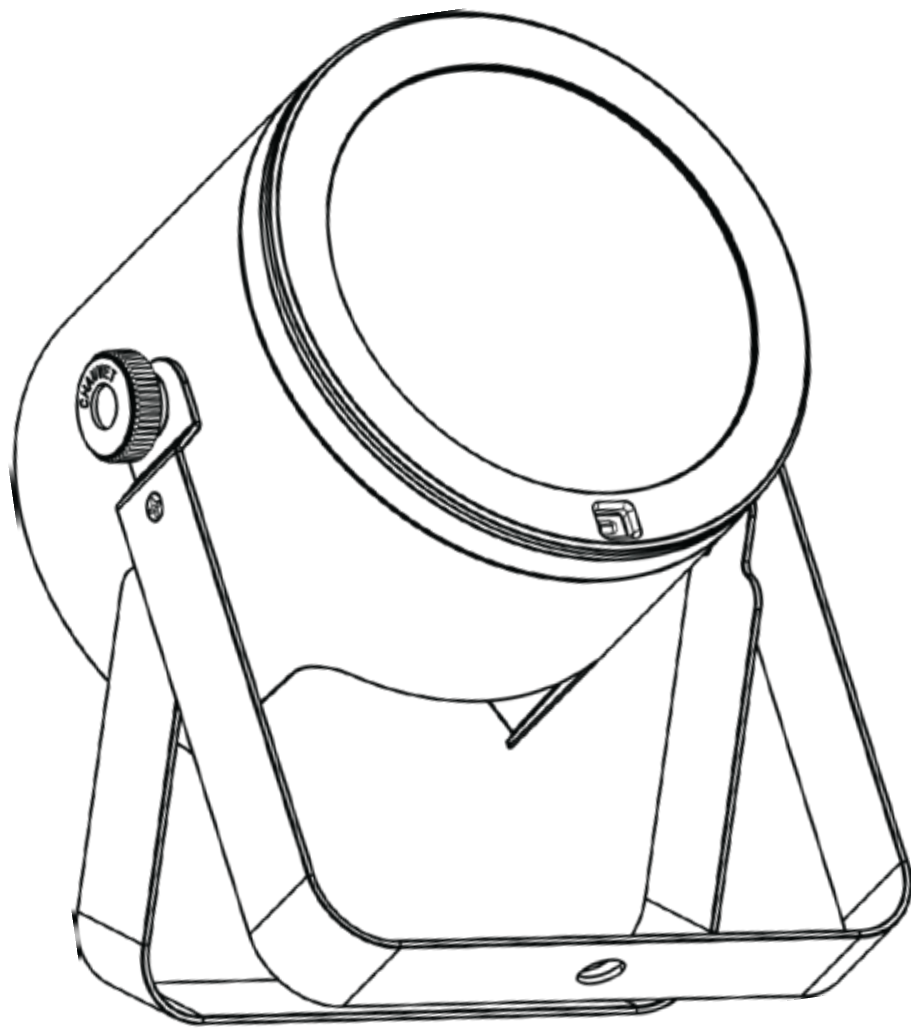


CORE par UV

User Manual

USB



CHAUVET

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1. BEFORE YOU BEGIN

What Is Included

- COREpar UV USB
- 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
	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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Author	Date	Editor	Updated
R. Isenstadt	08/21/15	M. Gregory	08/21/15

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.



