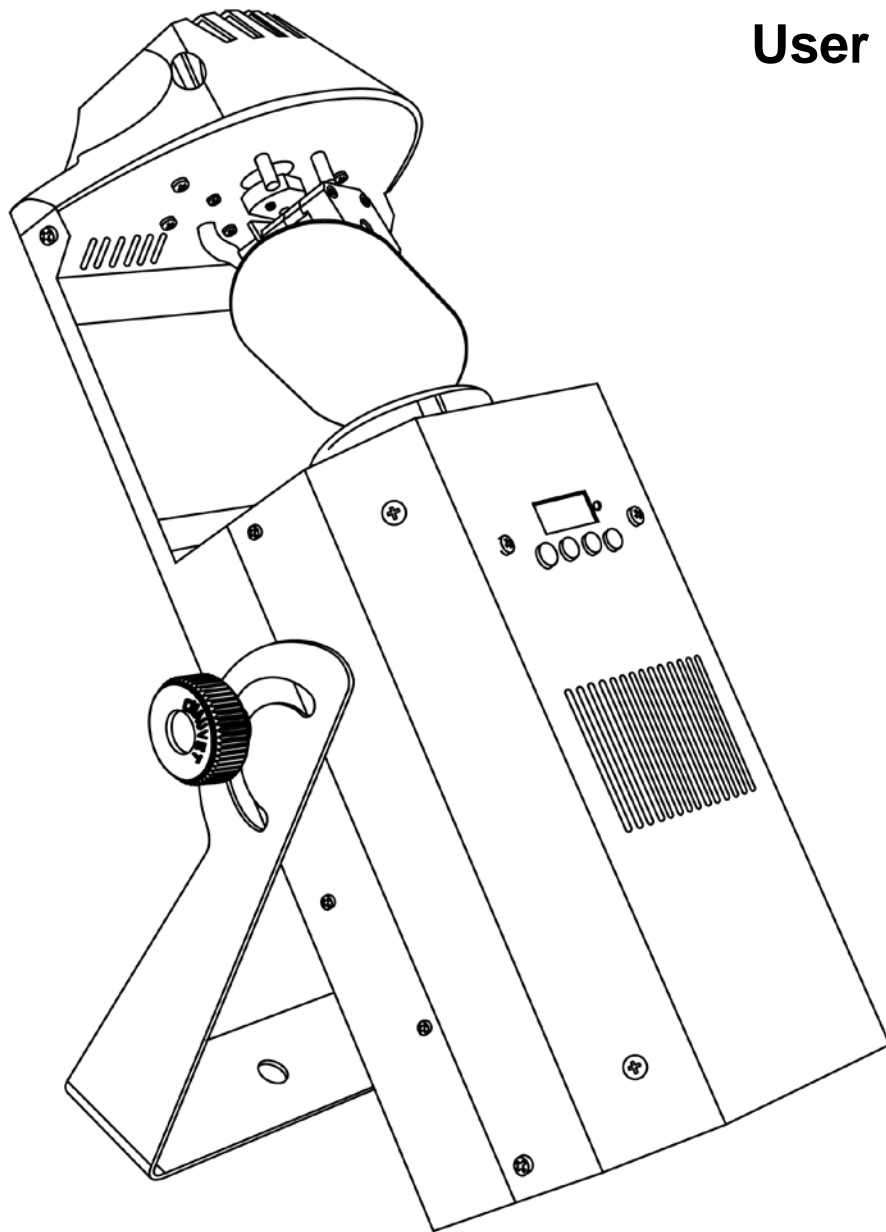


INTIMIDATOR™

SCAN LED 300

User Manual



CHAUVET®
It's
Green Thinking.™

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1. BEFORE YOU BEGIN

What Is Included

- Intimidator™ Scan LED 300
- Hanging Bracket with Mounting Hardware (preinstalled)
- 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 |

Symbols

| Symbol | Meaning |
|---|--|
|  | Critical installation, configuration, or operation information. Failure to comply could make the product not work, damage it, and harm 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.

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| Author | Date | Editor | Date |
|---------|---------|----------|---------|
| A. Leon | 3/21/13 | D. Coupe | 3/22/13 |

Product at a Glance

| | | | |
|-----------------|---|----------------------------------|---|
| Use on Dimmer | X | Auto Programs | P |
| Outdoor Use | X | Switchable voltage (120 V/230 V) | P |
| Sound-Activated | P | Replaceable Fuse | P |
| DMX | P | User-Serviceable | X |
| Master/Slave | P | Duty Cycle | X |

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.



