

# SlimPAR Q12 ILS

User Manual



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# 1. Before You Begin

## What Is Included

- SlimPAR Q12 ILS
- Power cable
- 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
<ENTER>	A key to be pressed on the product's control panel
ON	A value to be entered or selected

## Symbols

Symbol	Meaning
	Electrical warning. Not following these instructions may cause electrical damage to the product, accessories, or the user.
	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

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## Intellectual Property

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## Safety Notes

- **ALWAYS:**



- ◆ Connect to a grounded circuit.
- ◆ Connect to operating voltages as specified on the product's spec sticker.
- ◆ Disconnect from power before replacing the fuse.
- ◆ Disconnect from its power source during periods of inactivity.
- ◆ Use a safety cable when suspending overhead.
- ◆ Heed all restrictions and warnings on the spec sticker.
- ◆ Mount in a location with at least 20 in (50 cm) of ventilation.
- ◆ Replace the fuse with the same type and rating.

- In the event of a serious operating problem, stop using immediately.

- **DO NOT:**



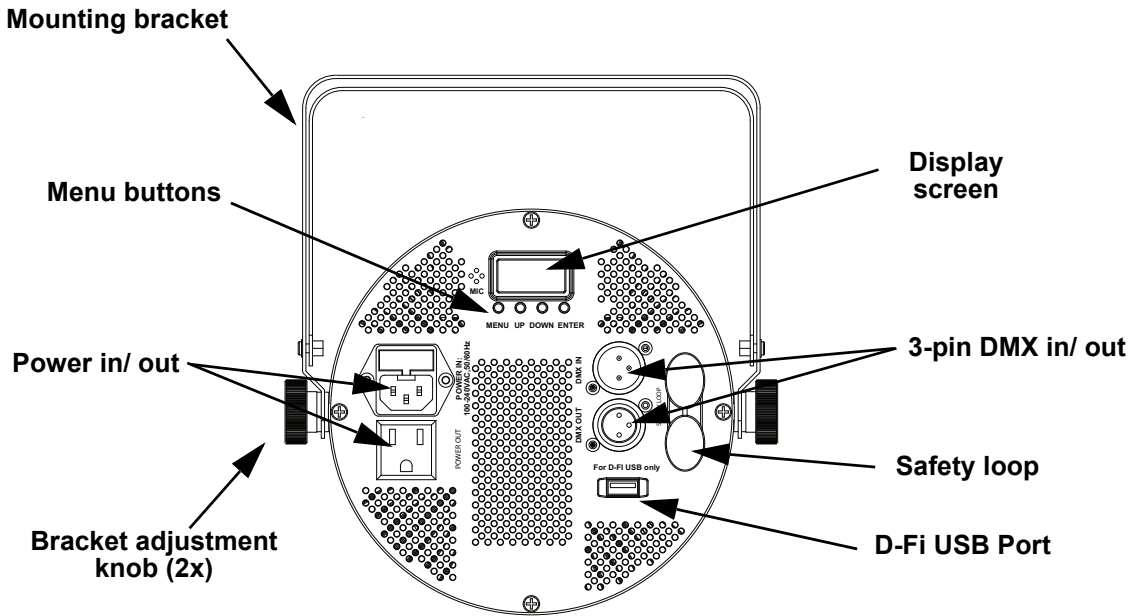
- ◆ Open this product or attempt any repairs. It contains no user-serviceable parts.
- ◆ Look at the light source when the product is on.
- ◆ Use if the power cord is crimped or damaged.
- ◆ Disconnect by pulling on the power cord.
- ◆ Allow flammable materials close to the product when it is operating.
- ◆ Touch the housing when it is on.
- ◆ Block any ventilation holes/slots in the housing.
- ◆ Connect to a dimmer or rheostat.
- ◆ Carry the product by its power cord.
- ◆ Operate in temperatures higher than 104°F (40°C).
- ◆ Expose to environments that exceed the Ingress Protection (IP) rating.
- ◆ Expose to rain or moisture.
- ◆ Use outdoors.
- ◆ Submerge.
- ◆ Expose to corrosive environmental conditions such as temperature, humidity, salinity, pressure, radiation, or shock.
- ◆ Set this product on a flammable surface.



