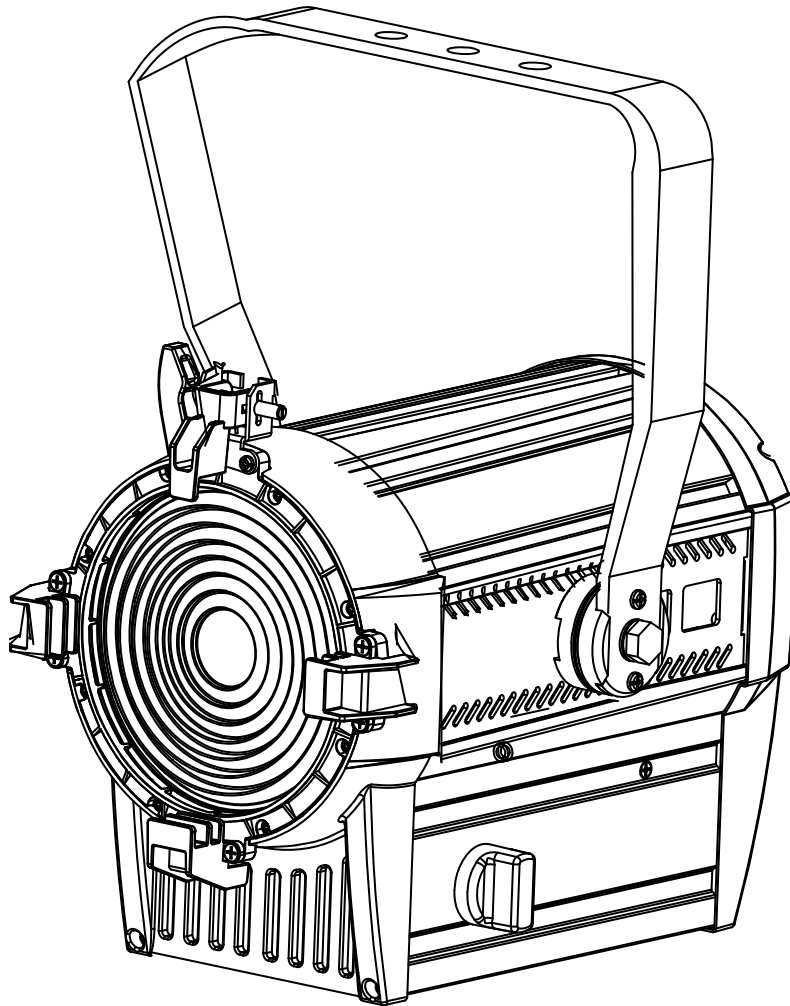


Ovation

FD-105WW

User Manual




CHAUVET
PROFESSIONAL

Edition Notes

The Ovation FD-105WW User Manual includes a description, safety precautions, installation, programming, operation and maintenance instructions for the Ovation FD-105WW.

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Document Printing

For best results, print this document in color, on letter size paper (8.5 x 11 in), double-sided. If using A4 paper (210 x 297 mm), configure the printer to scale the content accordingly.

Intended Audience

Any person installing, operating, and/or maintaining this product should completely read through the guide that shipped with the product, as well as this manual, before installing, operating, or maintaining this product.

Disclaimer

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Document Revision

This Ovation FD-105WW User Manual is the 4th edition of this document. Go to www.chauvetprofessional.com for the latest version.

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1. Before You Begin

What Is Included

- Ovation FD-105WW
- Neutrik® powerCON® Power Cord
- Gel Frame (6.25 in/158mm accessories)
- Quick Reference Guide

Claims

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





If the box or the contents (the product and included accessories) appear damaged from shipping, or show signs of mishandling, notify the carrier immediately, not Chauvet. Failure to report damage to the carrier immediately may invalidate your claim. In addition, keep the box and contents for inspection.

For other issues, such as missing components or parts, damage not related to shipping, or concealed damage, file a claim with Chauvet within 7 days of delivery.

Manual Conventions

Convention	Meaning
1–512	A range of values
50/60	A set of values of which only one can be chosen
<SET>	A button on the product's control panel
Settings	A product function or a menu option

Symbols

Symbol	Meaning
	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.



Any reference to power connections in this manual assumes the use of Neutrik® powerCON® cables.



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

Safety Notes

Read all the following safety notes before working with this product. These notes contain important information about the installation, usage, and maintenance of this product.



This product contains no user-serviceable parts. Any reference to servicing in this User Manual will only apply to properly trained, certified technicians. Do not open the housing or attempt any repairs.



Proper installation of this product must meet all applicable local codes and regulations.

Personal Safety

- Avoid direct eye exposure to the light source while the product is on.
- Always disconnect the product from the power source before cleaning or replacing the fuse.
- Always connect the product to a grounded circuit to avoid the risk of electrocution.
- Do not touch the product's housing when operating because it may be very hot.

