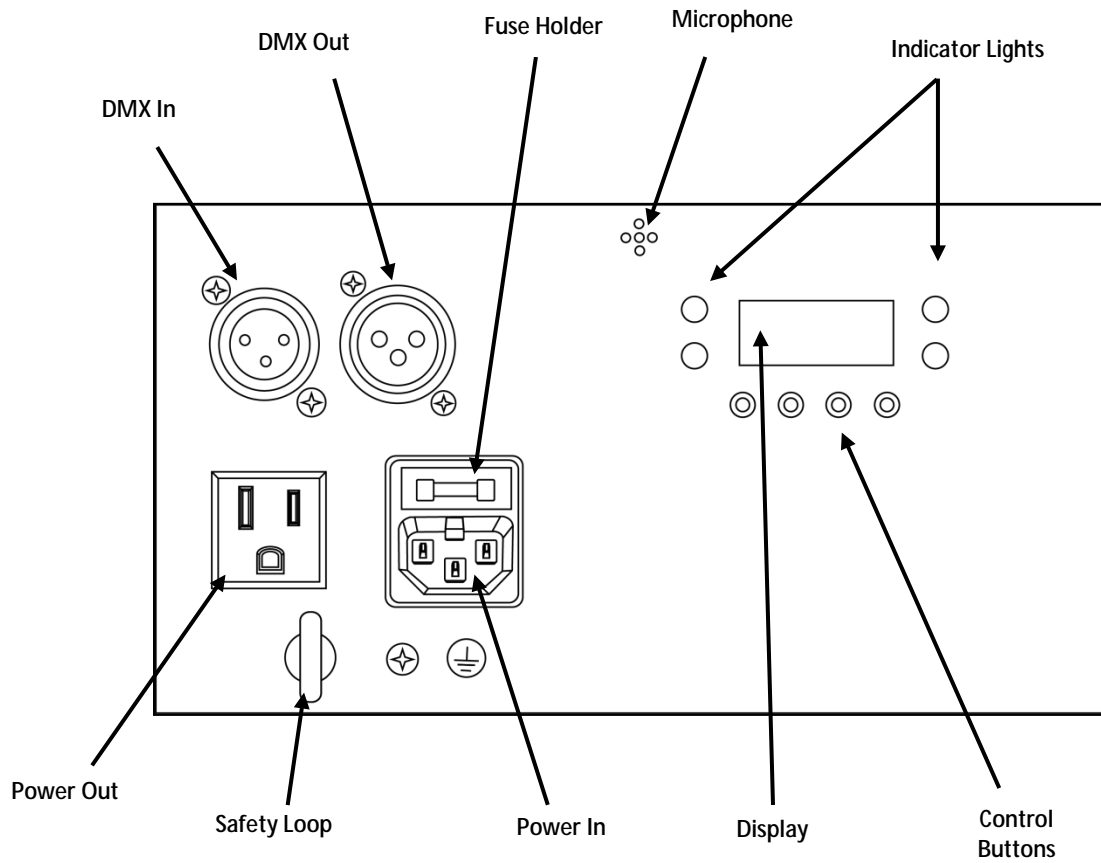
- The product is not intended for permanent installation.
- Always make sure that the voltage of the outlet to which you are connecting the product is within the range stated on the decal or rear panel of the product.
- The product is for indoor use only! (IP20) To prevent risk of fire or shock, do not 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.
- 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 use the hanging/mounting bracket.
- 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.

