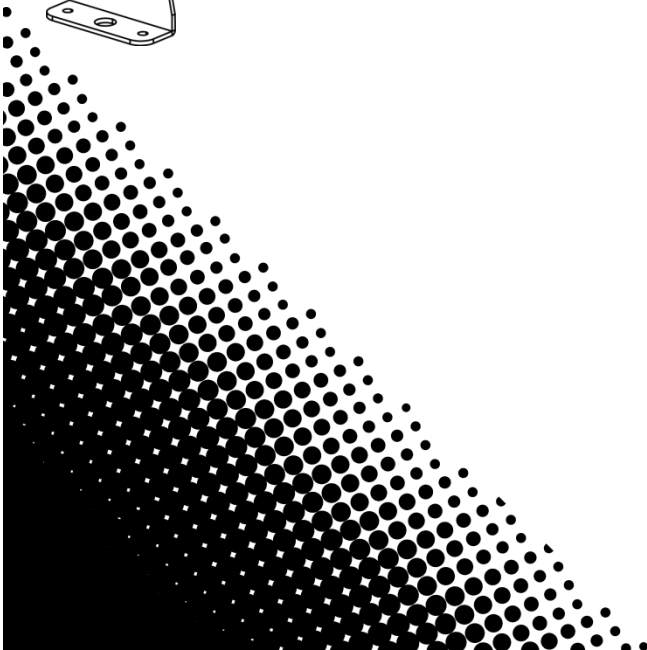
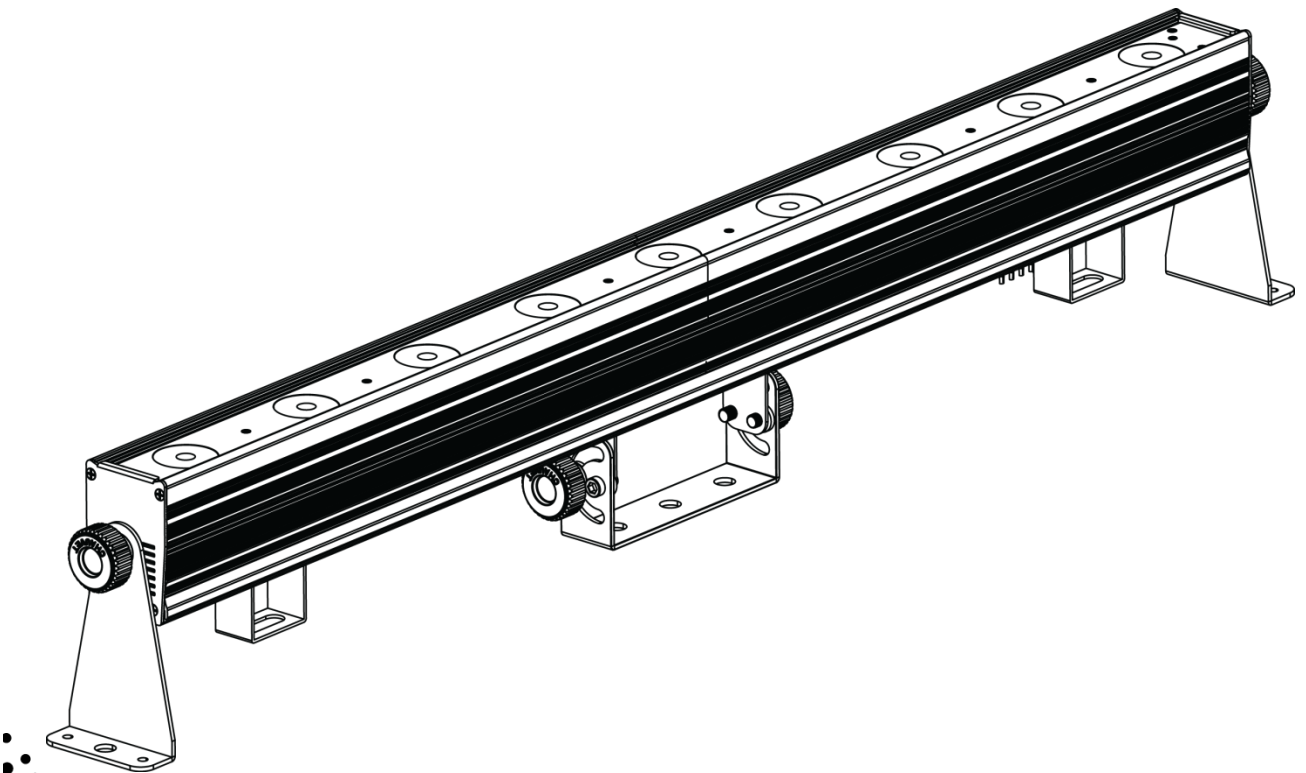