Mounting and Rigging

- This product is not intended for permanent installation.
- This product is for indoor use only! To prevent risk of fire or shock, do not expose this product to rain or moisture. (IP20)
- CAUTION: When transferring product from extreme temperature environments, (e.g. cold truck to warm humid ballroom) condensation may form on the internal electronics of the product. To avoid causing a failure, allow product to fully acclimate to the surrounding environment before connecting it to power.
- Mount this product in a location with adequate ventilation, at least 20 in (50 cm) from adjacent surfaces.
- Make sure there are no flammable materials close to this product while it is operating.
- When hanging this product, always secure to a fastening device using a safety cable.
- Never carry the product by the power cord.

Power and Wiring

- Make sure the power cord is not crimped or damaged.
- Always make sure you are connecting this product to the proper voltage in accordance with the specifications in this manual or on the product's specification label.
- 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.
- Make sure to replace the fuse with another of the same type and rating.
- Never disconnect this product by pulling or tugging on the power cable.

Operation

- Do not operate this product if there is damage on the housing, lenses, or cables. Have the damaged parts replaced by an authorized technician at once.
- Do not cover the ventilation slots when operating to avoid internal overheating.
- The maximum ambient temperature is 113 °F (45 °C). Do not operate the product at higher temperatures.
- In the event of a serious operation problem, stop using this product immediately!