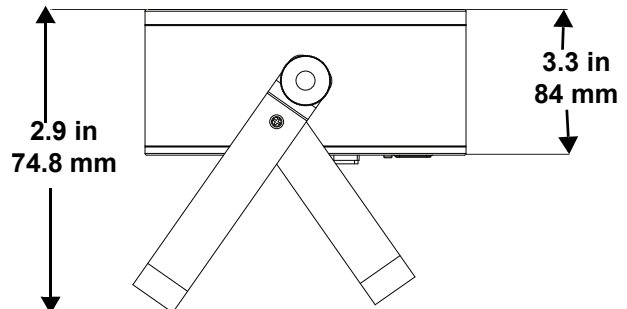
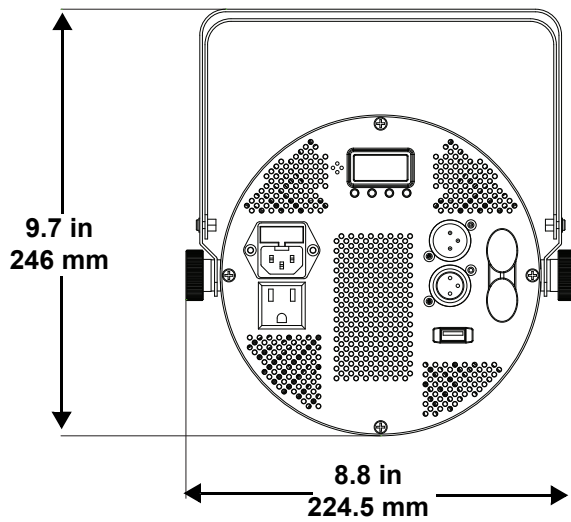
Keep this User Manual for future use. If the product is sold to someone else, be sure that they also receive this document.

## 2. Introduction

### Product Overview



### Product Dimensions



### 3. Setup

#### AC Power

The SlimPAR Q12 ILS 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 (a 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.**

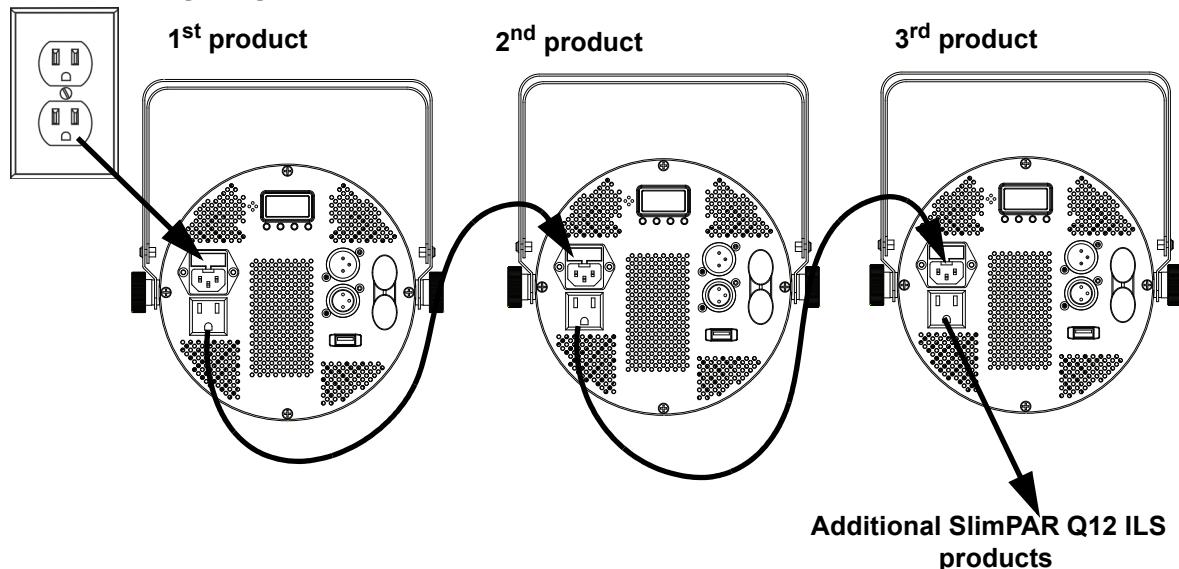
#### Fuse Replacement

1. Disconnect the product from power.
2. Wedge the tip of a flat-head screwdriver into the slot of the fuse holder.
3. Pry the safety cap out of the housing.
4. Remove the blown fuse from the clip on the front of the safety cap and replace with a fuse of the exact same type and rating.
5. Re-insert the fuse holder and reconnect power.