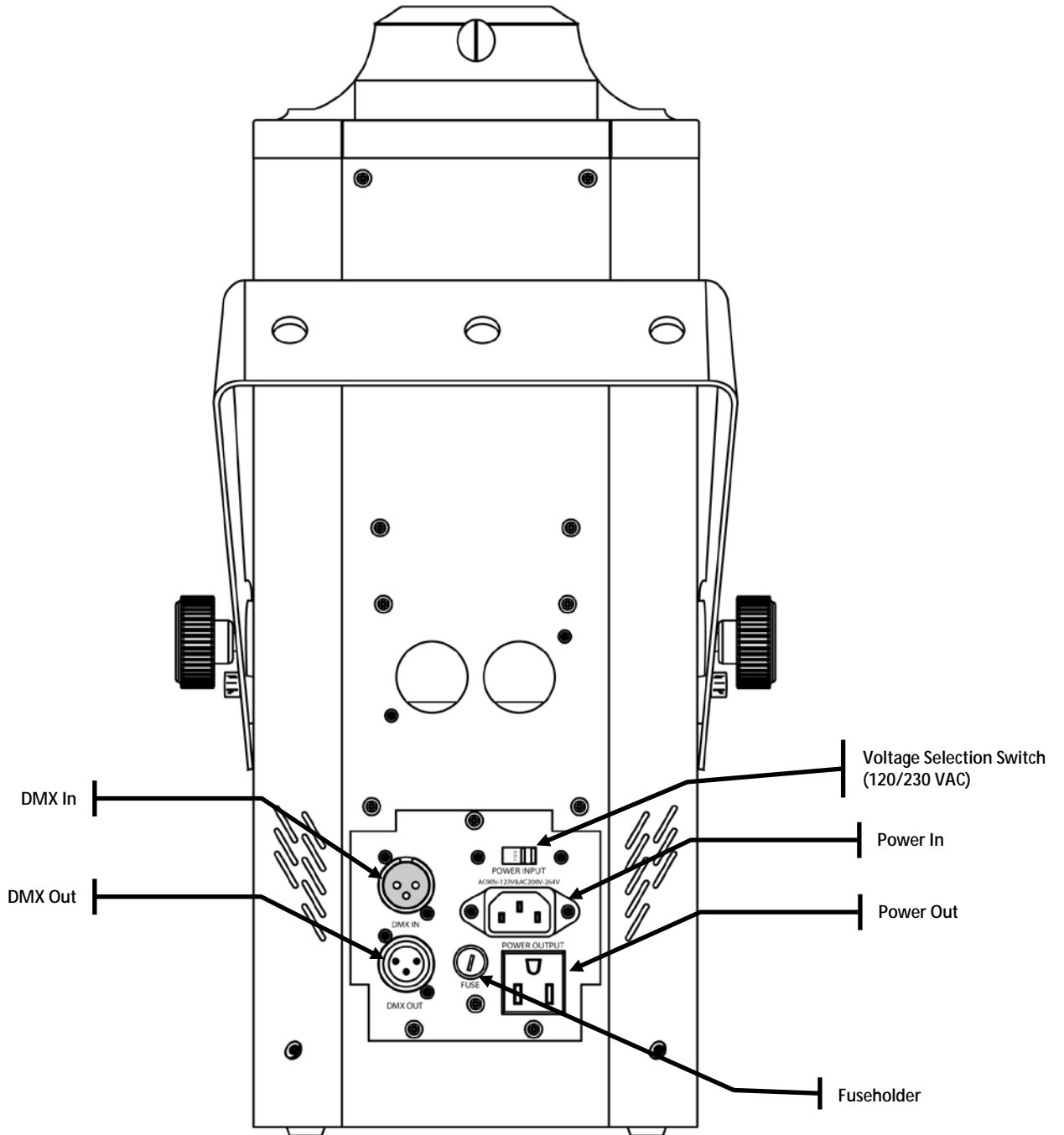
- Always make sure that the voltage of the outlet to which you are connecting the product is within the range stated on the decal or rear panel of the product.
- The product is for indoor use only! To prevent risk of fire or shock, do not expose the product to rain or moisture.
- Always install the product 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.
- 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.



- Keep this User Manual for future consultation. If you sell the product to another user, be sure that they also receive this document.