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

Expected LED Lifespan

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

2. Introduction

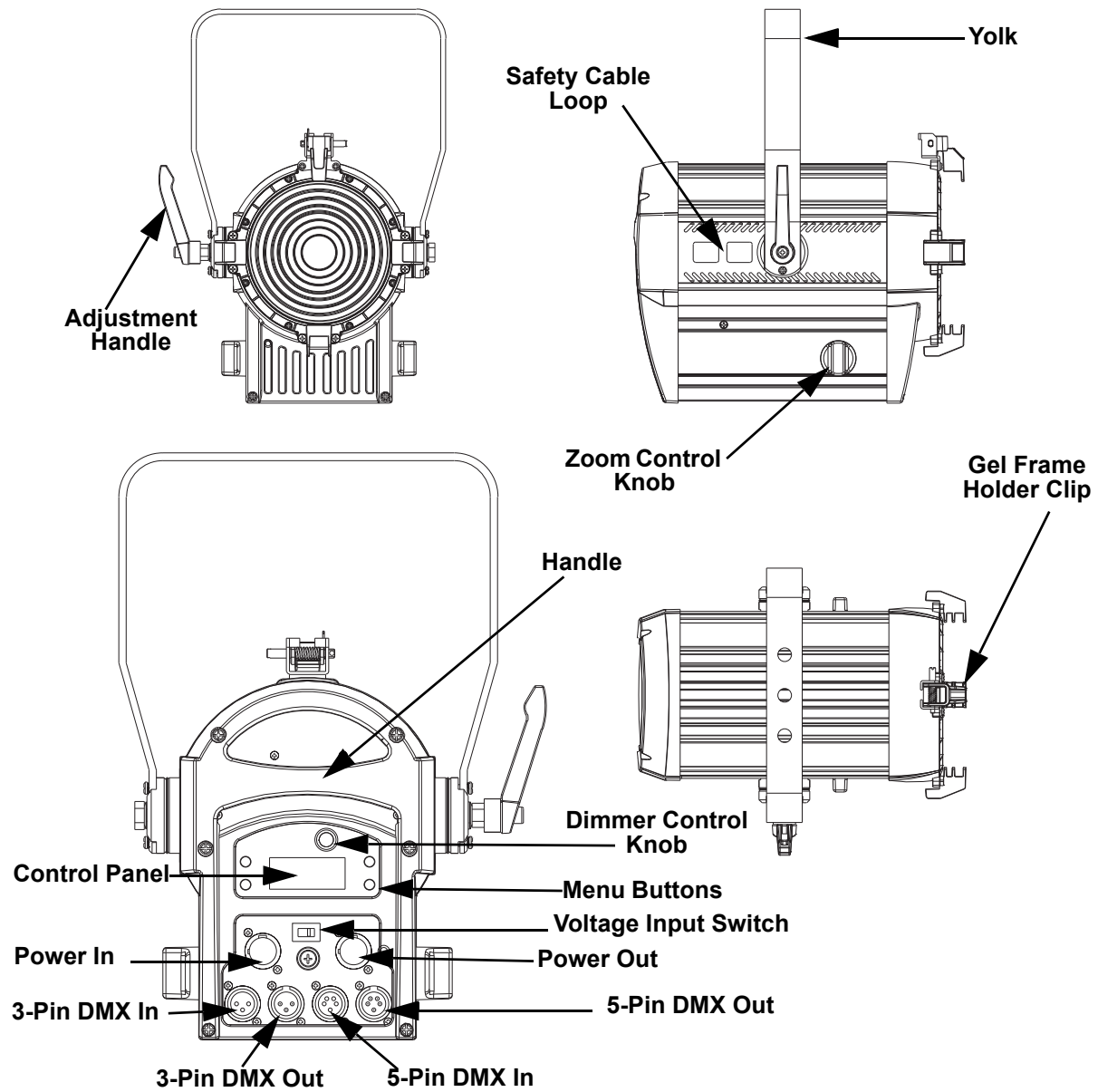
Description

Ovation FD-105WW is a LED Fresnel wash utilizing data and power sensors to run on both dimming power systems and constant power rigs. A zoom range of 8° to 63° and a soft, warm white wash with high CRI make it a worthy LED replacement for aging incandescent six-inch Fresnels. Enjoy the benefits of LED lighting without being held back by previous investments made in major dimming systems.