# COLORband™ HEX 9 IRC

## User Manual



---

# TABLE OF CONTENTS

<b>1. Before You Begin .....</b>	<b>3</b>
What Is Included .....	3
Unpacking Instructions.....	3
Claims.....	3
Text Conventions .....	3
Icons.....	3
Disclaimer .....	3
Product at a Glance .....	4
Safety Notes.....	4
<b>2. Introduction .....</b>	<b>5</b>
Product Overview.....	5
Product Dimensions .....	6
<b>3. Setup .....</b>	<b>7</b>
AC Power .....	7
Power Linking.....	7
Fuse Replacement.....	7
Mounting .....	8
Orientation .....	8
Rigging.....	8
<b>4. Operation .....</b>	<b>9</b>
Control Panel Operation.....	9
Menu Map .....	9
DMX Linking.....	9
Configuration (DMX) .....	10
DMX Personalities and Starting Address .....	10
<b>Zones for DMX Control.....</b>	<b>11</b>
DMX Channel Assignments and Values .....	11
23CH .....	11
18CH .....	12
11CH .....	13
9-CH.....	14
6-CH.....	14
Configuration (Standalone) .....	15
Static Color Mode.....	15
Auto Program Mode .....	15
Custom Static Color Mode .....	15
Master/Slave Mode .....	16
<b>5. Technical Information .....</b>	<b>17</b>
Product Maintenance .....	17
<b>6. Technical Specifications .....</b>	<b>18</b>
Returns.....	19
<b>Contact Us .....</b>	<b>20</b>

# 1. BEFORE YOU BEGIN

## What Is Included

- COLORband™ Hex 9 IRC
- Hanging Bracket with Mounting Hardware
- Power Cord
- Warranty Card
- Quick Reference Guide

## Unpacking Instructions

Immediately upon receipt, carefully unpack the product and check the container to make sure you have received all the parts indicated above in good condition.

## Claims




If the container or the material inside the container (the product and included accessories) appear damaged from shipping, or show signs of mishandling, upon receipt notify the carrier immediately, not Chauvet. Failure to do so in a timely manner may invalidate your claim with the carrier. In addition, keep the container and all the packing material 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 receiving the merchandise.

## 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

## Icons

Icon	Meaning
	Critical installation, configuration, or operation information. Failure to comply with this information may render the product partially or completely inoperative, cause damage to the product, or cause harm to the user.
	Important installation or configuration information. Failure to comply with this information may prevent the product from functioning correctly.
	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).

© Copyright 2015 Chauvet All rights reserved.

Electronically published by Chauvet in the United States of America.

Author	Date	Editor	Date
M. Trouard	03/24/15	A. Leon	04/14/15

## Product at a Glance

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

## Safety Notes

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.
- 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.