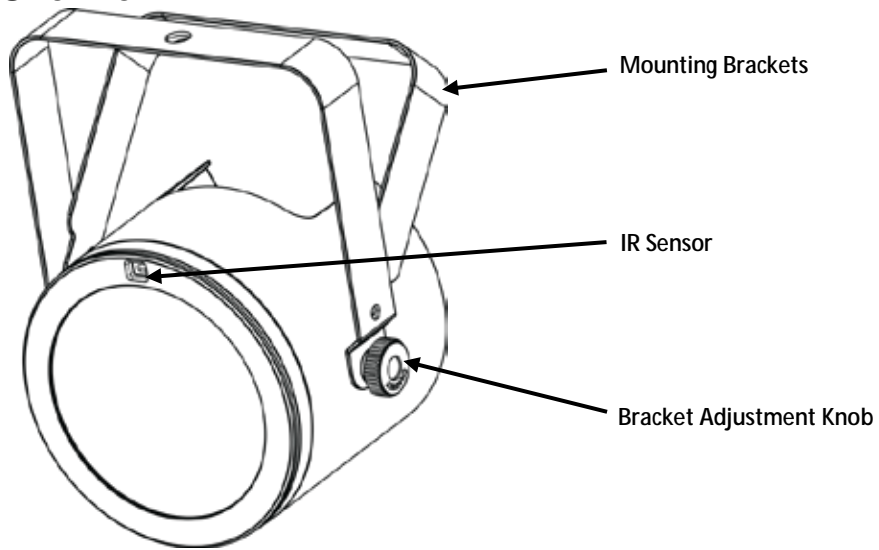
- The product is not intended for permanent installation.
- Always make sure that the voltage of the outlet to which you are connecting the product is within the range stated on the decal or rear panel of the product.
- The product is for indoor use only! (IP20) To prevent risk of fire or shock, do not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



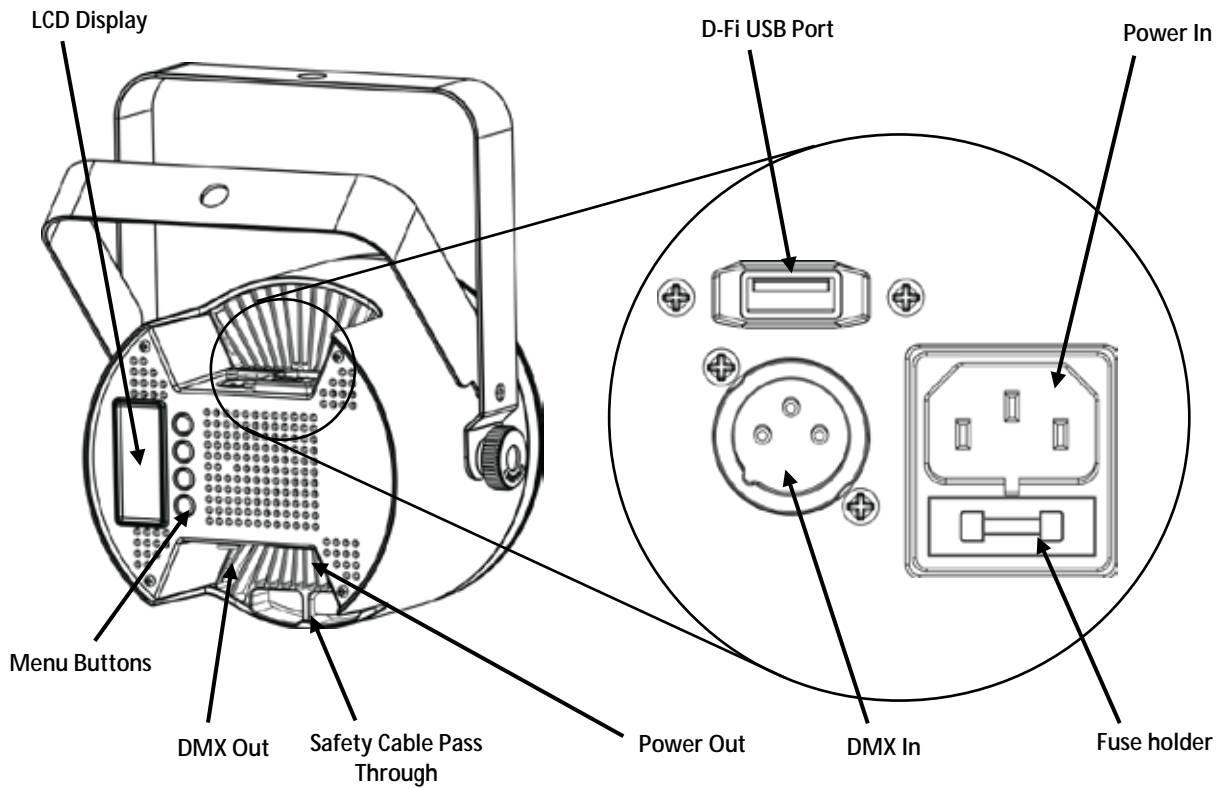
Keep this User Manual for future use. If you sell the product to someone else, be sure that they also receive this document.