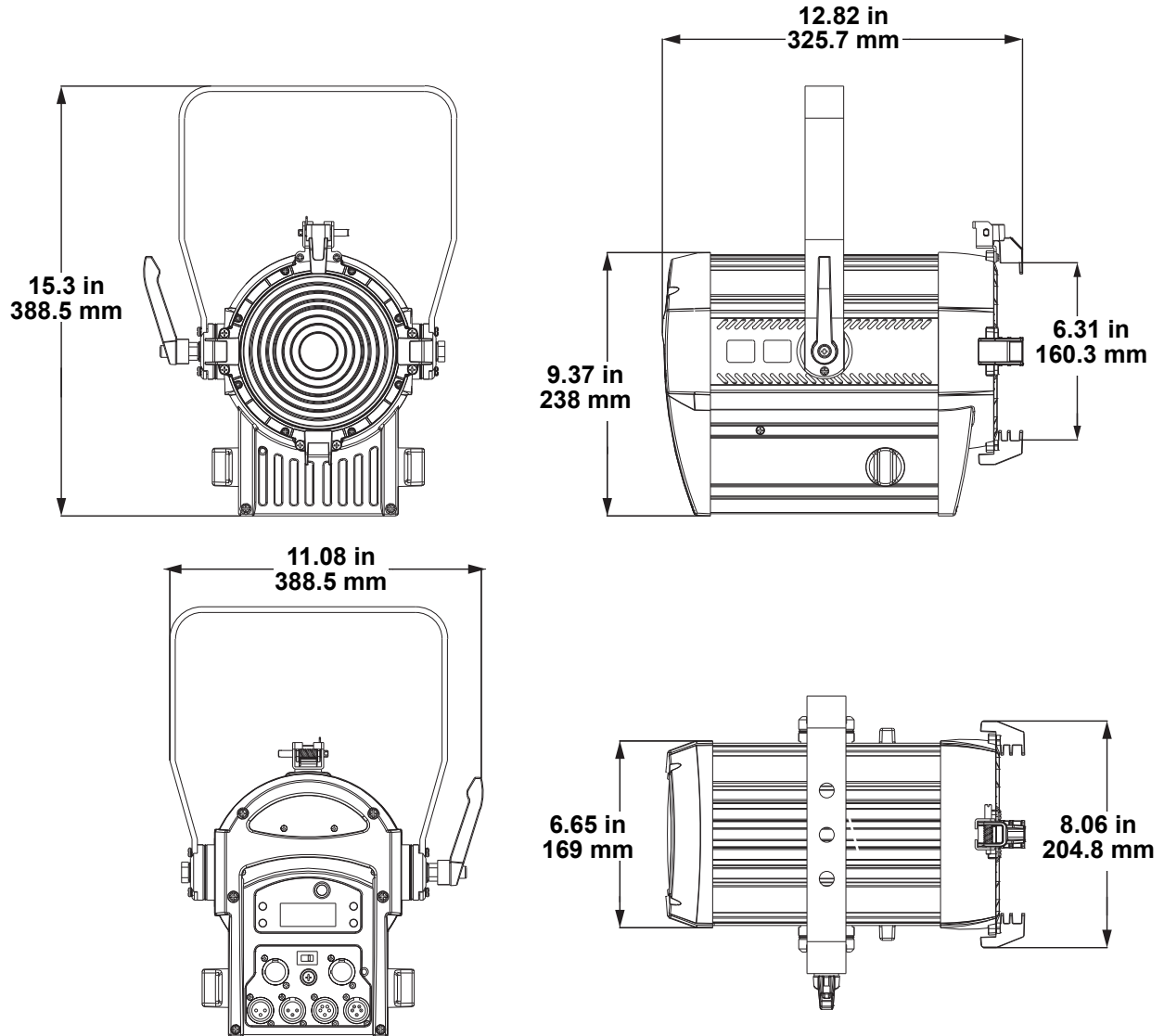
Features

- Operating modes:
 - UNO: 8bit Dim: dimmer control
 - DOS: 16bit Dim: dimmer and fine dimmer control
 - STD.P: dimmer, dimmer fine, and strobe
- 6" warm white LED Fresnel with class leading output
- Soft and even field of light
- Works perfectly on conventional dimmers or constant power with DMX
- Auto-senses power/data and responds appropriately
- Superior low end dimming whether using dimmers or constant power
- Perfect fixture for the retrofit market, utilizes existing dimming infrastructure flawlessly
- 16-bit dimming resolution (DMX mode) for smooth fades
- Flat, even field of light, with manual zoom (8-63 deg)
- Virtually silent operation for use in any situation

Product Overview



Product Dimensions



3. Setup

AC Power

Each Ovation FD-105WW has a switchable power supply that can work with an input voltage of 120 VAC, 60 Hz or 230 VAC, 50 Hz. To determine the power requirements for each Ovation FD-105WW, refer to the label affixed to the product. You can also refer to the Technical Specifications chart in this manual.

The listed current rating indicates the maximum current draw during normal operation. For more information, download Sizing Circuit Breakers from the Chauvet website: www.chauvetprofessional.com.



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

AC Plug

The Ovation FD-105WW comes with a power input cord terminated with a Neutrik® powerCON® connector on one end and an Edison plug on the other end (U.S. market). If the power input cord that came with your product has no plug, or if you need to change the plug, use the table below to wire the new plug.

Connection	Wire (U.S.)	Wire (Europe)	Screw Color
AC Live	Black	Brown	Yellow or Brass
AC Neutral	White	Blue	Silver
AC Ground	Green/Yellow	Green/Yellow	Green

Power Linking

The product supports power linking. You can power link up to 14 products at 120 V, or up to 24 products at 230 V.

This product comes with a power input cord. Power linking cables are available from Chauvet for purchase

Fuse Replacement

1. Disconnect this product from power.
2. Using a Phillip-head screwdriver, unscrew the fuse holder cap from the housing.
3. Remove blown fuse and replace with a good fuse of the same type and rating (T 3.15 A, 250V).
4. Screw the fuse holder cap back in place and reconnect power.



Make sure to disconnect the product's power cord before replacing a blown fuse. Always replace the blown fuse with another of the same type and rating.

DMX Linking

You can link the Ovation FD-105WW to a DMX controller using a 3- or 5-pin DMX connection. If using other DMX-compatible products with this product, you can control each individually with a single DMX controller.

DMX Personalities

The Ovation FD-105WW uses a 3- or 5-pin DMX data connection for the **UNO: 8bit Dim, Dos: 8bit Dim, 16bit Dim**, and **STD.P: 8bit Dim, 16bit Dim, and strobe** DMX personalities.

- Refer to the [Introduction](#) chapter for a brief description of each DMX personality.
- Refer to the [Operation](#) chapter to learn how to configure the Ovation FD-105WW to work in these personalities.
- The [DMX Values](#) section provides detailed information regarding the control personalities.



If you are not familiar with or need more information about DMX standards, Master/Slave connectivity, or the DMX cables needed to link this product to a DMX controller, download the DMX Primer from the Chauvet website: www.chauvetprofessional.com.

RDM (Remote Device Management)

Remote Device Management, or RDM, is a standard for allowing DMX-enabled devices to communicate bi-directionally along existing DMX cabling. Check the DMX controller's User Manual or with the manufacturer as not all DMX controllers have this capability. The Ovation FD-105WW supports RDM protocol that allows feedback to make changes to menu map options.

Master/Slave Connectivity

The Master/Slave mode allows a Ovation FD-105WW (the master) to control one or more Ovation FD-105WW products (the slaves) without a DMX controller. One Ovation FD-105WW becomes the master when running an auto or custom program, or by being in a Static mode.

You must configure each slave's control panel to operate in Slave mode. During Master/Slave operation, the slaves will operate in unison with the master.



DO NOT connect a DMX controller to products operating in Master/Slave mode. The DMX controller signals may interfere with the signals from the master.



- The [Operation](#) section of this manual provides detailed instructions on how to configure the master and slaves.
- If you are not familiar with DMX standards or Master/Slave connectivity, download the DMX Primer from the Chauvet website www.chauvetprofessional.com for more information.

Dimmer Modes

The Ovation FD-105WW may be plugged into and controlled using a regular dimmer.

- When in **SENS** mode, advanced onboard electronics automatically detect what type of power and data the product receives and it responds accordingly. This is the factory default setting.
- When in **DMX** mode, the product runs only on constant power and is controlled solely on DMX. The product will not respond to dimmer control in this mode.
- When in **DMMR** mode, DMX control is turned off. Intensity is controlled using a dimmer. In this mode, the product reacts exactly like an incandescent product.