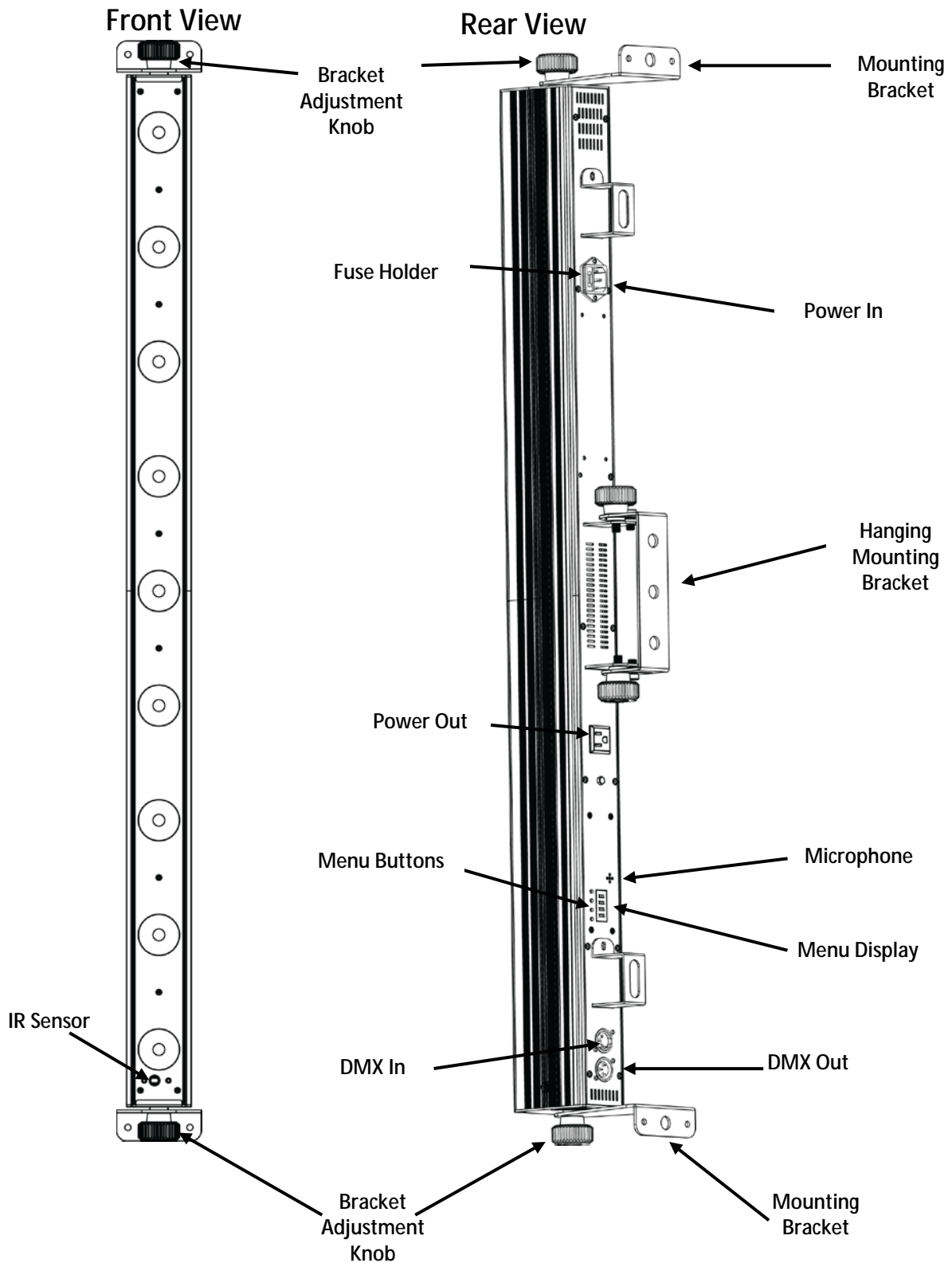
- Always make sure that the voltage of the outlet to which you are connecting the product is within the range stated on the decal or rear panel of the product.
- The product is for indoor use only (IP20).
- Always install the product in a location with adequate ventilation, at least 20 in (50 cm) from 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 or the handles.
- 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 consultation. If you sell the product to another user, be sure that they also receive this document.