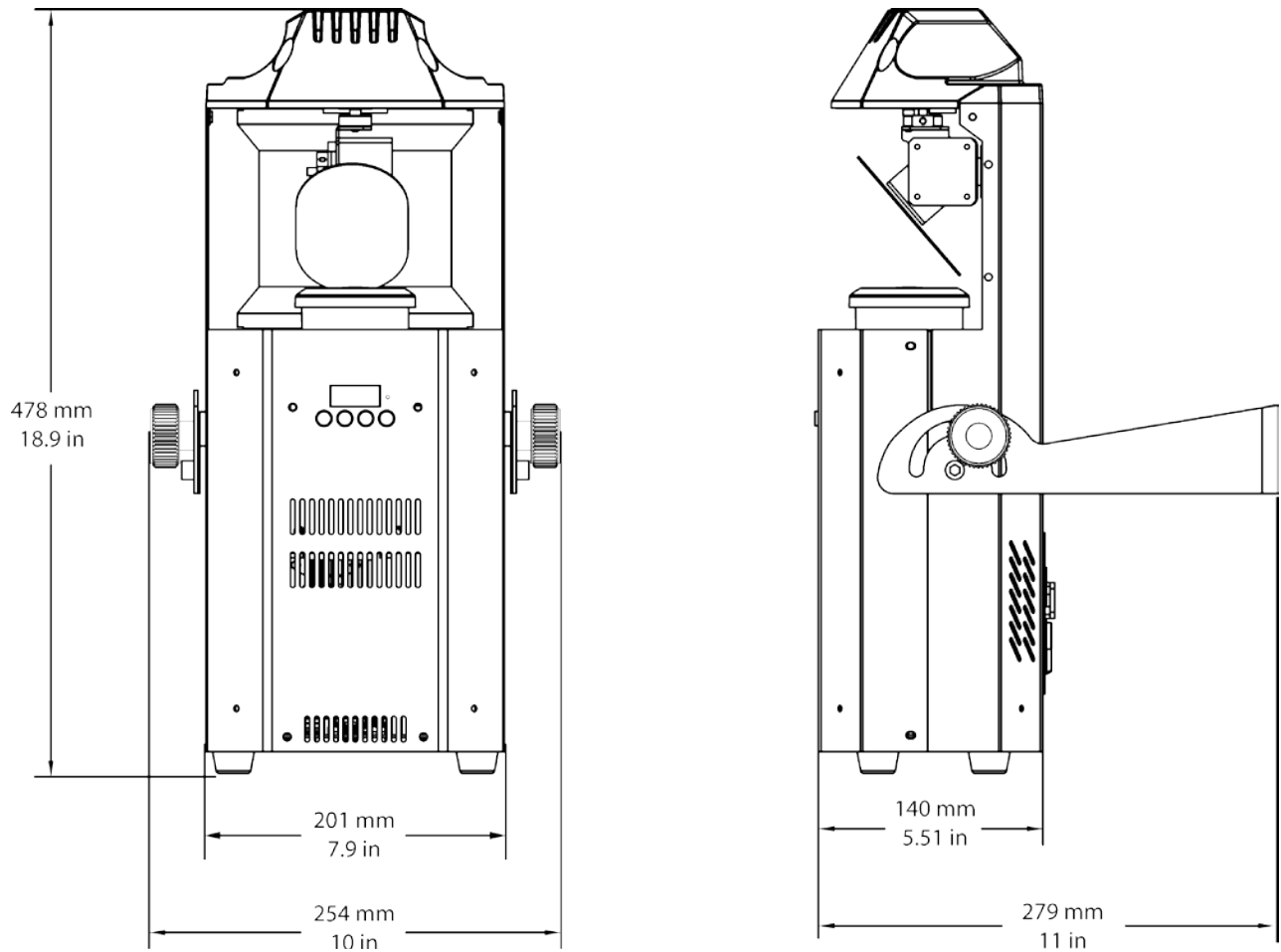
2. INTRODUCTION

Product Overview



Rear Panel

Product Dimensions



3. SETUP

AC Power The Intimidator™ Scan LED 300 has a dual voltage power supply and it can work with an input voltage of either 120 V, 60 Hz or 230 V, 50 Hz, depending on the position of the voltage selection switch.

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.



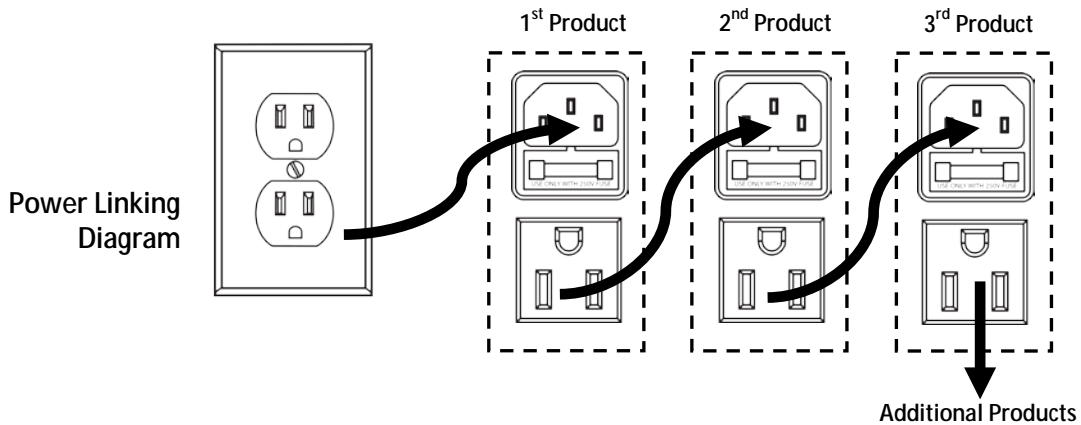
Never connect the product to a rheostat (variable resistor) or dimmer circuit, even if the rheostat or dimmer channel serves only as a 0 to 100% switch.