For the best performance while running on dimmers, use the settings listed below:

1. Go to the **SETTING** main level.
2. Select the **DIMMER** programming level.
3. Select **DIM4**.
4. Go back to **SETTING** main level.
5. Select the **CURVE** programming level.
6. Select **CURVE3**.

Mounting

Before mounting the product, read and follow the safety recommendations indicated in the Safety Notes. For our CHAUVET Professional line of mounting clamps, go to <http://trusst.com/products/>.

Orientation

Always mount this product in a safe position, making sure there is adequate room for ventilation, configuration, and maintenance.

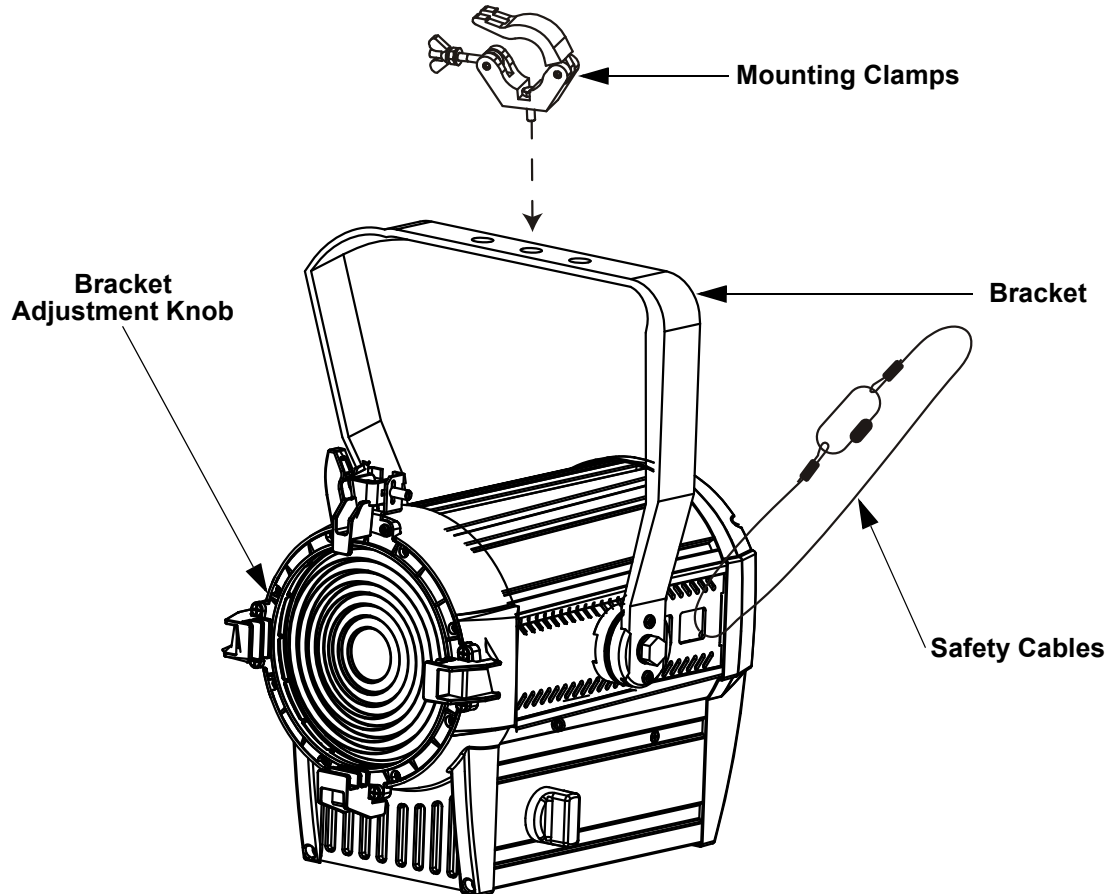
Rigging

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

- Before deciding on a location for the product, make sure there is easy access to the product for maintenance and programming purposes.
- Make sure that the structure onto which you are mounting the product can support the product's weight. See the [Technical Specifications](#) for weight information.
- When mounting the product overhead, always use a safety cable. Mount the product securely to a rigging point, whether an elevated platform or a truss.
- When rigging the product onto a truss, use a mounting clamp of appropriate weight capacity.
- When power linking multiple products, mount the products close enough for power linking cables to reach.
- The bracket adjustment 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.

Procedure

The Ovation FD-105WW comes with a bracket to which you can attach a mounting clamp directly. You must supply the mounting clamps. Make sure the clamps are capable of supporting the weight of this product. Use at least one mounting point per product. For the CHAUVET Professional line of mounting clamps, go to <http://www.trusst.com/products>.