2. INTRODUCTION

Product Overview



Front View

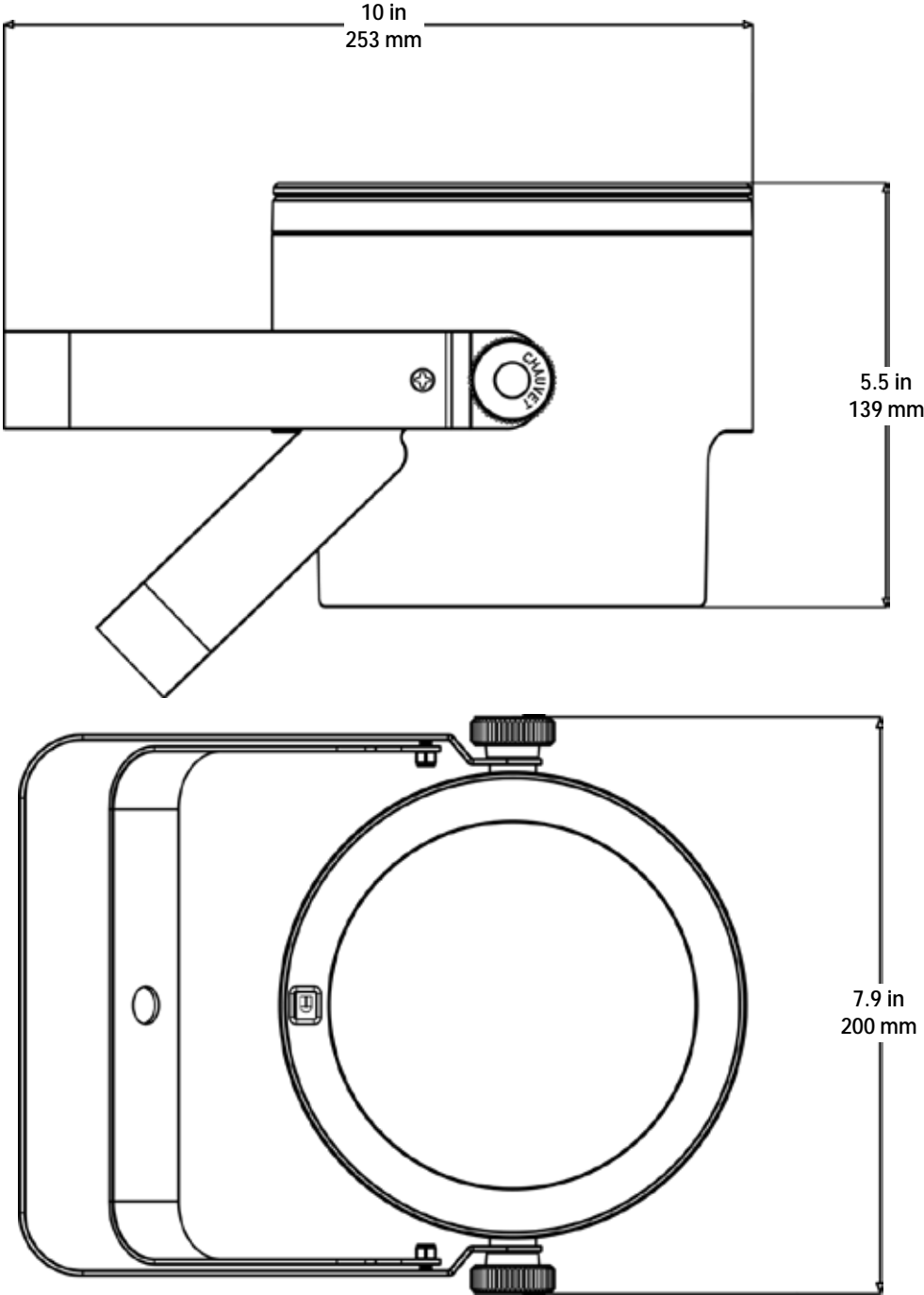


Back Panel View



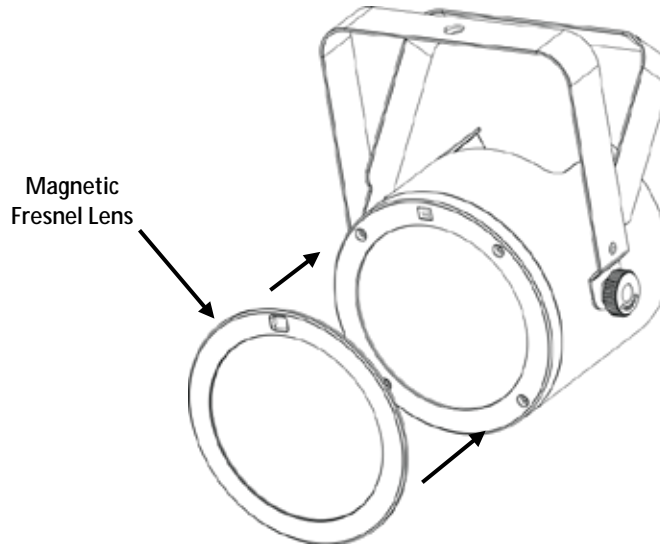
WARNING! DO NOT plug anything other than a D-Fi USB into the USB port. Doing so may cause damage to the product.

Product Dimensions



3. SETUP

Fresnel Lens This Fresnel lens produces a very even light that is soft at the edges, which makes the COREpar UV USB a 2-in-1 light. Attach the Fresnel lens easily with the built-in magnets.



AC Power The COREpar UV USB 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.



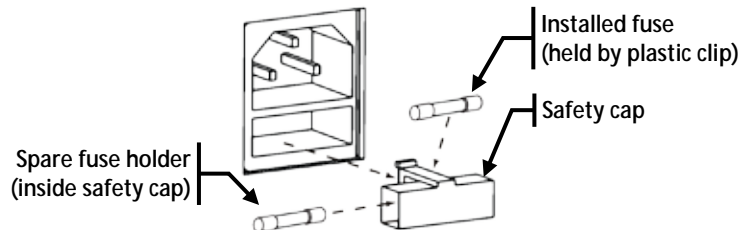
- **Always connect the product to a protected circuit (circuit breaker or fuse). Make sure the product has an appropriate electrical ground to avoid the risk of electrocution or fire.**
- **To eliminate unnecessary wear and improve its lifespan, during periods of non-use completely disconnect the product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