Fuse Replacement

1. Using a flat-head screwdriver, unscrew the fuse holder from the back of the product.
2. Remove the blown fuse from the holder and replace with a fuse of the exact same type and rating.
3. Insert the fuse holder back in place, re-tighten, and reconnect power.

Power Linking

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



You can power link up to 3 Intimidator™ Scan LED 300 units on 120 VAC or up to 7 Intimidator™ Scan LED 300 units on 230 VAC.



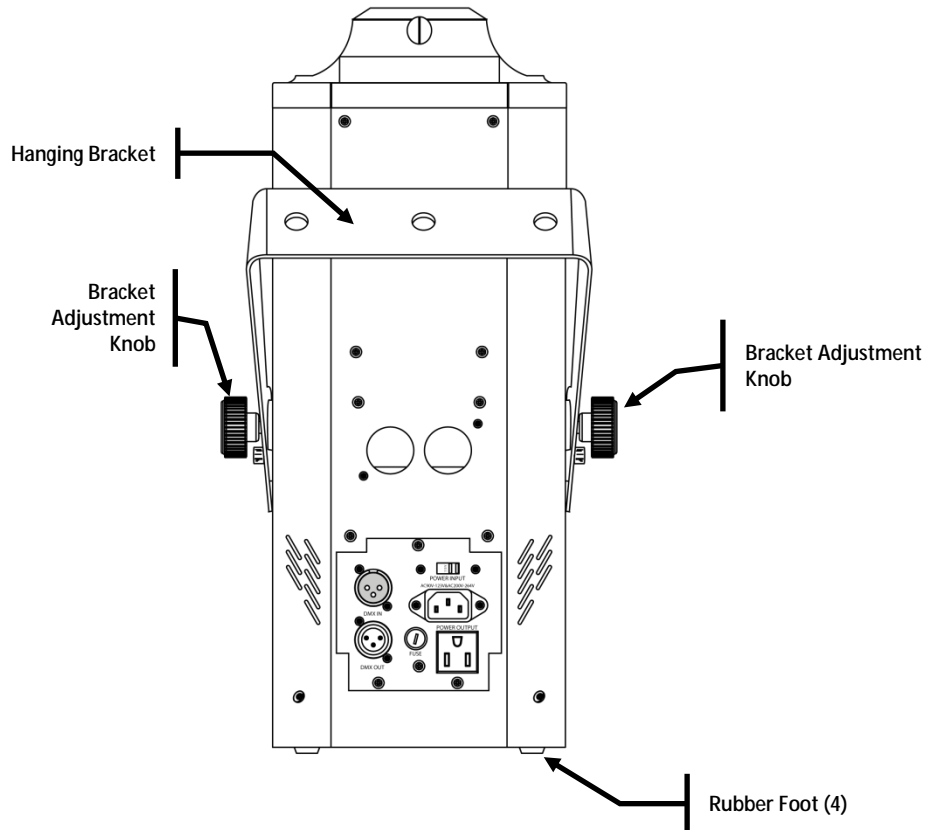
The power linking diagram shown above corresponds to the North American version of the product ONLY! If using the product in other markets, you must consult with the local CHAUVET® distributor as power linking connectors and requirements may differ in your country or region.

Mounting Before mounting the product, read and follow the safety recommendations indicated in the Safety Notes.

Orientation The Intimidator™ Scan LED 300 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 plenty of ventilation.
 - Make sure that the structure or surface 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.
 - 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.
 - 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.
 - The rubber feet also serve as floor supports. When mounting the product on the floor, make sure that the product is secured so that it cannot fall over, and that cables are away from people and vehicles.

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 |
|------------|---|
| <MODE/ESC> | 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

| Menu | Programming Steps | | Description |
|-----------------|-------------------|-------------|---|
| DMX Mode | d001 | d001–512 | DMX starting address |
| Standalone Mode | NASL | SLAu SoN | Standalone: Slave receive mode |
| | | NStS SrUn | Standalone: Sound-Active |
| | | NAFA FASt | Standalone: Auto Program |
| Pan Invert | PAN | rPAN | Pan invert |
| Tilt Invert | tit | rtit | Tilt invert |
| Display Invert | diS | rDiS | Invert the display |
| DMX Personality | 11CH | 8CH | 8-channel DMX personality |
| | | 11CH | 11-channel DMX personality |
| Reset | rESt | | Reset all motors to correct any errors with motors misaligning during operation |
| Load Default | LoAd | | Revert all settings back to the factory default |

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.

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 Intimidator™ Scan LED 300 uses up to 11 DMX channels in its 11-Channel DMX mode, which defines the highest configurable address to **502**.

If you are not familiar with the DMX protocol, download the DMX Primer from the CHAUVET® website.