Mounting Diagram

4. Operation

Control Panel Operation

Button	Function
<MENU>	Exits from the current menu or function
<ENTER>	Enables the currently displayed menu or sets the currently selected value into the selected function
<UP>	Navigates upwards through the menu list or increases the numeric value when in a function
<DOWN>	Navigates downwards through the menu list or decreases the numeric value when in a function
<DIM>	Press 2 times rapidly to access the dimmer function. Use knob to adjust dimmer intensity.

Control Options

Set the Ovation FD-105WW starting address in the 001–512 DMX range. This enables control of up to **170** products in the 3-channel **STD.P** personality.

Programming

Refer to the Menu Map to understand the menu options. The menu map shows the main level and a variable number of programming levels for each option.

- To go to the desired main level, press <MENU> repeatedly until the option shows on the display. Press <ENTER> to select. This will take you to the first programming level for that option.
- To select an option or value within the current programming level, press <UP> or <DOWN> until the option shows on the display. Press <ENTER> to select. In this case, if there is another programming level, you will see that first option, or you will see the selected value.
- Press <MENU> repeatedly to exit to the previous main level.

Control Panel Lock

This setting allows activation or deactivation of the control panel lock, which keeps non-authorized users from changing the product's settings.

1. Go to the **SETTINGS** main level.
2. Select **KEY**.
3. Select **ON** or **OFF**.



When the control panel lock is activated, after 30 seconds of control panel inactivity, or after turning on the product, the Ovation FD-105WW will prompt you to enter the passcode.

Settings Lock

This setting allows activation or deactivation of the menu access lock. Activating the menu access lock prevent non-authorized personnel from making any changes to the programming levels under the **SETTING** main level.

1. Go to the **SETTING** main level.
2. Select **SLOCK**.
3. Select **ON** or **OFF**.



When the setting lock is activated, in order to access the **SETTING** level, the product will prompt for the passcode. Enter the passcode as described below.

Passcode

After being prompted, enter the following passcode: <UP>, <DOWN>, <UP>, <DOWN>, <ENTER>. This passcode cannot be changed and must be used whenever prompted.

Menu Map

Refer to the Ovation FD-105WW product page on www.chauvetprofessional.com for the latest menu map.

Main Level	Programming Levels		Description	
STATIC	DIMMER	000-100	Local control of output	
RUN MODE	DMX 512		Sets the mode to DMX control	
	SLAVE		Sets the mode to master/slave	
	DMMR		Sets the mode to dimmer control, which turns off data input	
	SENS		Automatically chooses between DMMR and DMX	
ADDRESS	000-512		Sets the starting address	
SETTING	KEY	ON	Sets the key lock (Passcode mode)	
		OFF		
	DIMMER	OFF	No dimmer	
		DIM1	Slow (DIM4) to fast (DIM1) dimmer speeds	
		DIM2		
		DIM3		
		DIM4		
	CURVE	OFF	No dimmer	
		CURVE1	Large (CURVE3) to small (CURVE1) dimmer curves	
		CURVE2		
		CURVE3		
	PERFORM	LIVE	Balances LED cooling using fans and output power level	
		STUDIO	Maintains LED cooling by limiting power level	
	SLOCK	ON	SETTING menu access lock	
		OFF		
	PERSONALITY	UNO	Selects DMX personality	
		DOS		
		STD.P		
	DMX ERROR	SAVE	Continues last command upon loss of DMX signal	
		BLACK	Blacks out product upon loss of DMX signal	
RESET	PASS CODE: (Enter Passcode)		Resets product to factory defaults	
MODE SETTING	SELF		No DMX output from product in standalone	
	MASTER		Sends DMX output in standalone mode	
PWM	600Hz		Selects the PWM output frequency	
	1200Hz			
	2000Hz			
	4000Hz			
	6000Hz			
	25KHz			
INFO	VERSION	V__	Shows total product hours	
	RDM	UID	-----	Displays product UID for RDM
		LABEL	-----	Displays product label for RDM

Operation

DMX Personalities

This setting allows you to choose a particular DMX personality.

1. Go to the **SETTING** main level.
2. Select **PERSONALITY**.
3. Choose the desired personality (**UNO**, **DOS**, or **STD.P**).



- See the **DMX Control** section for the highest starting address you can select for each personality.
- Make sure that the starting addresses on the various products do not overlap due to the new personality setting.

DMX Control

In this mode, each product will respond to a unique starting address from the DMX controller. All products with the same starting address will respond in unison.

1. Select a DMX personality as shown in [DMX Personalities](#).
2. Set the Running Mode:
 - a. Go to **RUN MODE** main level.
 - b. Select **DMX 512**.
 - **Note:** For information on the **SLAVE** option, see [Master/Slave Mode](#).
3. Set the starting address:
 - a. Go to **ADDRESS** main level.
 - b. Select the starting address (**001–512**).