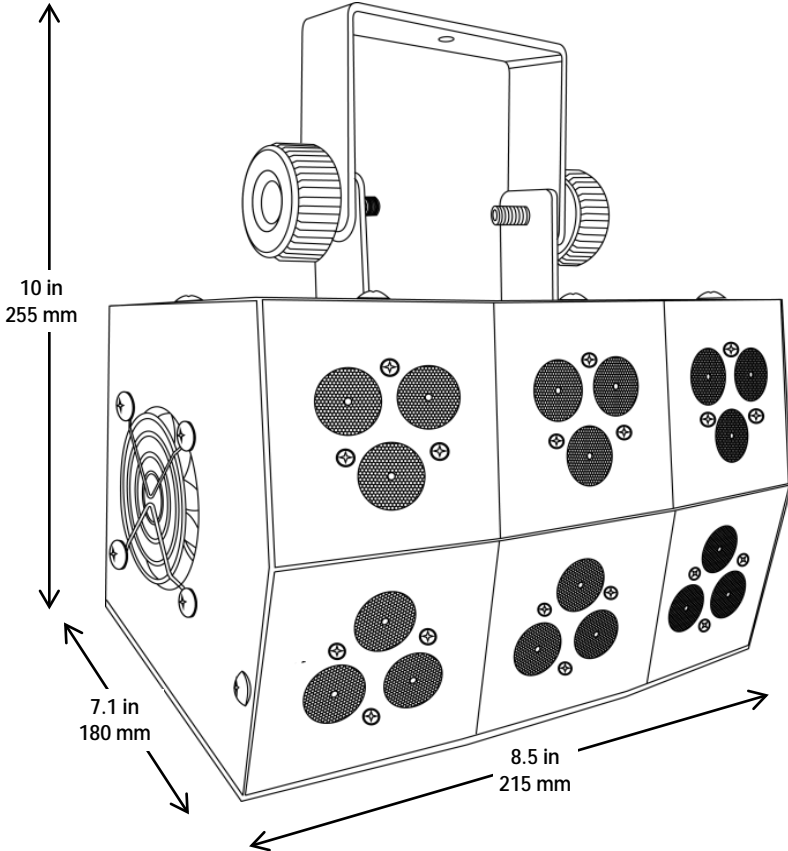
## 2. INTRODUCTION

### Product Overview



---

# Product Dimensions



### 3. SETUP

#### AC Power

The Wash FX™ 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.**



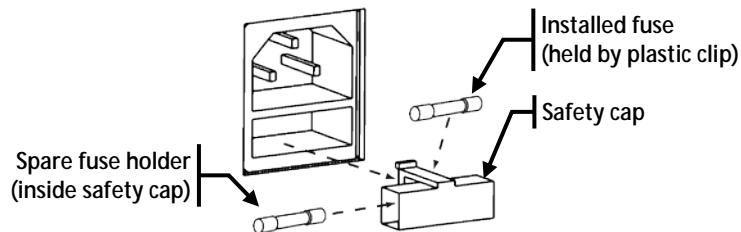
**To eliminate unnecessary wear and improve its lifespan, during periods of non-use completely disconnect the product from power via breaker or by unplugging it.**



**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.

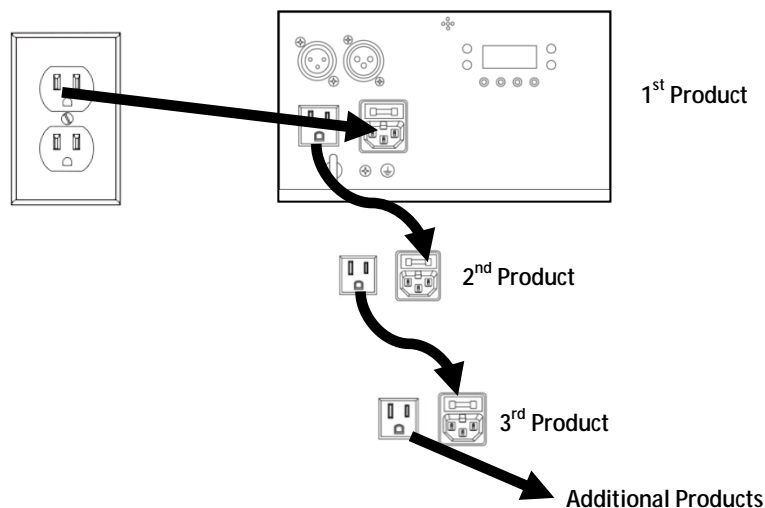


**Disconnect the product from the power outlet before replacing the fuse.**

#### 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 11 Wash FX™ units on 120 VAC or up to 22 Wash FX™ units on 230 VAC.**