To select the starting address, do the following:

1. Press <MODE/ESC> repeatedly until **d(001–512)** shows on the display.
2. Using <UP> and <DOWN>, select the starting address **d(001–512)**.
3. Press <MODE/ESC> until one of the DMX personalities appears on the LED screen (**8CH, 11CH**). The most recent DMX personality selected will appear.
4. Use <UP> and <DOWN> to change the personality.
5. Press <ENTER>.



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

DMX Channels and Functions

11-CH Mode

| Channel | Value | Function | Channel | Value | Function | |
|-----------|---|-------------------------------------|------------------|--------------------------------|--|-------------------------------------|
| 1 | 000 ó 255 | Pan 0–180° | 7 | 000 ó 015 | Gobo Rotation Stop | |
| 2 | 000 ó 255 | Tilt 0–90° | | 016 ó 127 | Rotate Counter-clockwise (slow ó fast) | |
| 3 | 000 ó 006 | Open (white) | 128 ó 239 | Rotate Clockwise (slow ó fast) | | |
| | 007 ó 013 | Yellow | 240 ó 255 | Gobo bounce | | |
| | 014 ó 020 | Pink | 8 | 000 ó 003 | Prism Open | |
| | 021 ó 027 | Green | | 004 ó 255 | Stop, static prism effect | |
| | 028 ó 034 | Peachblow | 9 | 000 ó 255 | Focus Near ó Far | |
| | 035 ó 041 | Blue | | 10 | 000 ó 007 | Function No Function |
| | 042 ó 048 | Kelly | | | 008 ó 015 | Pan/tilt move-in-black |
| | 049 ó 055 | Red | | | 016 ó 023 | Pan/tilt move-in-black (disable) |
| | 056 ó 063 | Dark blue | | | 024 ó 031 | Color wheel move-in-black |
| | 064 ó 070 | White/yellow (split colors) | | | 032 ó 039 | Color wheel move-in-black (disable) |
| | 071 ó 077 | Yellow/pink (split colors) | | | 040 ó 047 | Gobo wheel move-in-black |
| | 078 ó 084 | Pink/green (split colors) | | | 048 ó 055 | Gobo wheel move-in-black (disable) |
| | 085 ó 091 | Green/peach blow (split colors) | | | 056 ó 063 | Fast movement |
| | 092 ó 098 | Peachblow/blue (split colors) | | | 064 ó 087 | Fast movement (disable) |
| 099 ó 105 | Blue/Kelly (split colors) | 088 ó 095 | | | All movement move-in-black (disable) | |
| 106 ó 112 | Kelly/red (split colors) | 096 ó 103 | | | Reset pan/tilt | |
| 113 ó 119 | Red/dark blue (split colors) | 104 ó 111 | | | No Function | |
| 120 ó 127 | Dark blue/white (split colors) | 112 ó 119 | | | Reset color wheel | |
| 128 ó 191 | Rotate clockwise (slow ó fast) | 120 ó 127 | Reset gobo wheel | | | |
| 192 ó 255 | Rotate counter-clockwise (slow ó fast) | 128 ó 135 | No Function | | | |
| 4 | 000 ó 003 | Shutter Closed | 136 ó 143 | Reset prism | | |
| | 004 ó 007 | Open | 144 ó 151 | Reset focus | | |
| | 008 ó 215 | Strobe (slow ó fast) | 152 ó 159 | Reset all | | |
| | 216 ó 255 | Open | 160 ó 255 | No Function | | |
| 5 | 000 ó 255 | Dimmer Dimmer: 0–100% | 11 | 000 ó 007 | Movement Macros No function | |
| 6 | 000 ó 007 | Gobo Wheel Open | | 008 ó 023 | Automatic 1 | |
| | 008 ó 015 | Gobo 1 (glass) | | 024 ó 039 | Automatic 2 | |
| | 016 ó 023 | Gobo 2 (glass) | | 040 ó 055 | Automatic 3 | |
| | 024 ó 031 | Gobo 3 | | 056 ó 071 | Automatic 4 | |
| | 032 ó 039 | Gobo 4 | | 072 ó 087 | Automatic 5 | |
| | 040 ó 047 | Gobo 5 | | 088 ó 103 | Automatic 6 | |
| | 048 ó 055 | Gobo 6 | | 104 ó 119 | Automatic 7 | |
| | 056 ó 063 | Gobo 7 | | 120 ó 135 | Automatic 8 | |
| | 064 ó 071 | Gobo 7 shake, fast ó slow | | 136 ó 151 | Sound 1 | |
| | 072 ó 079 | Gobo 6 shake, fast ó slow | | 152 ó 167 | Sound 2 | |
| | 080 ó 087 | Gobo 5 shake, fast ó slow | | 168 ó 183 | Sound 3 | |
| | 088 ó 095 | Gobo 4 shake, fast ó slow | | 184 ó 199 | Sound 4 | |
| | 096 ó 103 | Gobo 3 shake, fast ó slow | | 200 ó 215 | Sound 5 | |
| | 104 ó 111 | Gobo 2 (glass) shake, (fast ó slow) | 216 ó 231 | Sound 6 | | |
| 112 ó 119 | Gobo 1 (glass) shake, (fast ó slow) | 232 ó 247 | Sound 7 | | | |
| 120 ó 127 | Open | 248 ó 255 | Sound 8 | | | |
| 128 ó 191 | Gobo scroll: Clockwise rotation | | | | | |
| 192 ó 255 | Gobo scroll: Counter-clockwise rotation | | | | | |