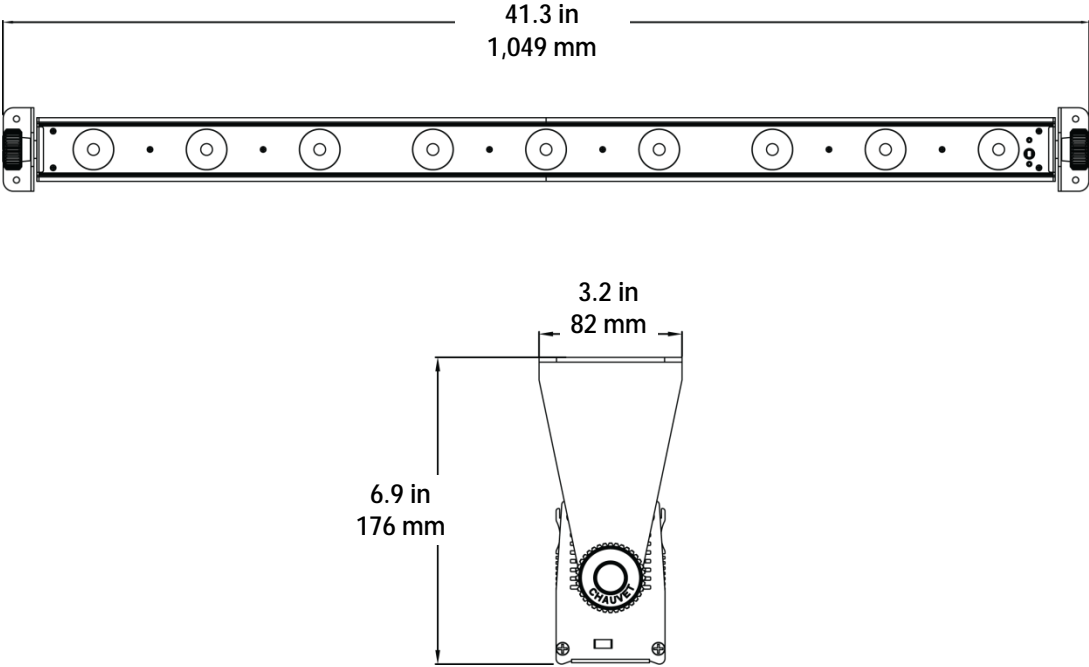
## 2. INTRODUCTION

### Product Overview



---

# Product Dimensions



### 3. SETUP

**AC Power** The COLORband™ Hex 9 IRC has an auto-ranging power supply and it can work with an input voltage range of 100–240 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.**



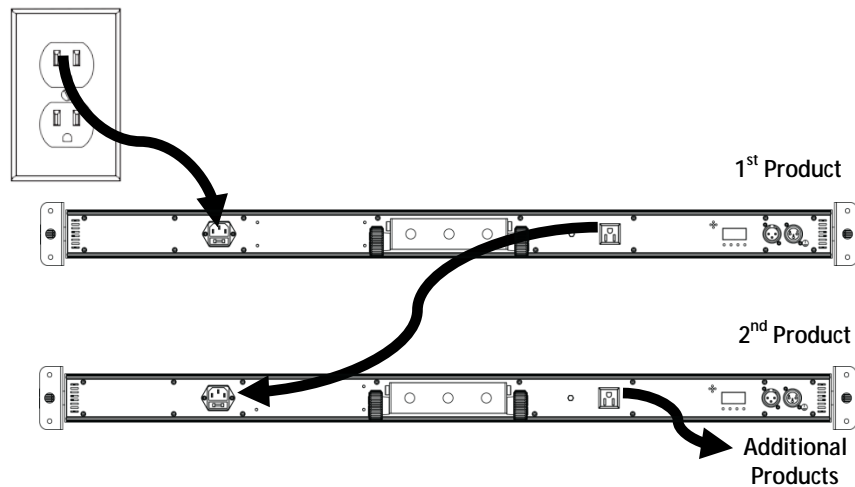
**Never connect the product to a rheostat (variable resistor) or dimmer circuit, even if the rheostat or dimmer channel serves only as a 0 to 100% switch.**

#### Power Linking

The product provides a power linking option via the power in and out located on the back of the unit.

You can daisy chain up to 7 units on 120 VAC or up to 13 units on 230 VAC.