#### Power-Linking

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

#### Power-Linking Diagram



**It is possible to power link up to 10 SlimPAR Q12 ILS products on 120 VAC or up to 18 SlimPAR Q12 ILS products on 230 VAC.**



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

## Mounting

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

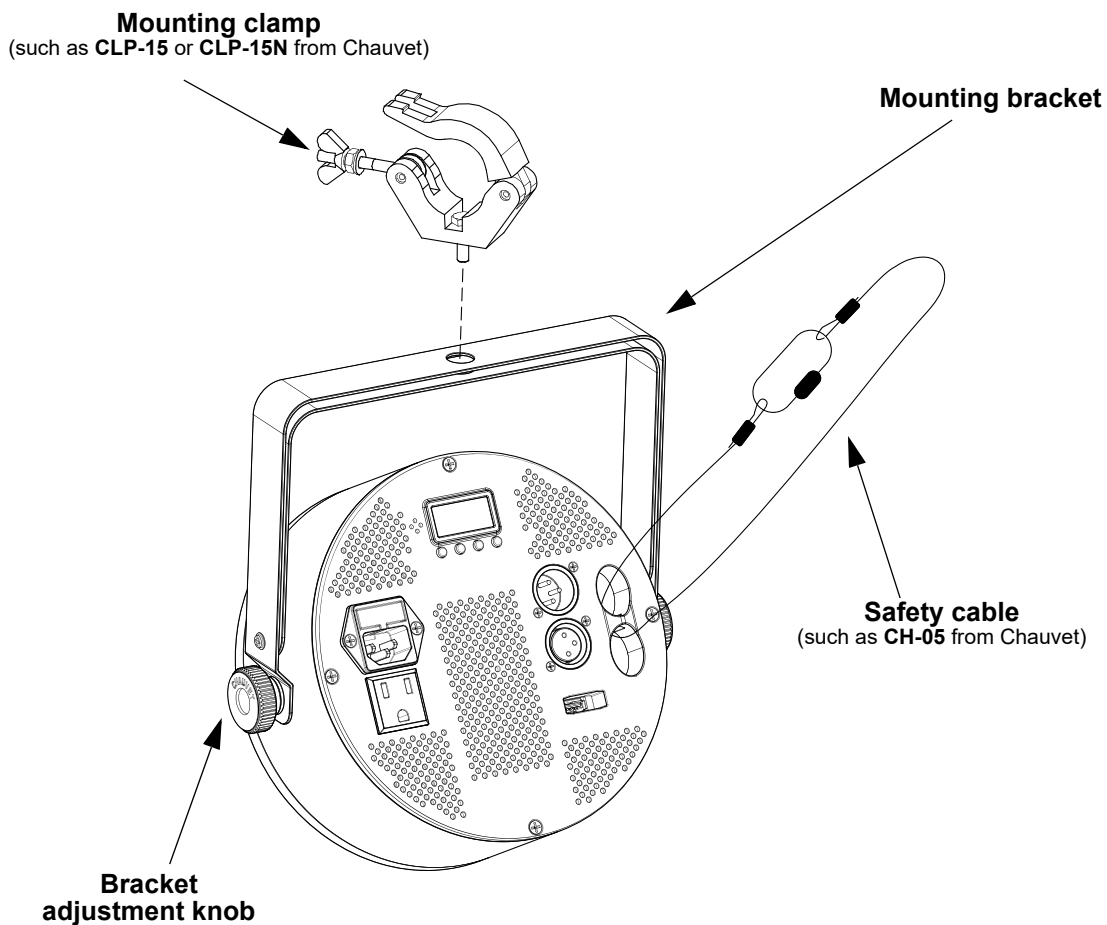
### Orientation

The SlimPAR Q12 ILS 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 the product is being mounted 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 next to the display. Please refer to the [Product Overview](#) to see the button locations on the control panel.

Button	Function
<MENU>	Exits from the current menu or function
<UP>	Navigates upwards through the menu list and increases the numeric value when in a function
<DOWN>	Navigates downwards through the menu list and decreases the numeric value when in a function
<ENTER>	Enables the currently displayed menu or sets the currently selected value into the selected function

### Menu Map

Refer to the SlimPAR Q12 ILS product page on [www.chauvetdj.com](http://www.chauvetdj.com) for the latest menu map.