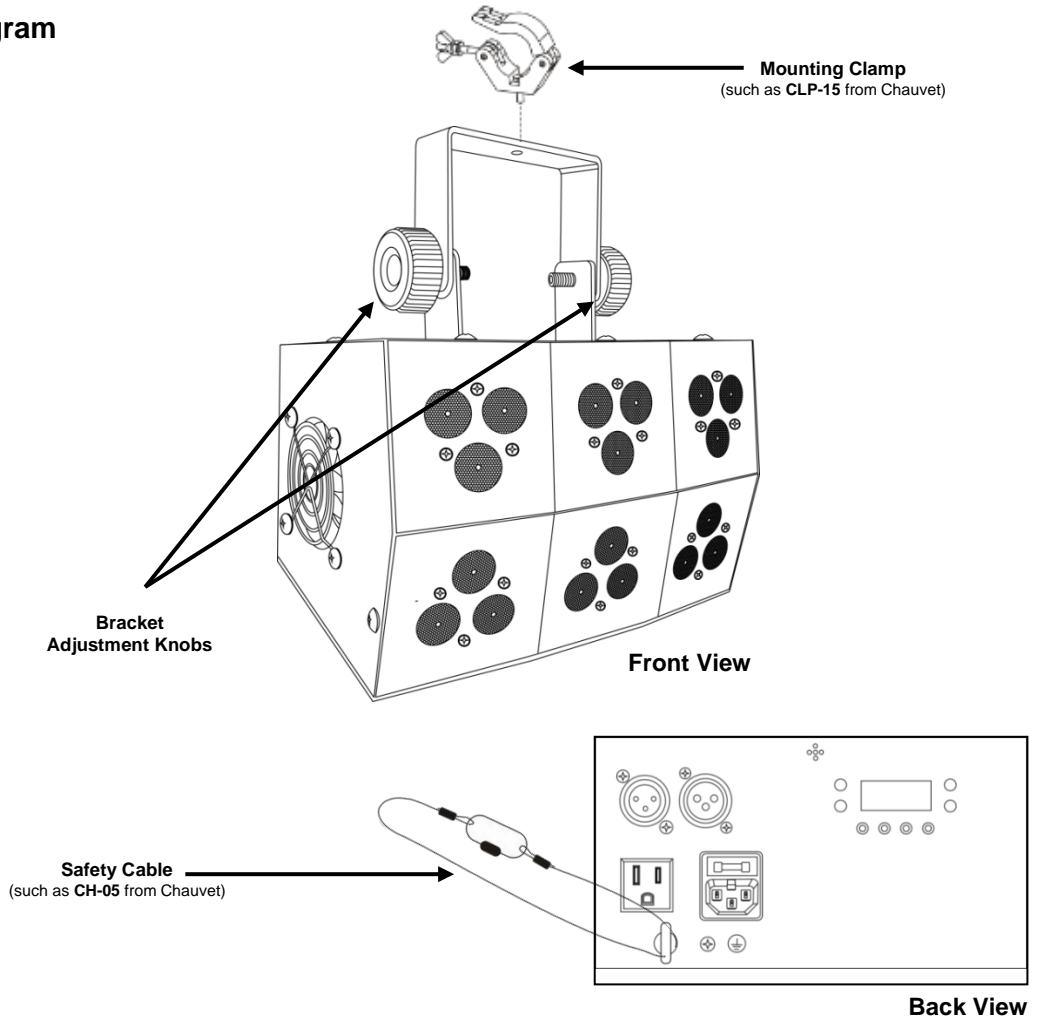
**The power linking diagram corresponds to the North American version of the product ONLY! If using the product in other markets, you must consult with the local Chauvet distributor as power linking connectors and requirements may differ in your country or region.**

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

**Orientation** The Wash FX™ 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            | Addr              | 001–512 | Selects the DMX starting address |                        |
| Software Version    | Ver               | XX.XX   | Displays the software version    |                        |
| Display Orientation | dISP              | dISP    | Normalizes the display           |                        |
|                     |                   | dSIP    | Inverts the display              |                        |
| Display Time-Out    | LEd               | on      | Turns Display Time-Out on        |                        |
|                     |                   | oFF     | Turns Display Time-Out off       |                        |
| Custom Color Mode   | VAL               | rEd     | 0–255                            | Sets red value         |
|                     |                   | GrEE    | 0–255                            | Sets green value       |
|                     |                   | bLUE    | 0–255                            | Sets blue value        |
|                     |                   | So1     |                                  | Selects strobe speed 1 |
|                     |                   | So2     |                                  | Selects strobe speed 2 |
|                     |                   | So3     |                                  | Selects strobe speed 3 |
| Preset Color Mode   | CoLo              | C1–C9   | Sets to a preset color           |                        |
| Automatic Mode      | AUto              | rUn     | Runs auto program                |                        |
| Slave Mode          | SLnd              | SL-0    | Sets to Slave mode 0             |                        |
|                     |                   | SL-1    | Sets to Slave mode 1             |                        |
| DMX Personality     | CHnd              | 7CH     | Selects 7CH Mode                 |                        |
|                     |                   | 23CH    | Selects 23CH Mode                |                        |

---

## DMX Linking

The WASH™ FX 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 Personalities

The WASH™ FX has two DMX personalities, a 7-channel personality and a 23-channel personality.