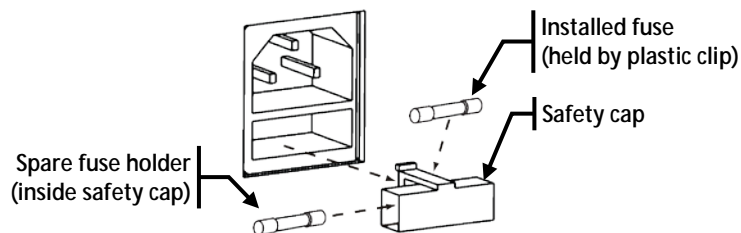
Power Linking Diagram



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

#### 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.



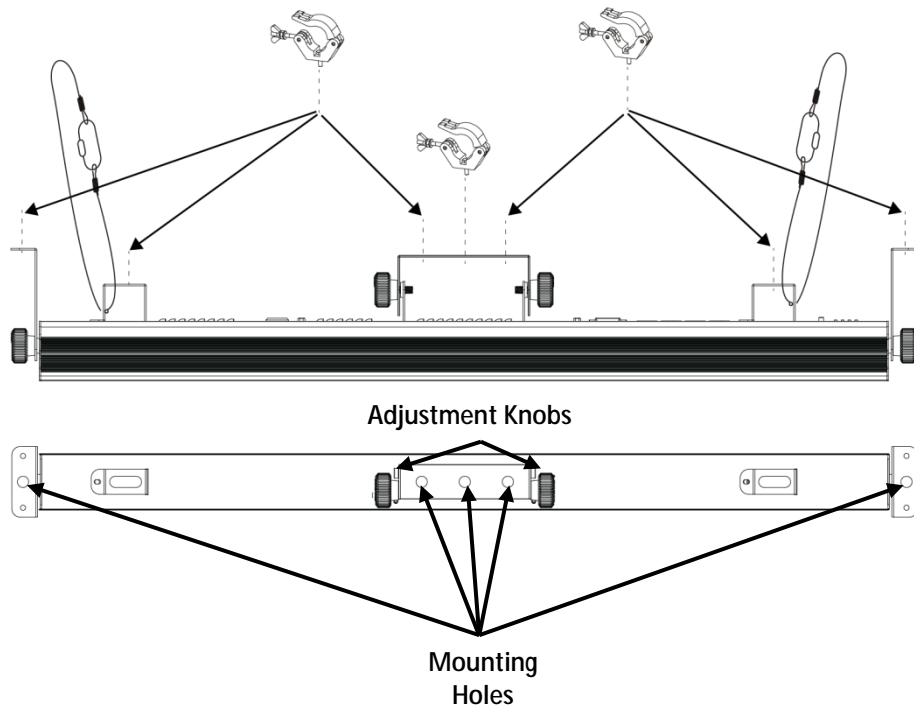
---

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

**Orientation** The COLORband™ Hex 9 IRC may be mounted in any position; however, make sure adequate ventilation is provided around the product.

- Rigging**
- Before deciding on a location for the product, always make sure there is easy access to the product for maintenance and programming purposes.
  - Make sure that the structure onto which you are mounting the product can support the product's weight. Please see the *Technical Specifications* section of this manual 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, you should use a mounting clamp of appropriate weight capacity. The bracket has a 13 mm hole, which is appropriate for this purpose.
  - When power linking multiple products, you must always consider the length of the power linking cable and mount the products close enough for the cable to reach.

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

Main Function	Programming Levels		Description
DMX Personalities and Starting Address	6-CH	d--1–d512	Sets 6-channel DMX personality and DMX address
	9-CH		Sets 9-channel DMX personality and DMX address
	11-CH		Sets 11-channel DMX personality and DMX address
	18CH		Sets 18-channel DMX personality and DMX address
	23CH		Sets 23-channel DMX personality and DMX address
Static Colors	C--	C 1–C 63	Selects a preset color
Auto Programs	P--	P 1–P 14	Selects auto program
Auto Program Speed	S--	S 1–S100	Selects auto program speed
Sound-Active Mode	Snd		Selects Sound-Active mode
Sound Sensitivity	SenS	u 0–u100	Sets the sensitivity of the microphone
Custom Color Mixing	U--	r 0–r255	Red (0–100%)
		g 0–g255	Green (0–100%)
		b –b255	Blue (0–100%)
		A 0–A255	Amber (0-100%)
		W 0–W255	White (0-100%)
		P 0–P255	Ultraviolet (0-100%)
Dimming Profiles	diM	OFF	Dimmer speed off
		diM1	Dimmer speed fast
		diM2	Dimmer speed medium
		diM3	Dimmer speed slow
Infrared	SET	ON	Turns infrared on or off
		OFF	

### DMX Linking

The COLORband™ Hex 9 IRC works with DMX controllers. For more information about DMX, download the CHAUVET® DMX Primer, from the Chauvet website: <http://www.chauvetlighting.com/downloads>.

---

## Configuration (DMX)

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

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

## DMX Personalities and Starting Address

The COLORband™ Hex 9 IRC uses up to 23 DMX channels in its 23-channel DMX mode, which defines the highest configurable address to **490**.

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.

If you are not familiar with the DMX protocol, you may refer to the DMX Primer at [www.chauvetlighting.com](http://www.chauvetlighting.com).

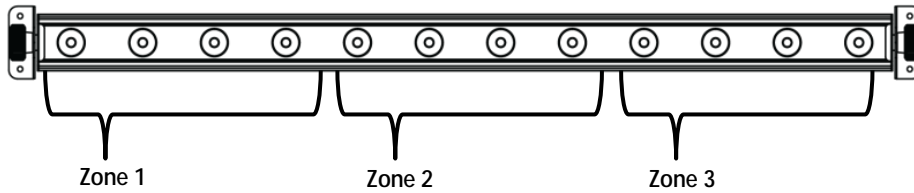
To select the DMX personality, do the following:

1. Press **<MENU>** repeatedly until **6-CH, 9-CH, 11CH, 18CH, or 23CH** shows on the display.
2. Press **<ENTER>** to choose your DMX personality when it appears on the display.