1



2



3



4



5



6



7

8-CH Mode

| Channel | Value | Function | Channel | Value | Function | | |
|---------|--|--|---------|--|--|------------------------|---|
| 1 | 000 ó 255 | Pan 0–180° | 5 | 000 ó 007 008 ó 015 016 ó 023 024 ó 031 032 ó 039 040 ó 047 048 ó 055 056 ó 063 064 ó 071 072 ó 079 080 ó 087 088 ó 095 096 ó 103 104 ó 111 112 ó 119 120 ó 127 128 ó 191 192 ó 255 | Gobo Wheel Open Gobo 1 (glass) Gobo 2 (glass) Gobo 3 Gobo 4 Gobo 5 Gobo 6 Gobo 7 Gobo 7 shake, fast ó slow Gobo 6 shake, fast ó slow Gobo 5 shake, fast ó slow Gobo 4 shake, fast ó slow Gobo 3 shake, fast ó slow Gobo 2 (glass) shake, (fast ó slow) Gobo 1 (glass) shake, (fast ó slow) Open Gobo scroll: Clockwise rotation Gobo scroll: Counter-clockwise rotation | | |
| | | Tilt 0–90° | | | Gobo Rotation Stop Rotate Counter-clockwise (slow ó fast) Rotate Clockwise (slow ó fast) Gobo bounce | | |
| 3 | 000 ó 006 007 ó 013 014 ó 020 021 ó 027 028 ó 034 035 ó 041 042 ó 048 049 ó 055 056 ó 063 064 ó 070 071 ó 077 078 ó 084 085 ó 091 092 ó 098 099 ó 105 106 ó 112 113 ó 119 120 ó 127 128 ó 191 192 ó 255 | Color Open (white) Yellow Pink Green Peachblow Blue Kelly Red Dark blue White/yellow (split colors) Yellow/pink (split colors) Pink/green (split colors) Green/peach blow (split colors) Peachblow/blue (split colors) Blue/Kelly (split colors) Kelly/red (split colors) Red/dark blue (split colors) Dark blue/white (split colors) Rotate clockwise (slow ó fast) Rotate counter-clockwise (slow ó fast) | | | 7 | 000 ó 003 004 ó 255 | Prism Open Stop, static prism effect |
| | | Shutter Closed Open Strobe (slow ó fast) Open | | | 8 | 000 ó 255 | Focus Near ó Far |



1



2



3



4



5



6



7

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 (either Static, Automatic, or Sound) 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.

Sound-Active Mode

To enable the Sound-Active mode:

1. Press **<MODE/ESC>** repeatedly until one of the Standalone modes shows on the display (**SLAu**, **NStS**, **NAFA**, **NASL**).
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to select **<NStS>**.
4. Press **<ENTER>**. **<SrUn>** will appear on the display.



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

Auto Program

To enable the Auto program:

1. Press **<MODE/ESC>** repeatedly until one of the Standalone modes shows on the display (**SLAu**, **NStS**, **NAFA**, **NASL**).
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to select **<NAFA>**.
4. Press **<ENTER>**. **<FAST>** will appear on the display.

Master/Slave Mode

The Master/Slave mode allows a single Intimidator™ Scan LED 300 unit (the “master”) to control the actions of one or more Intimidator™ Scan LED 300 units (the “slaves”) without the need of a DMX controller. The master unit will be set to operate in either Auto program or Sound-Active 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. Press **<MODE/ESC>** repeatedly until **SLAu** shows on the display.
2. Press **<ENTER>** to accept.
3. Set the DMX address to **d001**.
4. Connect the DMX input of the first slave unit to the DMX output of the master unit.
5. Connect the DMX input of the subsequent slave units to the DMX output of the previous slave unit.
6. Finish setting and connecting all the slave units.

Master unit:

1. Set the master unit to operate in either Auto program or Sound-Active mode.
2. Make the master unit the first unit in the DMX daisy chain.

Configure all the slave units before connecting the master unit to the DMX 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.

Master/Slave for Sound-Active, Auto Modes

Master/Slave may also be used to synchronize a maximum of 31 slave units to a single master set to any of the standalone modes:

Set the master product in any of the Standalone modes: Sound-Active mode or Auto programs.