To choose which DMX personality to use, follow the steps below:

1. Press **<MENU>** repeatedly to reach the menu's main level and **Addr** shows on the display.
2. Use **<UP>** or **<DOWN>** to select **CHnd**.
3. Press **<ENTER>** and either **7CH** or **23CH** will show on the display.
4. Use **<UP>** or **<DOWN>** to select the desired DMX personality.
5. Press **<ENTER>**.

## 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 WASH™ FX uses up to 23 DMX channels, which defines the highest configurable address to **490**.

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 to reach the menu's main level and **Addr** shows on the display.
2. Press **<ENTER>** and **001-d512** will show on the display.
3. Use **<UP>** or **<DOWN>** to select the starting address.
4. Press **<ENTER>**.

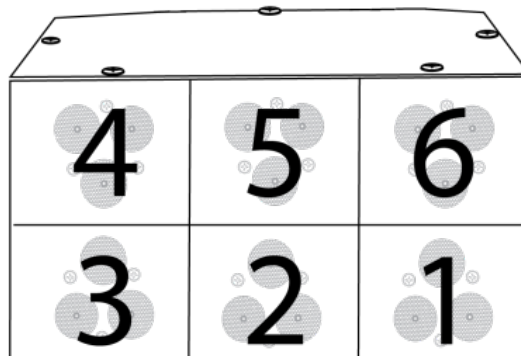
## DMX Channel Assignments and Values

| 23CH | Channel  | Function              | Value    | Percent/Setting                |
|------|----------|-----------------------|----------|--------------------------------|
|      | 1        | Master Dimmer         | 000ó 255 | 0–100% (only channels 6 to 23) |
|      | 2        | Auto Program          | 000ó 005 | No function                    |
|      |          |                       | 006ó 020 | Pattern 1                      |
|      |          |                       | 021ó 035 | Pattern 2                      |
|      |          |                       | 036ó 050 | Pattern 3                      |
|      |          |                       | 051ó 065 | Pattern 4                      |
|      |          |                       | 066ó 080 | Pattern 5                      |
|      |          |                       | 081ó 095 | Pattern 6                      |
|      |          |                       | 096ó 110 | Pattern 7                      |
|      |          |                       | 111ó 125 | Pattern 8                      |
|      |          |                       | 126ó 140 | Pattern 9                      |
|      |          |                       | 141ó 155 | Pattern 10                     |
|      |          |                       | 156ó 170 | Pattern 11                     |
|      |          |                       | 171ó 185 | Pattern 12                     |
|      |          |                       | 186ó 200 | Pattern 13                     |
|      |          |                       | 201ó 215 | Pattern 14                     |
|      |          |                       | 216ó 230 | Pattern 15                     |
|      | 231ó 245 | Pattern 16            |          |                                |
|      | 246ó 255 | Sound-Active          |          |                                |
|      | 3        | Auto Program Speed    | 000ó 255 | Slow to fast                   |
|      | 4        | Strobe                | 000ó 255 | 0–20 Hz, slow to fast          |
|      | 5        | Auto or Sound Program | 000ó 010 | No function                    |
|      |          |                       | 011ó 127 | Auto                           |
|      |          |                       | 128ó 255 | Sound-Active                   |
|      | 6        | Red Zone 1            | 000ó 255 | 0–100%                         |
|      | 7        | Green Zone 1          | 000ó 255 | 0–100%                         |
|      | 8        | Blue Zone 1           | 000ó 255 | 0–100%                         |
|      | 9        | Red Zone 2            | 000ó 255 | 0–100%                         |
|      | 10       | Green Zone 2          | 000ó 255 | 0–100%                         |
|      | 11       | Blue Zone 2           | 000ó 255 | 0–100%                         |
|      | 12       | Red Zone 3            | 000ó 255 | 0–100%                         |
|      | 13       | Green Zone 3          | 000ó 255 | 0–100%                         |
|      | 14       | Blue Zone 3           | 000ó 255 | 0–100%                         |
|      | 15       | Red Zone 4            | 000ó 255 | 0–100%                         |
|      | 16       | Green Zone 4          | 000ó 255 | 0–100%                         |
|      | 17       | Blue Zone 4           | 000ó 255 | 0–100%                         |
|      | 18       | Red Zone 5            | 000ó 255 | 0–100%                         |
|      | 19       | Green Zone 5          | 000ó 255 | 0–100%                         |
|      | 20       | Blue Zone5            | 000ó 255 | 0–100%                         |