Main Level	Programming Levels	Description
<b>4-Ch</b>	<b>d 1–509</b>	4-channel DMX mode
<b>9-Ch</b>	<b>d 1–504</b>	9-channel DMX mode
<b>iLS</b>	<b>iLS1–4</b>	Sets ILS mode
<b>C--</b> (Static color)	<b>C 1–19</b>	1: Red      6: Magenta      11: Sky      15: Pink      18: Peach 2: Green    7: Yellow      12: Hot pink      16: Powder blue      19: White 3: Blue      8: Orange      13: Sea foam green 4: Amber    9: Lime 5: Cyan      10: Lavender    14: Salmon      17: Bright yellow
<b>P--</b> (Automatic program)	<b>P 1</b>	4-color snap
	<b>P 2</b>	4-color pulse
	<b>P 3</b>	19-color snap
	<b>P 4</b>	19-color fade
<b>S--</b>	<b>S. 1–100</b>	Automatic program speed
<b>Snd</b> (Sound-active)	<b>Snd1</b>	4-color snap
	<b>Snd2</b>	19-color snap
<b>SEnS</b>	<b>u 0–100</b>	Sound sensitivity
<b>u--</b> (Custom color)	<b>r. 0–255</b>	Combine red, green, blue, and amber for a custom static color
	<b>G. 0–255</b>	
	<b>b. 0–255</b>	
	<b>A. 0–255</b>	
<b>diN</b> (Dimmer speed)	<b>oFF</b>	Sets the dimmer speed
	<b>diN1</b>	
	<b>diN2</b>	
	<b>diN3</b>	
<b>SEr</b> (Infrared)	<b>oFF</b> <b>on</b>	Enables/disables infrared control



## Configuration (DMX)

The SlimPAR Q12 ILS works with a DMX controller. Information about DMX is in the CHAUVET DMX Primer, which is available from the Chauvet website: [www.chauvetdj.com](http://www.chauvetdj.com).

### DMX Personality and Starting Address

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

The SlimPAR Q12 ILS uses up to 9 DMX channels in a **9-Ch** DMX mode, which defines the highest configurable address to **504**.

If unfamiliar with the DMX protocol, download the DMX Primer from: [www.chauvetdj.com](http://www.chauvetdj.com).

To select the starting address, do the following:

1. Press **<MENU>** repeatedly until **4-Ch** or **9-Ch** shows on the display.
2. Press **<ENTER>** and **d 1-504** will show on the display.
3. Use **<UP>** or **<DOWN>** to select the starting address.
4. Press **<ENTER>**.

## D-Fi USB Connectivity

The SlimPAR Q12 ILS is able to become a D-Fi wireless receiver/transmitter with the use of the D-Fi USB from Chauvet DJ. Simply set the product's DMX Personality and DMX Address, set the DIP switch D-Fi receiving/transmitting channel, then plug it into the D-Fi USB port.



**WARNING! DO NOT plug anything other than a D-Fi USB into the USB port. Doing so may cause damage to the product.**



**Once plugged in, the D-Fi USB will take over the product. Wired DMX and manual display control / menu buttons will be unavailable until the D-Fi USB is unplugged. The priority levels are:**