The highest recommended starting address for each DMX mode is as follows:

DMX Mode	DMX Address
UNO	512
DOS	511
STD.P	510

DMX Values

STD.P

Channel	Function	Value	Percent/Setting
1	Dimmer	000 ⇔ 255	0–100%
2	Fine Dimmer	000 ⇔ 255	0–100%
3	Strobe	000 ⇔ 009	Open
		010 ⇔ 099	Strobe (slow to fast)
		100 ⇔ 109	Open
		110 ⇔ 179	Lightning effect (slow to fast)
		180 ⇔ 189	Open
		190 ⇔ 255	Random strobe (slow to fast)

DOS

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

UNO

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

Loss of Signal Setting

This setting controls how the product responds when the DMX signal is lost.

1. Go to the **SETTING** main level.
2. Select **DMX ERROR**.
3. Choose **BLACK** to turn off the LEDs when the signal is lost or **SAVE** to use the last command programmed when the signal is lost.

Dimmer Control

The Ovation FD-105WW may be plugged into and controlled using a regular dimmer or by being plugged into constant power and using DMX control. By default the product is set to **SENS** which automatically senses the type of power/control being used and sets the product to react accordingly. The product may also be set to **DMMR** mode which turns off the DMX control and only allows exclusive control of the product via the dimmer.

1. Go to the **RUN MODE** main level.
2. Choose **DMMR** or **SENS**.



When **SENS** and **DMMR** modes are active, the only control panel button that will work will be the **<ENTER>** button which will allow you to change modes.

Dimmer Menu Control

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

1. Go to the **STATIC** main level.
2. Select **DIMMER**.
3. Select the desired value **0–100** (0-100% light output).

Dimmer - Manual Control

Manually adjust the light output by using the dimmer adjustment knob, as follows:

1. Press the dimmer adjustment knob above the display twice.
2. Select the desired dimmer setting **000–100** (0–100% light output) by turning the knob clockwise (value increases) or counter-clockwise (value decreases).



- When using the dimmer adjustment knob, the lowest dimmer value stops at **000** and the highest dimmer value stops at **100**.
- During manual dimmer control, you can also use **<UP>** or **<DOWN>**, which will cycle through all the dimmer values.

Dimmer Speeds

This setting determines how fast the output of the Ovation FD-105WW changes when you modify the output value. This setting provides four different options to simulate the dimming curve of an incandescent lighting product.

1. Go to the **SETTING** main level.
2. Go to the **DIMMER** main level.
3. Select a dimmer curve (**Off**, **DIM 1**, **DIM 2**, **DIM 3**, or **DIM 4**).



When selecting **DIM1–DIM4**, the output will correspond to the dimmer curve option selected under the dimmer curves programming level (**CURV**).

Dimmer Curves

Select the dimmer curve of the Ovation FD-105WW by selecting the **CURVE** programming level.

1. Go to the **SETTING** main level.
2. Select the **CURVE** programming level.
3. Select dimmer **CURVE 1**, **CURVE 2**, **CURVE 3** (small to large), or **OFF** (linear output).

Operation

Master/Slave Mode

The Master/Slave mode allows a single Ovation FD-105WW (the “master”) to control the actions of one or more Ovation FD-105WW products (the “slaves”) without the need of a DMX controller to control the slaves. The master will be set to operate in Master mode (**MAST**), while the slaves will be set to operate in Slave mode (**SLAVE**). Once set and connected, the slaves will operate in unison with the master.

To set each of the slaves:

1. Go to the **RUN MODE** main level.
2. Select **SLAVE**.
3. Connect the DMX input of the first slave to the DMX output of the master.
4. Connect the DMX input of the subsequent slaves to the DMX output of the previous slave
5. Finish setting and connecting all the slaves

To set the master:

1. Go to the **SETTING** main level
2. Select **MODE SETTING**.
3. Select **MAST**.
 - **Note:** If you select **SELF**, no DMX signals are sent to the slaves.
4. Make the master the first product in the DMX daisy chain.
5. Control the master using the DMX controller and the slaves will operate in unison.



- The master is the one that runs a program in Static mode.
- Do not connect a DMX controller to the products configured for Master/Slave operation. The DMX controller may interfere with signals from the master.
- The master should be the first product in the daisy chain.

Factory Reset

This option restores the Ovation FD-105WW to factory default settings.

1. Go to the **SETTING** main level.
2. Select **RESET**.
3. Enter the passcode and press **ENTER** to reset the product to its factory settings.

LED Frequency

This option changes the Pulse Width Modulation (PWM) frequency of the LEDs on the Ovation FD-105WW.

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

Power Performance Output Options

The Ovation FD-105WW offers two power output options during the cooling of the fixture’s LEDs.