| <b>23CH<br/>(Cont.)</b> | <b>Channel</b> | <b>Function</b> | <b>Value</b> | <b>Percent/Setting</b> |
|-------------------------|----------------|-----------------|--------------|------------------------|
|                         | 21             | Red Zone 6      | 000ó 255     | 0–100%                 |
|                         | 22             | Green Zone 6    | 000ó 255     | 0–100%                 |
|                         | 23             | Blue Zone 6     | 000ó 255     | 0–100%                 |

| <b>7CH</b> | <b>Channel</b> | <b>Function</b>       | <b>Value</b> | <b>Setting</b>        |
|------------|----------------|-----------------------|--------------|-----------------------|
|            | 1              | Red                   | 000ó 255     | 0–100%                |
|            | 2              | Green                 | 000ó 255     | 0–100%                |
|            | 3              | Blue                  | 000ó 255     | 0–100%                |
|            | 4              | Strobe                | 000ó 255     | 0–20 Hz, slow to fast |
|            | 5              | Auto Program          | 000ó 005     | No function           |
|            |                |                       | 006ó 020     | Pattern 1             |
|            |                |                       | 021ó 035     | Pattern 2             |
|            |                |                       | 036ó 050     | Pattern 3             |
|            |                |                       | 051ó 065     | Pattern 4             |
|            |                |                       | 066ó 080     | Pattern 5             |
|            |                |                       | 081ó 095     | Pattern 6             |
|            |                |                       | 096ó 110     | Pattern 7             |
|            |                |                       | 111ó 125     | Pattern 8             |
|            |                |                       | 126ó 140     | Pattern 9             |
|            |                |                       | 141ó 155     | Pattern10             |
|            |                |                       | 156ó 170     | Pattern 11            |
|            |                |                       | 171ó 185     | Pattern 12            |
|            |                |                       | 186ó 200     | Pattern 13            |
|            | 201ó 215       | Pattern 14            |              |                       |
|            | 216ó 230       | Pattern 15            |              |                       |
|            | 231ó 245       | Pattern 16            |              |                       |
|            | 246ó 255       | Sound-Active          |              |                       |
|            | 6              | Auto Program Speed    | 000ó 255     | Slow to fast          |
|            | 7              | Auto or Sound Program | 000ó 010     | No function           |
|            |                |                       | 011ó 127     | Auto                  |
|            |                |                       | 128ó 255     | Sound-Active          |

### Wash™ FX Zones for DMX Control



---

## 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.**

## Automatic Mode (including Sound- Active Mode)

To run the Wash™ FX in automatic mode, follow the instructions below:

1. Press **<MENU>** to reach the menu's main level and **Addr** shows on the display.
2. Use **<UP>** or **<DOWN>** until **AUto** shows on the display.
3. Press **<ENTER>** and **rUn** will show on the display.
4. Press **<ENTER>**.

**NOTE:** While in Automatic mode, the Wash™ FX will respond to sound.



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

---

## Custom Color Mixing and Strobe Modes

To custom mix a color and select the strobe speed, follow the instructions below:

1. Press **<MENU>** to reach the menu's main level and **Addr** shows on the display.
2. Use **<UP>** or **<DOWN>** until **VAL** shows on the display.
3. Press **<ENTER>** and one of the following will show on the display:
  - **rEd** (red)
  - **GrEE** (green)
  - **bLUE** (blue)
  - **So1** (strobe, slow speed)
  - **So2** (strobe, medium speed)
  - **So3** (strobe, fast speed)
4. Use **<UP>** or **<DOWN>** to select the desired color or the strobe speed setting.
5. When the desired color or strobe speed shows on the display, press **<ENTER>**. With the color options, after pressing **<ENTER>**, the color value **0–255** (0–100%) shows on the display. Use **<UP>** or **<DOWN>** to select the desired color value.  
**NOTE:** Selecting **0** will turn the color off.
6. Press **<ENTER>** to set the color value/strobe speed.
7. Repeat steps 4 to 6 until you have your desired color and strobe speed.  
**NOTE:** For no strobe effect, do not press **<ENTER>** when a strobe option shows on the display

## Preset Static Color Mode

To select a preset static color, do the following:

1. Press **<MENU>** to reach the menu's main level and **Addr** shows on the display.
2. Use **<UP>** or **<DOWN>** until **CoLo** shows on the display.
3. Press **<ENTER>** and **C1-C9** will show on the display.
4. Use the **<UP>** and **<DOWN>** buttons to select the desired color.
5. Press **<ENTER>**.