1. **D-Fi USB**
2. **Wired DMX**
3. **Manual Digital Display/Menu Buttons**

## D-Fi USB Compatibility

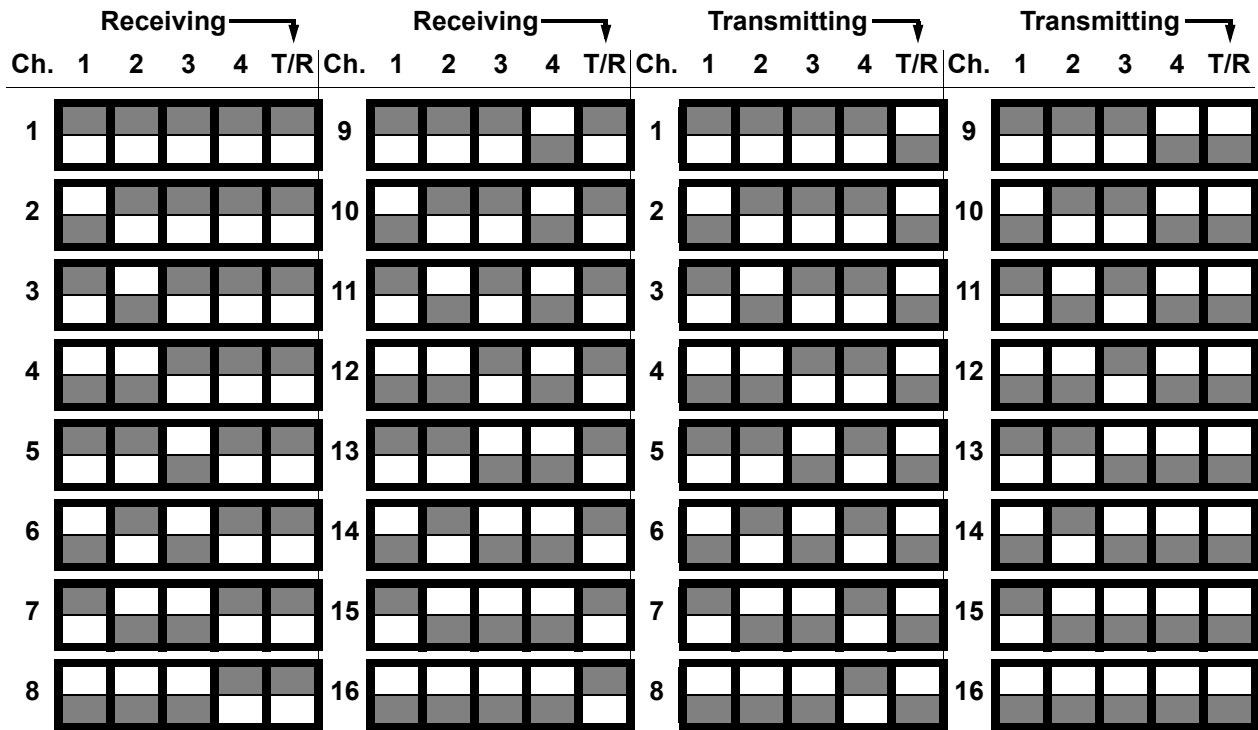
The D-Fi USB can receive a DMX signal from the D-Fi Hub and the FlareCON Air 2 as well as other D-Fi USB products.

### Configuration (D-Fi USB)

1. Set the DMX Personality and DMX address on the SlimPAR Q12 ILS .
2. Use the Chart provided to set **BOTH**:
  - the Channel, and then
  - The Receiving or Transmitting option

**NOTE: DIP Switch 5 is for Transmitting OR Receiving, please choose carefully.**

D-Fi USB DIP Switch Channels



DMX Values

4-Ch	9-Ch	Function	Value	Percent/Setting
1	1	Red	000 ⇔ 255	0–100%
2	2	Green	000 ⇔ 255	0–100%
3	3	Blue	000 ⇔ 255	0–100%
4	4	Amber	000 ⇔ 255	0–100%
–	5	Color macros	000 ⇔ 015 016 ⇔ 255	No function Color macros
–	6	Strobe (when Ch. 7 is 000⇔031)	000 ⇔ 015 016 ⇔ 255	No function Strobe, slow to fast
–	6	Program speed (when Ch. 7 is 032⇔223)	000 ⇔ 255	Program speed, slow to fast
–	6	Sound sensitivity (when Ch. 7 is 224⇔255)	000 ⇔ 010 011 ⇔ 255	Sound sensitivity off Sound sensitivity, low to high
–	7	Program	000 ⇔ 031 032 ⇔ 063 064 ⇔ 095 096 ⇔ 127 128 ⇔ 159 160 ⇔ 191 192 ⇔ 223 224 ⇔ 255	No function Pulse effect, 0–100% (when Ch. 1-4 are active) Pulse effect, 100–0% (when Ch. 1-4 are active) Pulse effect, 100–0–100% (when Ch. 1-4 are active) Automatic fade Automatic 4-color snap Automatic 19-color snap Sound-active 19-color snap
–	8	Dimmer	000 ⇔ 255	0–100%
–	9	Dimmer speed	000 ⇔ 051 052 ⇔ 101 102 ⇔ 152 153 ⇔ 203 204 ⇔ 255	Dimmer speed set from display menu Dimmer speed mode off Dimmer speed mode 1 (fast) Dimmer speed mode 2 (medium) Dimmer speed mode 3 (slow)

## Configuration (Standalone)

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



**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.**

### Preset Color Mode

To run the SlimPAR Q12 ILS on a static color, follow the instructions below:

1. Press **<MENU>** repeatedly until **C--** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to select a static color, from **C 1–19**.
4. Press **<ENTER>**.

### Automatic Programs

To run the SlimPAR Q12 ILS in automatic mode, follow the instructions below:

1. Press **<MENU>** repeatedly until **P--** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to select an automatic program, from **P 1–4**.
4. Press **<ENTER>**.