1. Go to the **SETTING** main level.
2. Select **PERFORM**.
 - Select **LIVE** to cool the LEDs by balancing the use of the fan and the power output level.
 - Select **STUDIO** to cool the LEDs by maintaining the use of the fan and limiting the power output level.

System Information

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

1. Go to the **INFORMATION** main level.
2. Select **VERSION** or **RDM**, and the product version, UID, or label will be displayed.

5. Technical Information

Product Maintenance

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

Clean this product at least twice a month. Dust build-up reduces light output performance and can cause overheating. This can lead to reduced light source life and increased mechanical wear.

To clean the product:

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



Always dry the transparent surfaces carefully after cleaning them.



Do not spin the cooling fan using compressed air because you could damage it.

6. Technical Specifications

Dimensions and Weight

Length	Width	Height	Weight
12.8 in (326 mm)	11 in (279 mm)	16.5 in (420 mm)	13 lb (5.9 kg)

Note: Dimensions in inches rounded to the nearest decimal digit.

Power

Power Supply Type	Range	Voltage Selection
Switching (internal)	100/240 VAC, 50/60 Hz	Switchable
Parameter	120 V, 60 Hz	230 V, 50 Hz
Consumption	115 W	125 W
Operating Current	0.951 A	0.541 A
Power linking current (products)	13.6 A (14 products)	13.6 A (24 products)
Power I/O	U.S./Worldwide	UK/Europe
Power input connector	Neutrik® powerCON® A	Neutrik® powerCON® A
Power output connector	Neutrik® powerCON® B	Neutrik® powerCON® B
Power Cord plug	Edison (U.S.)	Local Plug

Light Source

Type	Color	Quantity	Power	Current	Lifespan
LED	Warm White	1	80 W	2 A	50,000 hours

Photometrics

Parameter	Value
Strobe Rate	0 to 25Hz
Color Temperature (at full)	3197 K
Beam Angle	8° to 51°
Field Angle	14° to 63°
Zoom Range	8° to 63°
Illuminance @ 5 m (14°)	6,609 lux
Illuminance @ 5 m (63°)	340 lux

Thermal

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

DMX

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

Ordering

Product Name	Item Name	Item Code	UPC Number
Ovation FD-105WW	OVATIONFD105WW	01031457	781462218058



UL 1573
CSA C22.2 No. 166
E113093



RoHS



Returns

Send the product prepaid, in the original box, and with the original packing and accessories. Chauvet will not issue call tags.

Call Chauvet and request a Return Merchandise Authorization (RMA) number before shipping the product. Be prepared to provide the model number, serial number, and a brief description of the cause(s) for the return.

Clearly label the package with an RMA number. Chauvet will refuse any product returned without an RMA number.



Write the RMA number on a properly affixed label. DO NOT write the RMA number directly on the box.

Once you have the RMA number, provide the following information on a piece of paper and place it inside the box:

- Your name
- Your address
- Your phone number
- RMA number
- A brief description of the problem

Be sure to pack the product properly. Any shipping damage resulting from inadequate packaging will be your responsibility. FedEx packing or double-boxing are recommended.



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

Contact Us

General Information	Technical Support
Chauvet World Headquarters	
Address: 5200 NW 108th Ave. Sunrise, FL 33351 Voice: (954) 577-4455 Fax: (954) 929-5560 Toll Free: (800) 762-1084	Voice: (844) 393-7575 Fax: (954) 756-8015 Email: chauvetcs@chauvetlighting.com Website: www.chauvetprofessional.com
Chauvet Europe Ltd	
Address: Unit 1C Brookhill Road Industrial Estate Pinxton, Nottingham, UK NG16 6NT Voice: +44 (0) 1773 511115 Fax: +44 (0) 1773 511110	Email: UKtech@chauvetlighting.eu Website: www.chauvetprofessional.eu
Chauvet Europe BVBA	
Address: Stokstraat 18 9770 Kruishoutem Belgium Voice: +32 9 388 93 97	Email: BNLtech@chauvetlighting.eu Website: www.chauvetprofessional.eu
Chauvet France	
Address: 3, Rue Ampère 91380 Chilly-Mazarin France Voice: +33 1 78 85 33 59	Email: FRtech@chauvetlighting.fr Website: www.chauvetprofessional.eu
Chauvet Germany	
Address: Bruno-Bürgel-Str. 11 28759 Bremen Germany Voice: +49 421 62 60 20	Email: DEtech@chauvetlighting.de Website: www.chauvetprofessional.eu
Chauvet Mexico	
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: servicio@chauvet.com.mx Website: www.chauvetprofessional.mx

Visit the applicable website above to verify our contact information and instructions to request support. Outside the U.S., U.K., Ireland, Benelux, France, Germany, or Mexico, contact the dealer of record.