## Display Orientation

To set the orientation of the display, follow the instructions below:

1. Press **<MENU>** to reach the menu's main level and **Addr** shows on the display.
2. Use **<UP>** or **<DOWN>** until **dISP** or **dSIP** shows on the display.
3. Press **<ENTER>**.
4. Use **<UP>** or **<DOWN>** to select either:
  - **dISP** for normal mode.
  - **dSIP** for inverted mode.
5. Press **<ENTER>**.

## Display Time-Out

To set the display to turn off after inactivity or not, do the following:

1. Press **<MENU>** to reach the menu's main level and **Addr** shows on the display.
2. Use **<UP>** or **<DOWN>** until **LEd** shows on the display.
3. Press **<ENTER>**.
4. Use **<UP>** or **<DOWN>** to select either:
  - **on** to set the display to turn off after inactivity.
  - **oFF** to set the display to stay on at all times.
5. Press **<ENTER>**.

## Software Version

To view the software version, do the following:

1. Press **<MENU>** to reach the menu's main level and **Addr** shows on the display.
2. Use **<UP>** or **<DOWN>** until **Ver** shows on the display.
3. Press **<ENTER>**.

---

## Master/Slave Mode

The Master/Slave mode allows a single Wash™ FX (the master) to control the actions of one or more Wash™ FX 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 **SLnd** shows on the display.
2. Press **<ENTER>** and **SL-0** or **SL-1** will show on the display.  
**Note:** **SL-0** and **SL-1** currently have the same functionality. Any differentiation between the two options is reserved for future use.
3. Use **<UP>** or **<DOWN>** to select the slave mode.
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, Preset, or Auto 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.**

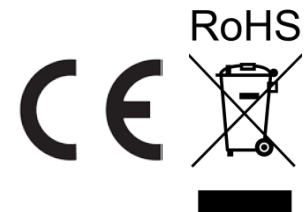


**Do not spin the cooling fans using compressed air because you could damage them.**



## 6. TECHNICAL SPECIFICATIONS

|   |                                      |                          |                          |                 |
|---|--------------------------------------|--------------------------|--------------------------|-----------------|
| <b>Dimensions and Weight</b>  | <b>Length</b>                        | <b>Width</b>             | <b>Height</b>            | <b>Weight</b>   |
|   | 8.5 in (215 mm)                      | 7.1 in (180 mm)          | 10 in (255 mm)           | 4.8 lb (2.2 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                          | 77 W                     | 75 W                     |                 |
|   | Operating Current                    | 1.2 A                    | 0.6 A                    |                 |
| <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>Power linking current (units)</b> | <b>13.6 A (11 units)</b> | <b>13.6 A (22 units)</b> |                 |
| <b>Light Source</b>   | <b>Type</b>                          | <b>Power</b>             | <b>Lifespan</b>          |                 |
|   | LED                                  | 4 W                      | 50,000 hours             |                 |
| <b>Photometrics</b>   | <b>Color</b>                         | <b>Quantity</b>          | <b>Current</b>           |                 |
|   | Tri-color RGB                        | 18                       | 1.4 A                    |                 |
|   | <b>Parameter</b>                     |                          |                          |                 |
| <b>Thermal</b>  | <b>Maximum External Temp.</b>        | <b>Cooling System</b>    |                          |                 |
|   | 104 °F (40 °C)                       | Fan-assisted Convection  |                          |                 |
| <b>DMX</b>  | <b>I/O Connectors</b>                | <b>Channel Range</b>     |                          |                 |
|   | 3-pin XLR                            | 7 or 23                  |                          |                 |
| <b>Ordering</b>   | <b>Product Name</b>                  | <b>Item Code</b>         | <b>UPC Number</b>        |                 |
|   | Wash™ FX                             | 07050844                 | 781462211929             |                 |



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## 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. Instead, contact your lighting distributor. See [www.chauvetlighting.com](http://www.chauvetlighting.com) for distributors outside the U.S., UK, Ireland, or Mexico.



**Outside the U.S., UK, Ireland, or Mexico, contact your distributor 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).**

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## 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](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)

Outside the U.S., United Kingdom, Ireland, or Mexico, contact the dealer of record and follow their instructions to request support or to return a product. Visit the Chauvet website for contact information.