To set the slave products:

1. Press **<MODE/ESC>** until **NASL** appears on the LED screen.
2. Using **<UP>** and **<DOWN>** select **<SLAu>**.
3. Press **< ENTER >**. **<SoN>** will appear on the screen.

Service Mode

The Intimidator™ Scan 300 has an imbedded menu that requires a passcode for use. The purpose of this menu is to electronically adjust the home positions of various features. To access this menu:

1. Press **< MODE/ESC >** and hold for at least 10 seconds.
2. Using **<UP>** and **<DOWN>**, enter the following pass code: “**2323**”. Press **<UP>** to change the blinking digit in ascending order, and press **<DOWN>** to move on to the next digit.
3. Press **<ENTER>**.

| Menu Option | Selection | Instruction |
|-------------|-----------|--|
| P128 | 000–255 | Adjustment for pan |
| t128 | 000–255 | Adjustment for tilt |
| G128 | 000–255 | Adjustment for the gobo wheel |
| r128 | 000–255 | Adjustment for the gobo wheel rotation |
| C128 | 000–255 | Adjustment for the color wheel |
| F128 | 000–255 | Adjustment for the focus |



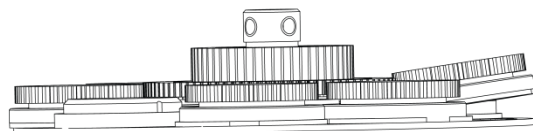
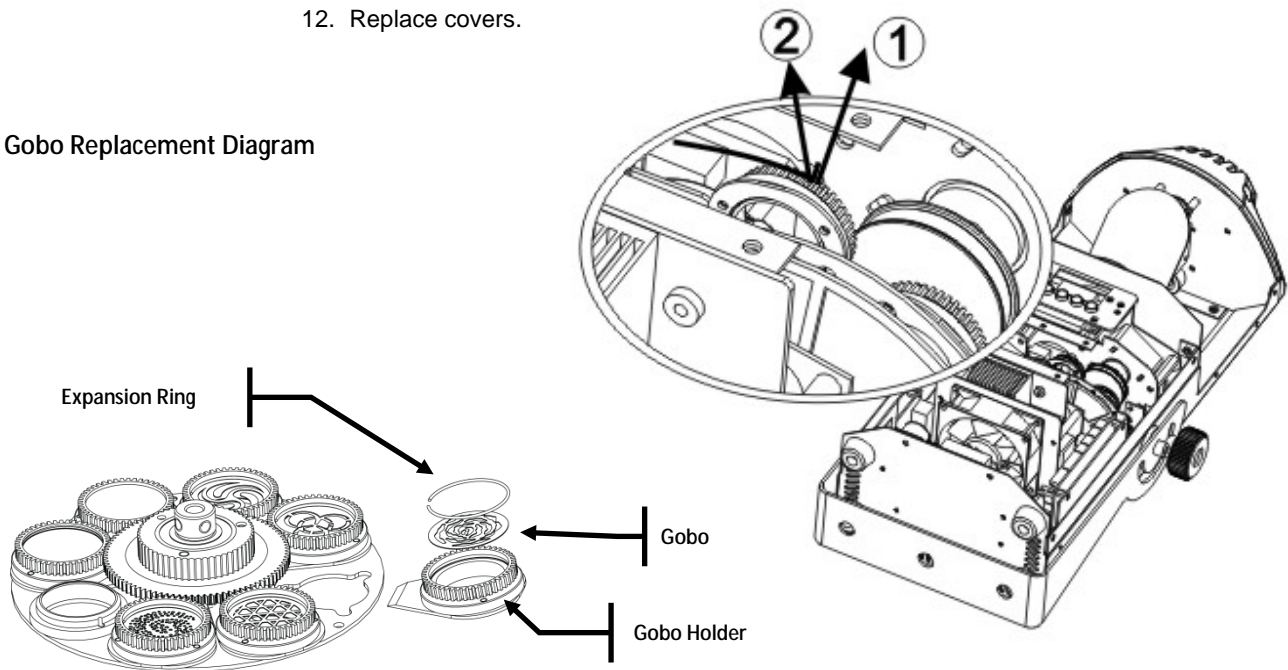
Note: This mode will automatically terminate after 10 seconds of being idle.