### Auto-Program Speed

To change the auto-program speed on the SlimPAR Q12 ILS, do the following:

1. Press **<MENU>** repeatedly until **S--** shows on the display.
2. Use **<UP>** or **<DOWN>** to increase or decrease the program speed, from **S. 1–100**.
3. Press **<ENTER>**. The product will return to the last selected mode.

### Sound-Active Programs

To run the SlimPAR Q12 ILS with a sound-active program, follow the instructions below.

1. Press **<MENU>** repeatedly until **Snd** shows on the display.
2. Use **<UP>** or **<DOWN>** to set the Sound-Active program, from **Snd1** (4-color snap) to **Snd2** (19-color snap).
3. Press **<ENTER>**.

### Sound Sensitivity

To set the sound sensitivity on the SlimPAR Q12 ILS, do the following:

1. Press **<MENU>** repeatedly until **SenS** shows on the display.
2. Use **<UP>** or **<DOWN>** to increase or decrease the sound sensitivity, from **u 0–100**.
3. Press **<ENTER>**.

### Custom Color Mixing

To custom mix a static color, do the following:

1. Press **<MENU>** repeatedly until **u--** shows on the display.
2. Press **<ENTER>** and one of the following will show on display.
  - **r.---** (red)
  - **G.---** (green)
  - **b.---** (blue)
  - **A.---** (amber)
3. Press **<ENTER>** to cycle through the color settings.
4. When the desired color shows on the display, use **<UP>** or **<DOWN>** to increase or decrease the color value, from **000–255**.
5. Repeat steps 3 and 4 until the product outputs as desired.

### Dimmer Curve

To set the dimmer curve, follow the instructions below:

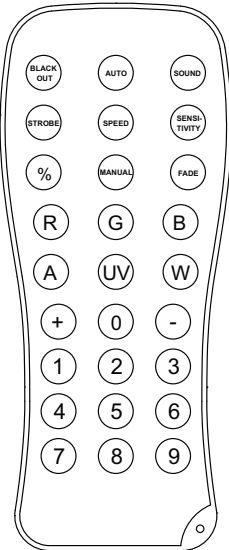
1. Press **<MENU>** repeatedly until **diN** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to set the dimmer curve, from **oFF** to **diN1–3**, with **diN1** as the fastest and **diN3** as the slowest.
4. Press **<ENTER>**.

## IRC-6 Infrared Remote Control

The SlimPAR Q12 ILS can be operated with the CHAUVET IRC-6. To enable IR wireless control, follow the instructions below.

1. Press **<MENU>** repeatedly until **SEt** shows on the display.
2. Press **<ENTER>**.
3. Press **<UP>** repeatedly until **On** shows on the display.
4. Press **<ENTER>**.

### IRC-6 Operation



#### Automatic Mode

To turn on Automatic mode with the IRC-6:

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

To adjust the speed of the automatic program

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

#### Sound-Active Mode

To turn on Sound-Active mode with the IRC-6:

1. Press **<SOUND>** on the IRC-6.
2. Press **<+>** or **<->** to select **Snd1** or **Snd2**.

To adjust the sound sensitivity:

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

#### Manual Control

To manually select the color with the IRC-6:

1. Press the desired color, from **<R>** (red), **<G>** (green), **<B>** (blue), or **<A>** (amber).
2. Press **<+>** or **<->** to increase or decrease the percentage of each color.

#### Miscellaneous Operation

To adjust the total output level:

1. Press **<%>** on the IRC-6.
2. Press **<+>** or **<->** to increase or decrease the output level.

To adjust the strobe rate of the program:

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

To select only fading programs:

1. Press **<Fade>** on the IRC-6.
2. Press **<+>** or **<->** to select **P 2** or **P 4**.

#### Black Out

To enable the black out function with the IRC-6:

1. Press **<BLACK OUT>** on the IRC-6.

This will turn off all the lights until the button is pressed again.

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



- Any setting on the IRC-6 will be saved until the system is rebooted. The system will revert to Auto Mode after reboot.
- The buttons on the IRC-6 not listed above are reserved for future use.

## Master/Slave Mode

The Master/Slave mode allows a single SlimPAR Q12 ILS product (the “master”) to control the actions of one or more SlimPAR Q12 ILS products (the “slaves”) without the need of a DMX controller. The master product will be set to operate in Standalone, whereas the slave products will be set to operate in Slave mode. Once set and connected, the slave products will operate in unison with the master product. Configure the products as indicated below.