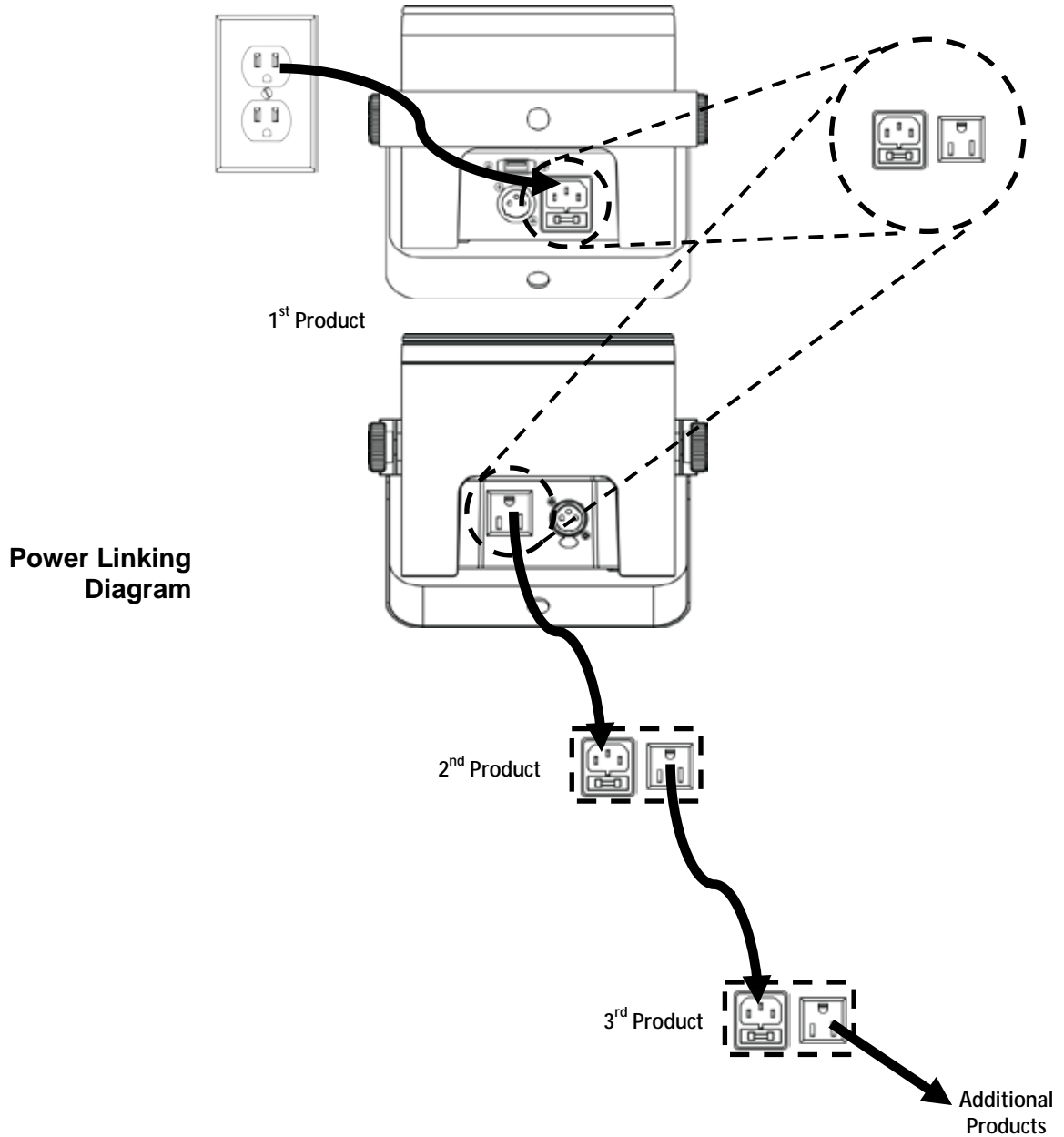
Fuse Replacement

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 product. Please see the diagram below for further explanation.



You can power link up to 8 COREpar UV USB products on 120 VAC or up to 15 COREpar UV USB products on 230 VAC.