To then choose your starting address:

1. The display should show **d 1** once you've selected your DMX personality using the steps above.
2. Use **<UP>** or **<DOWN>** to select the starting address.
3. Press **<ENTER>**.

# ZONES FOR DMX CONTROL



## DMX Channel Assignments and Values

23CH	Channel	Function	Value	Setting
	1	Red, Zone 1	000 ∘ 255	0–100%
	2	Green, Zone 1	000 ∘ 255	0–100%
	3	Blue, Zone 1	000 ∘ 255	0–100%
	4	Amber, Zone 1	000 ∘ 255	0–100%
	5	White, Zone 1	000 ∘ 255	0–100%
	6	Ultraviolet, Zone 1	000 ∘ 255	0–100%
	7	Red, Zone 2	000 ∘ 255	0–100%
	8	Green, Zone 2	000 ∘ 255	0–100%
	9	Blue, Zone 2	000 ∘ 255	0–100%
	10	Amber, Zone 2	000 ∘ 255	0–100%
	11	White, Zone 2	000 ∘ 255	0–100%
	12	Ultraviolet, Zone 2	000 ∘ 255	0–100%
	13	Red, Zone 3	000 ∘ 255	0–100%
	14	Green, Zone 3	000 ∘ 255	0–100%
	15	Blue, Zone 3	000 ∘ 255	0–100%
	16	Amber, Zone 3	000 ∘ 255	0–100%
	17	White, Zone 3	000 ∘ 255	0–100%
	18	Ultraviolet, Zone 3	000 ∘ 255	0–100%
	19	Color Macros	000 ∘ 014	No function
			015 ∘ 255	Color macros
	20	RGB/Auto Speed (Channel 21 at 032–226) Sound Sensitivity (Channel 21 at 227–255)	000 ∘ 255	Speed, slow to fast Sound sensitivity, low to high
		Strobe (only when Channels 1–18 are active)	000 ∘ 015 016 ∘ 255	No function Slow to fast (0–20 Hz)

<b>23CH</b>	<b>Channel</b>	<b>Function</b>	<b>Value</b>	<b>Setting</b>
21	RGB/Auto Mode	000 031	No function	
		032 063	Pulse effect 0–100%	
		064 095	Pulse effect 100%–0	
		096 114	Pulse effect 100%–0–100%	
		115 122	Auto program 1	
		123 130	Auto program 2	
		131 138	Auto program 3	
		139 146	Auto program 4	
		147 154	Auto program 5	
		155 162	Auto program 6	
		163 170	Auto program 7	
		171 178	Auto program 8	
		179 186	Auto program 9	
		187 194	Auto program 10	
		195 202	Auto program 11	
		203 210	Auto program 12	
		211 218	Auto program 13	
219 226	Auto program 14			
227 255	Sound program			
22	Dimmer	000 255	0–100%	
23	Dimming Profiles	000 051	Preset dimmer speed from display menu	
		052 101	Dimming profile off (linear dimmer)	
		102 152	Nonlinear dimming profile 1 (fastest)	
		153 203	Nonlinear dimming profile 2	
		204 255	Nonlinear dimming profile 3 (slowest)	

<b>18CH</b>	<b>Channel</b>	<b>Function</b>	<b>Value</b>	<b>Setting</b>
	1	Red, Zone 1	000 255	0–100%
	2	Green, Zone 1	000 255	0–100%
	3	Blue, Zone 1	000 255	0–100%
	4	Amber, Zone 1	000 255	0–100%
	5	White, Zone 1	000 255	0–100%
	6	Ultraviolet, Zone 1	000 255	0–100%
	7	Red, Zone 2	000 255	0–100%
	8	Green, Zone 2	000 255	0–100%
	9	Blue, Zone 2	000 255	0–100%
	10	Amber, Zone 2	000 255	0–100%
	11	White, Zone 2	000 255	0–100%
	12	Ultraviolet, Zone 2	000 255	0–100%
	13	Red, Zone 3	000 255	0–100%
	14	Green, Zone 3	000 255	0–100%
	15	Blue, Zone 3	000 255	0–100%
	16	Amber, Zone 3	000 255	0–100%
	17	White, Zone 3	000 255	0–100%
	18	Ultraviolet, Zone 3	000 255	0–100%