### Slave products:

1. Press **<MENU>** repeatedly until **4-Ch** shows on the display.
2. Press **<ENTER>**.
3. Set the DMX address to **d 1**.
4. Connect the DMX input of the first slave product to the DMX output of the master product.
5. Connect the DMX input of the subsequent slave products to the DMX output of the previous slave product.
6. Finish setting and connecting all the slave products.

### Master product:

1. Press **<MENU>** repeatedly to go to the desired function or program.
2. Press **<ENTER>**.
3. Set the master product to operate in standalone.
4. Make the master product the first product in the DMX daisy chain.
  - **Configure all the slave products 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 18 slaves to the master.**



## Master/Slave Mode (D-Fi USB)

The D-Fi USB allows a single SlimPAR Q12 ILS product (the “master”) to control the actions of one or more SlimPAR Q12 ILS products (the “slaves”) without the need of a DMX controller or DMX cables. The master (transmitter) product will be set to operate in standalone mode, while the slave (receiver) products will be set to operate in DMX mode. Once set and connected, the slave products will operate in unison with the master product.

Configure the products as indicated below.

### Slave products:

1. Press **<MENU>** repeatedly until **4-Ch** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to set the starting address to **d 1**.
4. Press **<ENTER>**.
5. Set the D-Fi USB to receive on a specific channel, 1–16.
6. Plug in the D-Fi USB.
7. Finish setting and connecting all the slave products.

### Master product:

1. Set the master product to operate in standalone mode.
2. Set the D-Fi USB to transmit on the D-Fi channel the slaves are receiving on.
3. Plug in the D-Fi USB.
  - **All products must be set to the same DMX personality, DMX address, and D-Fi channel.**
  - **Configure all the slave products before configuring the master to transmit.**
  - **Never connect a DMX controller to a D-Fi channel configured for Master/Slave operation because the controller may interfere with the signals from the master.**



## ILS Mode

ILS (Integrated Lighting System) provides 4 modes that synchronize with the GigBAR MOVE+ILS: Modes 1 and 3 synchronize with side 1 of the GigBAR MOVE+ILS, whereas modes 2 and 4 synchronize with side 2 of the GigBAR MOVE+ILS. When linked, effects will sync with the most similar effect on the selected side of the GigBAR MOVE+ILS: Kinta effects will sync with one of the kintas, moving heads will sync with one of the moving heads, and wash effects will sync with one of the pars. Laser effects will sync with the laser, and strobe effects will sync with the strobe effects regardless of ILS mode.

This product will synchronize with the par effect on the selected side of the GigBAR MOVE+ILS.

To set the SlimPAR Q12 ILS to respond to an ILS signal:

1. Press **<MENU>** repeatedly until **iLS** shows on the display.
2. Use **<UP>** or **<DOWN>** to select from **iLS1** (side 1), **iLS2** (side 2), **iLS3** (side 1), or **iLS4** (side 2).
3. Press **<ENTER>**.

## 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

### Dimensions and Weight

Length	Width	Height	Weight
9.7 in (247 mm)	3.6 in (92 mm)	11.5 in (293 mm)	3.6 lb (1.6 kg)

**Note:** Dimensions in inches rounded to the nearest hundredth.

### Power

Power Supply Type	Range	Voltage Selection
Switching (internal)	100 to 240 VAC, 50/60 Hz	Auto-ranging

Parameter	120 V, 60 Hz	230 V, 50 Hz
Consumption	55 W	54 W
Operating current	0.8 A	0.5 A
Power-linking current (products)	8 A (10 products)	8 A (18 products)
Fuse	T 1.6 AL, 250 V	T 1.6 AL, 250 V

Power I/O	U.S./Canada	Worldwide
Power input connector	IEC	IEC
Power output connector	Edison	IEC
Power cord plug	Edison (U.S.)	Local plug

### Light Source

Type	Quantity	Color	Power	Current	Lifespan
LED	12	Quad-color RGBA	6 W	2.3 A	50,000 hours

### Photometrics

Parameter	Value
Strobe rate	0 to 17 Hz
Beam angle	17°
Field angle	29°
Illuminance @ 2 m	2,684 lux

### Thermal

Maximum External Temperature	Cooling System
104 °F (40 °C)	Convection

### DMX

I/O Connector	Channel Range
3-pin XLR	4 or 9

### Ordering

Product Name	Item Code	UPC Number
SlimPAR Q12 ILS	10031894	781462222420



## Warranty & Returns

### Limited Warranty

FOR WARRANTY REGISTRATION AND COMPLETE TERMS AND CONDITIONS PLEASE VISIT OUR WEBSITE.