Changing Gobos

To change the gobos in the Intimidator™ Scan 300, you do not need to remove the gobo wheel. Simply:

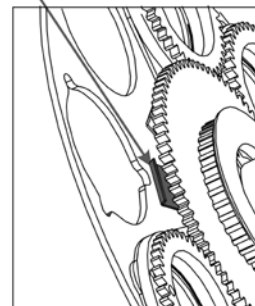
1. Turn off and disconnect fixture from power outlet.
2. Place the product on a flat, level surface with the front facing up.
3. Open the head cover by loosening the ten fastening screws at the sides of the top cover.
4. Remove the four screws on the cover plate underneath the display to access the gobo wheel.
5. Rotate the gobo wheel until the gobo that needs replacing is accessible.
6. Separate the gobo holder away from the gobo wheel by pushing it forward, toward the mirror/LED. Be careful not to push the gobo out of the gobo plate.
7. Extract the gobo holder by pulling it outward (straight up). (See the #1 & 2 arrows on diagram.)
8. On a flat surface, remove the expansion ring that holds the gobo in place and remove the gobo from the gobo plate.
9. Insert a new gobo and hold it in place with the expansion ring.
10. To re-insert the new gobos, slide the tip of the gobo holder under the pressure plate near the center of the gobo wheel.
11. Push the gobo holder inwards. DO NOT force the gobo holder into the gobo wheel slot. If correctly installed, the gobo holder should accommodate itself in the gobo wheel slot.
12. Replace covers.

Gobo Replacement Diagram



Gobo Wheel Detail Views

Pressure plate



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 and mechanical wear. To maintain optimum performance and minimize wear, clean the product at least twice a month. Use and environmental conditions could cause increased cleaning frequency.

To clean the product, follow the instructions below:

- Unplug the product from power.
- Wait until the product is cold.
- Use a vacuum (or dry compressed air) and a soft brush to remove dust collected on the external surface/vents.
- Clean all external optics and glass surfaces with a mild soap solution, ammonia-free glass cleaner, or isopropyl alcohol.
- Apply the solution directly to a soft, lint-free cotton cloth or a lens cleaning tissue.
- Softly wipe any dirt or grime to the outside edges of the external optics and glass surfaces.
- Gently polish these surfaces until they are free of haze and lint.
- Keep contact with the mirror's surface to a minimum to avoid scratching or damaging it.



Always dry surfaces carefully after cleaning.



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

6. TECHNICAL SPECIFICATIONS

| | | | | |
|---|-------------------------------|-----------------------------|-------------------------------------|-------------------|
| Dimensions and Weight | Length | Width | Height | Weight |
| | 11 in (279 mm) | 10 in (254 mm) | 18.9 in (478 mm) | 14.7 lbs (6.7 kg) |
| Note: Dimensions in inches rounded to the nearest decimal digit. | | | | |
| Power | Power Supply Type | Range | | |
| | Switchable | 120/230 V, 50/60 Hz | | |
| | Parameter | 120 V, 60 Hz | 230 V, 50 Hz | |
| | Consumption | 236 W | 237 W | |
| Operating current | 2 A | 1 A | | |
| Power linking units | 3 units | 7 units | | |
| Fuse | F 2 A, 250 V | F 2 A, 250 V | | |
| Power I/O | Power I/O | US/Worldwide | UK/Europe | |
| | Power input connector | Neutrik® powerCON® A/IEC | Neutrik® powerCON® A/IEC | |
| | Power output connector | Neutrik® powerCON® B/Edison | Neutrik® powerCON® B/IEC | |
| | Power Cord plug | Edison (U.S.) | Local plug | |
| Light Source | Type | Power | Lifespan | |
| | LED | 60 W | 50,000 hours | |
| Gobos | Color | Quantity | Current | |
| | White | 1 | 14.9 A | |
| Gobos | Type | Quantity | Gobo Dimensions | |
| | Metal | 5 | 23.8 mm circumference | |
| | Glass | 2 | 20.9 mm image 2 mm max thickness | |
| Photo Optic | Parameter | | | |
| | Illuminance @ 2 m | 2,850 lx | | |
| | Beam angle | 21° | | |
| Strobe Rate | 0–20 Hz | | | |
| Thermal | Maximum External Temp. | Cooling System | | |
| | 104° F (40° C) | Fan | | |
| DMX | I/O Connectors | Connector Type | Channel Range | |
| | 3-pin XLR | Sockets | 8, 11 | |
| Ordering | Product Name | Item Code | UPC | |
| | Intimidator™ Scan LED 300 | 08020175 | 781462205591 | |



UL 1573
CSA C22.2 No. 166
E113093



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 below).
- If you live in the UK or Ireland, contact CHAUVET® Europe Ltd. (see below).
- If you live in any other country, DO NOT contact CHAUVET®. Instead, contact your distributor of record. See www.chauvetlighting.com for distributors outside the U.S., United Kingdom, or Ireland.



If you live outside the U.S., United Kingdom, or Ireland, 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 Us

World Headquarters

CHAUVET®

General Information

Address: 5200 NW 108th Avenue
Sunrise, FL 33351
Voice: (954) 577-4455
Fax: (954) 929-5560
Toll free: (800) 762-1084

Technical Support

Voice: (954) 577-4455 (Press 4)
Fax: (954) 756-8015
Email: tech@chauvetlighting.com

World Wide Web

www.chauvetlighting.com

United Kingdom & 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

World Wide Web

www.chauvetlighting.co.uk