# 11CH

Channel	Function	Value	Setting
1	Red	000○ 255	0–100%
2	Green	000○ 255	0–100%
3	Blue	000○ 255	0–100%
4	Amber	000○ 255	0–100%
5	White	000○ 255	0–100%
6	Ultraviolet	000○ 255	0–100%
7	Color Macros	000○ 014	No function
		015○ 255	Color macros
8	RGB/Auto Speed (Channel 9 at 032–226) Sound Sensitivity (Channel 9 at 227–255)	000○ 255	Speed, slow to fast Sound sensitivity, low to high
	Strobe (only when Channels 1–6 are active)	000○ 015	No function
9	RGB/Auto Mode	000○ 031	No function
		032○ 063	Pulse effect 0–100%
		064○ 095	Pulse effect 100%–0
		096○ 114	Pulse effect 100%–0–100%
		115○ 122	Auto program 1
		123○ 130	Auto program 2
		131○ 138	Auto program 3
		139○ 146	Auto program 4
		147○ 154	Auto program 5
		155○ 162	Auto program 6
		163○ 170	Auto program 7
		171○ 178	Auto program 8
		179○ 186	Auto program 9
		187○ 194	Auto program 10
		195○ 202	Auto program 11
203○ 210	Auto program 12		
211○ 218	Auto program 13		
219○ 226	Auto program 14		
227○ 255	Sound program		
10	Dimmer	000○ 255	0–100%
11	Dimming Profiles	000○ 051	Preset dimmer speed from display menu
		052○ 101	Dimming profile off (linear dimmer)
		102○ 152	Nonlinear dimming profile 1 (fastest)
		153○ 203	Nonlinear dimming profile 2
		204○ 255	Nonlinear dimming profile 3 (slowest)

<b>9-CH</b>	<b>Channel</b>	<b>Function</b>	<b>Value</b>	<b>Setting</b>
	1	Red	000 ◊ 255	0–100%
	2	Green	000 ◊ 255	0–100%
	3	Blue	000 ◊ 255	0–100%
	4	Amber	000 ◊ 255	0–100%
	5	White	000 ◊ 255	0–100%
	6	Ultraviolet	000 ◊ 255	0–100%
	7	Dimmer	000 ◊ 255	0–100%
	8	Strobe	000 ◊ 015 016 ◊ 255	No function Slow to fast (0–20 Hz)
	9	Dimming Profiles	000 ◊ 051	Preset dimmer speed from display menu
			052 ◊ 101	Dimming profile off (linear dimmer)
			102 ◊ 152	Nonlinear dimming profile 1 (fastest)
			153 ◊ 203	Nonlinear dimming profile 2
			204 ◊ 255	Nonlinear dimming profile 3 (slowest)

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

---

## Configuration (Standalone)

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

1. Connect the product to a suitable power outlet.
2. Turn the product on.



**Never connect a product that is operating in any standalone mode to a DMX string connected to a DMX controller. Products in standalone mode may transmit DMX signals that could interfere with the DMX signals from the controller.**

### Static Color Mode

To enable the Static Color Mode, do the following:

1. Press **<MENU>** repeatedly until **C--** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to choose a color (**C1-C63**).
4. Press **<ENTER>**.

### Auto Program Mode

To enable the Auto Program Mode, follow the instructions below:

1. Press **<MENU>** repeatedly until **P--** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to choose your auto program (**P1-P14**).
4. Press **<ENTER>**.

You can adjust the speed of the automatic program as well.

1. Press **<MENU>** repeatedly until **S--** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to adjust the duration of each step of the automatic program from **S001** (slow) to **S100** (fast).
4. Press **<ENTER>**.

### Custom Static Color Mode

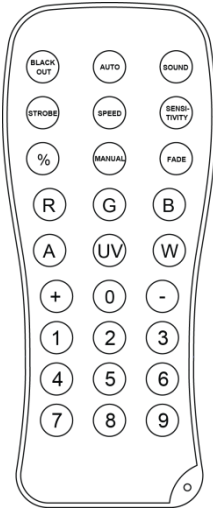
To enable the Custom Static Color Mode, follow the instructions below:

1. Press **<MENU>** repeatedly until **U--** shows on the display.
2. Press **<ENTER>** to choose between colors (**r--**, **g--**, **b--**).
3. Press **<UP>** or **<DOWN>** to choose the intensity of the color (**r000-100**).
4. Repeat the steps to mix additional colors to create the color you need.
5. Press **<ENTER>**.

## IRC-6 (Infrared Remote Control)

The COLORband™ Hex 9 IRC is compatible with the IRC-6 from Chauvet.