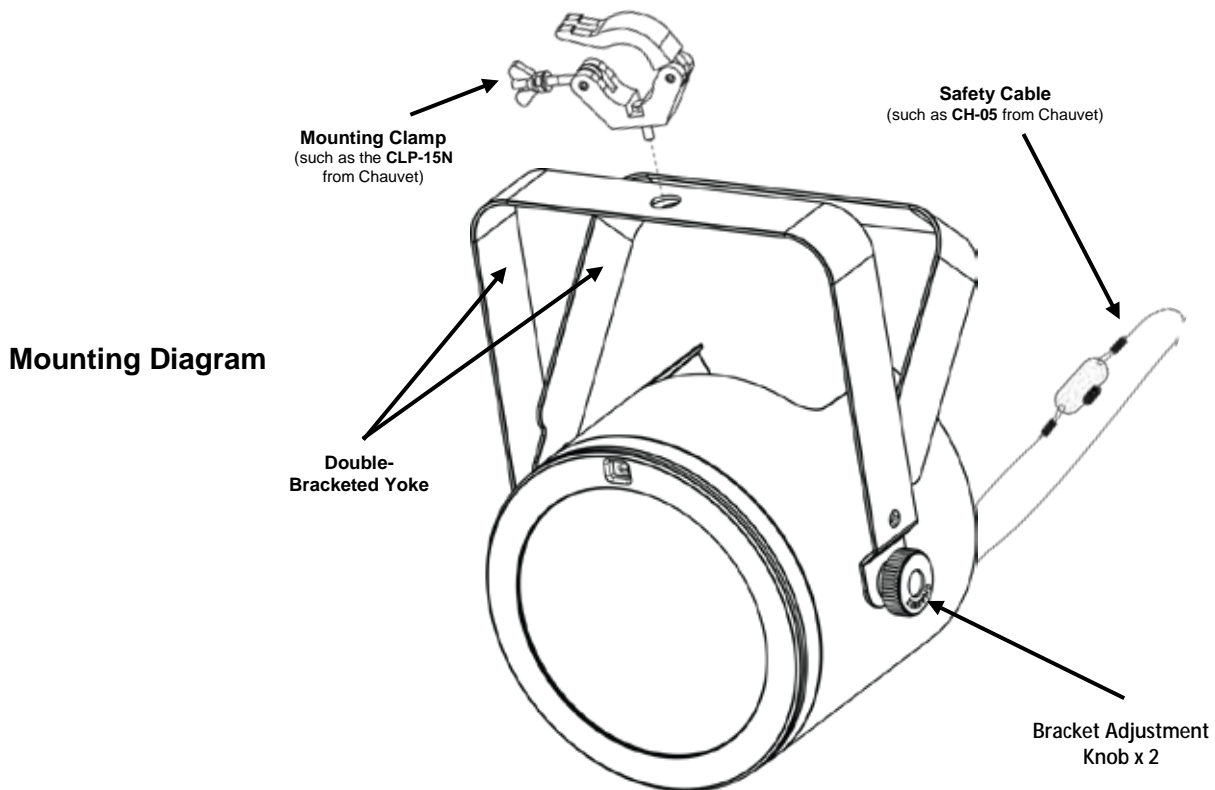


The power linking diagram corresponds to the North American version of the product **ONLY!** If using the product in other markets, you must consult with the local Chauvet distributor as power linking connectors and requirements may differ in your country or region.

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

Orientation The COREpar UV USB 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.



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>	Exits from the current menu or function
<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
1-CH	d 1-512	1-channel DMX mode
5-CH		5-channel DMX mode
P-- (auto program)	P 1	Fade effect in and out
	P 2	Pulse program effect 0-100%
	P 3	Pulse program effect 100-0%
S--	S 1-100	Program speed for P1-P3
Snd (sound-active)	Snd1	Sets sound-active modes
	Snd2	
SenS	u 0-100	Sound Sensitivity Setting
U--	d 0-255	Manual dimmer
dIM	OFF	Dimmer speed mode off
	dIM1	Dimmer speed mode fast
	dIM2	Dimmer speed mode medium
	dIM3	Dimmer speed mode slow
SEr	On	IR function on or off
	OFF	
teMP	--	Displays the product temperature

DMX Linking

The COREpar UV USB 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.

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.

D-Fi USB Connectivity

The COREpar UV USB 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, manual display control / menu buttons and IRC will be unavailable until you unplug the D-Fi USB. The priority levels are:

1. D-Fi USB
2. Wired DMX
3. IRC-6 Remote Control
4. Manual Digital Display/Menu Buttons

Configuration (D-Fi USB)

1. Set the DMX Personality and DMX address on your product.
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

	RECEIVING				TRANSMITTING			
	1	2	3	4	1	2	3	4
Channel 1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Channel 2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Channel 3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Channel 4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Channel 5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Channel 6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Channel 7	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Channel 8	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Channel 9	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Channel 10	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Channel 11	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Channel 12	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Channel 13	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Channel 14	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Channel 15	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Channel 16	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DMX Personality and 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 COREpar UV USB uses up to 5 DMX channels in a 5-CH DMX mode, which defines the highest configurable address to **508**.

If you are not familiar with the DMX protocol, download the DMX Primer from www.chauvetlighting.com.

To select the starting address, do the following:

1. Press **<MENU>** repeatedly until **1-CH** or **5-CH** shows on the display.
2. Press **<ENTER>** and **d 1–512** will show on the display.
3. Use **<UP>** or **<DOWN>** to select the starting address.
4. Press **<ENTER>**.