For Customers in the United States and Mexico: [www.chauvetlighting.com/warranty-registration](http://www.chauvetlighting.com/warranty-registration).

For Customers in the United Kingdom, Republic of Ireland, Belgium, the Netherlands, Luxembourg, France, and Germany: [www.chauvetlighting.eu/warranty-registration](http://www.chauvetlighting.eu/warranty-registration).

Chauvet warrants that this product shall be free from defects in material and workmanship under normal use, for the period specified in, and subject to the exclusions and limitations set forth in the full limited warranty on our website. This warranty extends only to the original purchaser of the product and is not transferable. To exercise rights under this warranty, you must provide proof of purchase in the form of an original sales receipt from an authorized dealer that shows the product name and date of purchase.

THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES. This warranty gives you specific legal rights. You may also have other rights that vary from state to state and country to country. This warranty is valid only in the United States, United Kingdom, Republic of Ireland, Belgium, the Netherlands, Luxembourg, France, Germany and Mexico. For warranty terms in other countries, please consult your local distributor.

### Returns

In case support or return of a product is needed:

- If located in the U.S., contact Chauvet World Headquarters.
- If located in the U.K. or Ireland, contact Chauvet U.K.
- If located in Benelux, contact Chauvet Benelux.
- If located in France, contact Chauvet France.
- If located in Germany, contact Chauvet Germany.
- If located in Mexico, contact Chauvet Mexico.
- If located in any other country, DO NOT contact Chauvet. Instead, contact a local distributor. See [www.chauvetdj.com](http://www.chauvetdj.com) for distributors outside the U.S., U.K., Ireland, Benelux, France, Germany, or Mexico.



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



## Contact Us

General Information	Technical Support
<b>Chauvet World Headquarters</b>	
Address: 3360 Davie Rd. Davie, FL 33314 Voice: (954) 577-4455 Fax: (954) 929-5560 Toll Free: (800) 762-1084	Voice: (844) 393-7575 Fax: (954) 756-8015 Email: <a href="mailto:chauvetcs@chauvetlighting.com">chauvetcs@chauvetlighting.com</a> Website: <a href="http://www.chauvetprofessional.com">www.chauvetprofessional.com</a>
<b>Chauvet U.K.</b>	
Address: Unit 1C Brookhill Road Industrial Estate Pinxton, Nottingham, UK NG16 6NT Voice: +44 (0) 1773 511115 Fax: +44 (0) 1773 511110	Email: <a href="mailto:UKtech@chauvetlighting.eu">UKtech@chauvetlighting.eu</a> Website: <a href="http://www.chauvetprofessional.eu">www.chauvetprofessional.eu</a>
<b>Chauvet Benelux</b>	
Address: Stokstraat 18 9770 Kruishoutem Belgium Voice: +32 9 388 93 97	Email: <a href="mailto:BNLtech@chauvetlighting.eu">BNLtech@chauvetlighting.eu</a> Website: <a href="http://www.chauvetprofessional.eu">www.chauvetprofessional.eu</a>
<b>Chauvet France</b>	
Address: 3, Rue Ampère 91380 Chilly-Mazarin France Voice: +33 1 78 85 33 59	Email: <a href="mailto:FRtech@chauvetlighting.fr">FRtech@chauvetlighting.fr</a> Website: <a href="http://www.chauvetprofessional.eu">www.chauvetprofessional.eu</a>
<b>Chauvet Germany</b>	
Address: Bruno-Bürgel-Str. 11 28759 Bremen Germany Voice: +49 421 62 60 20	Email: <a href="mailto:DEtech@chauvetlighting.de">DEtech@chauvetlighting.de</a> Website: <a href="http://www.chauvetprofessional.eu">www.chauvetprofessional.eu</a>
<b>Chauvet Mexico</b>	
Address: Av. de las Partidas 34 - 3B (Entrance by Calle 2) Zona Industrial Lerma Lerma, Edo. de México, CP 52000 Voice: +52 (728) 690-2010	Email: <a href="mailto:servicio@chauvet.com.mx">servicio@chauvet.com.mx</a> Website: <a href="http://www.chauvetprofessional.mx">www.chauvetprofessional.mx</a>

Outside the U.S., U.K., Ireland, Benelux, France, Germany, or Mexico, contact the dealer of record. Follow the instructions to request support or to return a product. Visit our website for contact details.