**IRC-6 Operation** Make sure to point the IRC-6 directly at the receiver on the product



### Automatic Mode

Automatic mode will enable you to run the automatic programs on the product.

To turn on Automatic mode:

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

To adjust the speed of the automatic program:

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

### Sound-Active Mode

Sound-Active mode will enable the product to respond to the music.

To turn on Sound-Active mode:

- Press **<SOUND>** on the IRC-6.

To adjust sound sensitivity in Sound-Active mode:

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

### Preprogrammed Colors

To choose a specific color with the IRC-6:

- Press any number between **<0>** and **<9>** to choose your color.

## Master/Slave Mode

The Master/Slave mode allows a single COLORband™ Hex 9 IRC unit (the “master”) to control the actions of one or more COLORband™ Hex 9 IRC units (the “slaves”) without the need of a DMX controller. The master unit will be set to operate in a standalone mode while the slave units will be set to operate in Slave Mode. Once set and connected, the slave units will operate in unison with the master unit.

Configure the units as indicated below.

#### Slave units:

1. Set the DMX address to **001**.
2. Connect the DMX input of the first slave unit to the DMX output of the master unit.
3. Connect the DMX input of the subsequent slave units to the DMX output of the previous slave unit.
4. Finish setting and connecting all the slave units.

#### Master unit:

1. Set the master unit to operate in a standalone mode.
  2. Make the master unit the first unit in the daisy chain.
- **Configure all the slave units before connecting the master unit 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 unit.**
  - **Do not connect more than 31 slave units to the master unit.**





---

## 5. TECHNICAL INFORMATION

### **Product Maintenance**

Dust build up reduces light output performance and can cause overheating. This can lead to reduction of the light source's life. To maintain optimum performance and minimize wear, you should 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 external optics/lenses and glass/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 external optics or glass/transparent surface.
7. Gently polish the external optics and glass/transparent surfaces until they are free of haze and lint.



**Always dry the external optics and glass/transparent surfaces carefully after cleaning them.**

## 6. TECHNICAL SPECIFICATIONS

<b>Dimensions and Weight</b>	<b>Length</b>	<b>Width</b>	<b>Height</b>	<b>Weight</b>
	41.3 in (1,049 mm)	3.2 in (82 mm)	6.9 in (176 mm)	10.8 lb (5 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)	100–240 VAC, 50/60 Hz	Auto-ranging	
	<b>Parameter</b>	<b>120 V, 60 Hz</b>	<b>230 V, 50 Hz</b>	
	Consumption	74 W	73 W	
	Operating	1.1 A	0.6 A	
<b>Power I/O</b>	<b>Power I/O</b>	<b>US/Worldwide</b>	<b>UK/Europe</b>	
	Power input connector	Proprietary	Proprietary	
	Power output connector	Proprietary	Proprietary	
	Power Cord plug	Edison (US)	Local plug	
<b>Light Source</b>	<b>Type</b>	<b>Power</b>	<b>Lifespan</b>	
	LED	10 W	50,000 hours	
<b>Photo Optic</b>	<b>Color</b>	<b>Quantity</b>	<b>Current</b>	
	Hex-color RGBAW+UV	9	2.4 A	
<b>Thermal</b>	<b>Parameter</b>			
	Illuminance @ 2 m	2,476 lux		
	Beam angle	21°		
	Field angle	33°		
	Strobe rate	0–20 Hz		
<b>DMX</b>	<b>Maximum Ambient Temp.</b>	<b>Cooling System</b>		
	104 °F (40 °C)	Convection		
<b>Ordering</b>	<b>I/O Connectors</b>	<b>Connector Type</b>	<b>Channel Range</b>	
	3-pin XLR	Sockets	6, 9, 11, 18 or 23	
<b>Ordering</b>	<b>Product Name</b>	<b>Item Code</b>	<b>UPC Number</b>	
	COLORband™ Hex 9 IRC	03030887	781462212353	



---

In case you need to return a product or request support, follow the procedure below:

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



**If you live outside the U.S., United Kingdom, Ireland, Mexico, or Benelux, contact your distributor of record and follow their instructions on how to return Chauvet products to them. Visit our website for contact details.**

## Returns

Call the corresponding Chauvet Tech 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
- The 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. As a suggestion, proper UPS packing or double-boxing is always a safe method to use.



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

---

**Contact** WORLD HEADQUARTERS - Chauvet  
**Us**

**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)

**Chauvet Europe** - Chauvet Europe BVBA

**General Information**

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

**Technical Support**

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

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

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