DMX Channel Assignments and Values

5-CH	Channel	Function	Value	Percent/Setting
	1	UV	000 ó 255	0–100%
	2	Strobe (when CH3 is 000–031)	000 ó 015	No function
016 ó 255			Slow to fast	
000 ó 255		Speed (when CH3 is 032–223)	000 ó 255	Slow to fast
			Sound Sensitivity (when CH3 is 224–255)	000 ó 010
		011 ó 255		Control the sound sensitivity level
	3	Programs	000 ó 031	No function
032 ó 095			Pulse effect 0–100%	
096 ó 159			Pulse effect 100%–0	
160 ó 223			Pulse effect 100%–0–100%	
224 ó 240			Sound triggering mode 1	
241 ó 255			Sound triggering mode 2	
	4	Dimmer	000 ó 255	0–100%
	5	Dimmer Speed	000 ó 051	Default dimmer speed set from menu
052 ó 101			Dimmer speed mode OFF	
102 ó 152			Dimmer speed mode 1 (fast speed)	
153 ó 203			Dimmer speed mode 2 (medium speed)	
204 ó 255			Dimmer speed mode 3 (slow speed)	
1-CH	Channel	Function	Value	Percent/Setting
	1	UV	000 ó 255	0–100%

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 Programs

To run the COREpar UV USB in automatic mode, follow the instructions below:

1. Press **<MENU>** repeatedly until **P--** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** and **<DOWN>** to select an auto program (**P 1–3**).
4. Press **<ENTER>**.

Auto Program Speed

To change the auto-program speed on the COREpar UV USB, do the following:

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

Sound-Active Mode

To run the COREpar UV USB in sound-active mode, do the following:

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



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

Sound Sensitivity

To change the sound sensitivity on the COREpar UV USB, follow the instructions below:

1. Press **<MENU>** repeatedly until **SenS** shows on the display.
2. Use **<UP>** and **<DOWN>** to increase or decrease the sound sensitivity (**u 0–100**).
3. Press **<ENTER>**. The product will return to the last selected mode.

Manual Dimming

To manually control the output level, follow the instructions below:

1. Press **<MENU>** repeatedly until **U--** shows on the display.
2. Press **<ENTER>** and **d__** will show on the display.
3. Use **<UP>** or **<DOWN>** to increase or decrease the dimmer value.
4. Press **<ENTER>**.

Dimmer Speed

To change the dimmer speed on the COREpar UV USB, do the following:

1. Press **<MENU>** repeatedly until **dim** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** and **<DOWN>** to select:
 - **dim1** (fast)
 - **dim2** (medium)
 - **dim3** (slow)
 - or
 - **OFF**.
4. Press **<ENTER>**.

Temperature

To view the current temperature of the COREpar UV, follow the instructions below:

1. Press **<MENU>** repeatedly until **teMP** shows on the display.
2. Press **<ENTER>**.

IRC-6 Infrared Remote Control

The COREpar UV USB is compatible with the IRC-6 infrared remote control from Chauvet. To activate IR mode, follow the instructions below:

1. Press **<MENU>** repeatedly until **SEr** shows on the display.
2. Press **<ENTER>** to accept.
3. Press **<UP>** or **<DOWN>** to select **On** or **OFF**.
4. Press **<ENTER>**.

IRC-6 Operation



Automatic Mode

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

To turn on Automatic mode:

1. Press **<AUTO>** or **<FADE>** 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 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:

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

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.

Manual Control

To manually control the UV level:

1. Press **<MANUAL>** or **<UV>** on the IRC-6.
2. Press **<+>** or **<->** to increase or decrease the percentage.

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 black out the lights:

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 remote does not respond when a button is pressed, try pressing **<BLACK OUT>**.

You may have inadvertently activated Black Out.

Master/Slave Mode (wired)

The Master/Slave mode allows a single COREpar UV USB product (the “master”) to control the actions of one or more COREpar UV USB products (the “slaves”) without the need of a DMX controller. The master product will be set to operate in either Stand-Alone mode or with the IRC-6, while 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 **1-CH** or **5-CH** shows on the display.
2. Press **<ENTER>** to accept.
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. Set the master product to operate in either Stand-Alone mode or with the IRC-6.
2. 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 31 slaves to the master.**

Master/Slave Mode (D-Fi USB)

The D-Fi USB allows a single COREpar UV USB product (the “master”) to control the actions of one or more COREpar UV USB products (the “slaves”) without the need of a DMX controller or DMX cables. The master (transmitter) product will be set to operate in either Stand-Alone mode or with the IRC-6, while the slave (receiver) 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.

Configure the products as indicated below.

Slave products:

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

Master product:

1. Press **<MENU>** repeatedly until the DMX personality the slaves are set to shows on the display.
2. Press **<ENTER>** to accept.
3. Set the DMX address to **d 1**.
4. Set the master product to operate in either Stand-Alone mode or with the IRC-6.
5. Set the D-Fi USB to transmit on the D-Fi channel the slaves are receiving on.
6. 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.**

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
	5.5 in (139 mm)	7.9 in (200 mm)	10 in (253 mm)	4.6 lb (2.1 kg)

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

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	67 W	65 W
	Operating Current	0.975 A	0.517 A
	Power linking current (products)	8 A (8 products)	8 A (15 products)
	Fuse	T 2 A, 250 V	T 2 A, 250 V
Power I/O	U.S./Worldwide	UK/Europe	
	Power input connector	IEC	IEC
	Power output connector	Edison	IEC
	Power Cord plug	Edison (U.S.)	Local plug

Light Source	Type	Power	Lifespan
	COB LED	70 W	50,000 hours
Color	Quantity	Current	
	UV	1	1.5 A

Photometrics	Parameter	With Lens	Without Lens
	Strobe Rate	0 to 33 Hz	0 to 33 Hz
	Coverage Angle	50°	100°

Thermal	Maximum External Temp.	Cooling System
	104 °F (40 °C)	Convection

DMX	I/O Connectors	Channel Range
	3-pin XLR	1 or 5

Ordering	Product Name	Item Code	UPC Number
	COREpar UV USB	03031078	781462214265



RETURNS

In case you need to get support or return a product:

- If you are located in the U.S., contact Chauvet World Headquarters.
- If you are located in the UK or Ireland, contact Chauvet Europe Ltd.
- If you are located in Mexico, contact Chauvet Mexico.
- If you are located in Benelux, contact Chauvet Europe BVBA.
- If you are located in any other country, DO NOT contact Chauvet. Instead, contact your local distributor. See www.chauvetlighting.com for distributors outside the U.S., UK, Ireland, Mexico, or Benelux.



If you are located outside the U.S., UK, Ireland, Mexico, or Benelux, contact your distributor of record and follow their instructions on how to return Chauvet products to them. Visit our website www.chauvetlighting.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

USA WORLD HEADQUARTERS

General Information – Chauvet

Address: 5200 NW 108th Avenue
Sunrise, FL 33351

Voice: (954) 577-4455

Fax: (954) 929-5560

Toll free: (800) 762-1084

Technical Support

Voice: (954) 577-4455 (Press 4)

Fax: (954) 756-8015

Email: tech@chauvetlighting.com

World Wide Web

www.chauvetlighting.com

EUROPE

General Information - Chauvet Europe BVBA

Address: Stokstraat 18
9770 Kruishoutem
Belgium

Voice: +32 9 388 93 97

Technical Support

Email: Eutech@chauvetlighting.eu

World Wide Web

www.chauvetlighting.eu

General Information - 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

Technical Support

Email: uktech@chauvetlighting.com

World Wide Web

www.chauvetlighting.co.uk

MEXICO

General Information - Chauvet Mexico

Address: Av. Santa Ana 30
Parque Industrial Lerma
Lerma, Mexico C.P. 52000

Voice: +52 (728) 285-5000

Technical Support

Email: servicio@chauvet.com.mx

World Wide Web

www.chauvet.com.mx

Outside the U.S., United Kingdom, Ireland, 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.