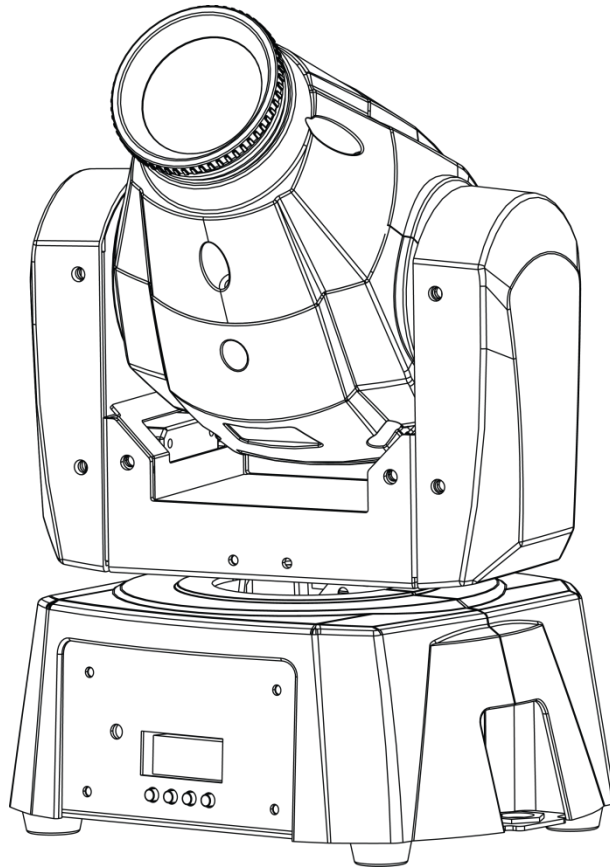


# INTIMIDATOR™ SPOT 100 IRC

## User Manual



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# 1. BEFORE YOU BEGIN

## What Is Included

- Intimidator™ Spot 100 IRC
- Hanging Bracket with Mounting Hardware
- 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
<b>Settings</b>	A menu option not to be modified
<b>Menu &gt; Settings</b>	A sequence of menu options to be followed
<b>&lt;ENTER&gt;</b>	A key to be pressed on the product's control panel
<b>ON</b>	A value to be entered or selected

## Symbols

Symbol	Meaning
	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

The information and specifications contained in this User Manual are subject to change without notice. CHAUVET® assumes no responsibility or liability for any errors or omissions, and reserves the right to revise or recreate this manual at any time. Download the latest version from [www.chauvetlighting.com](http://www.chauvetlighting.com).

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## Product at a Glance

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

## Safety Notes

These notes include important information about the mounting, usage, and maintenance of this product; read before using the product.



- 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 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.



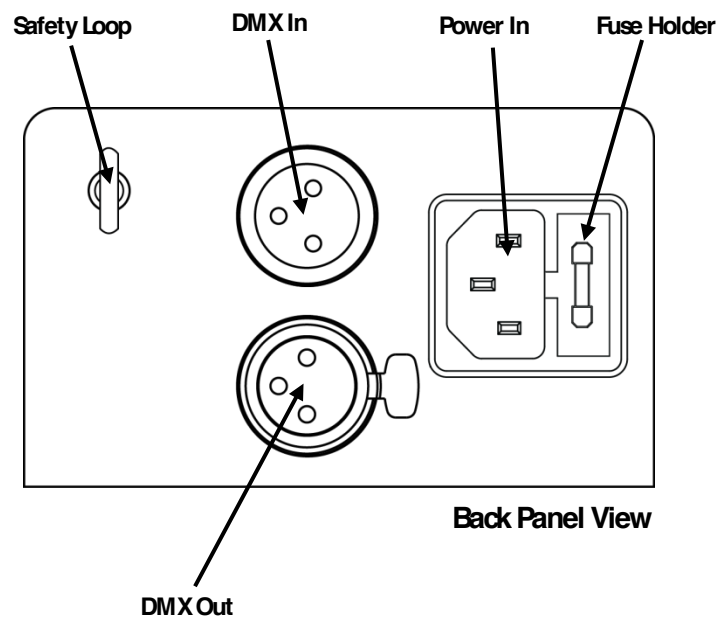
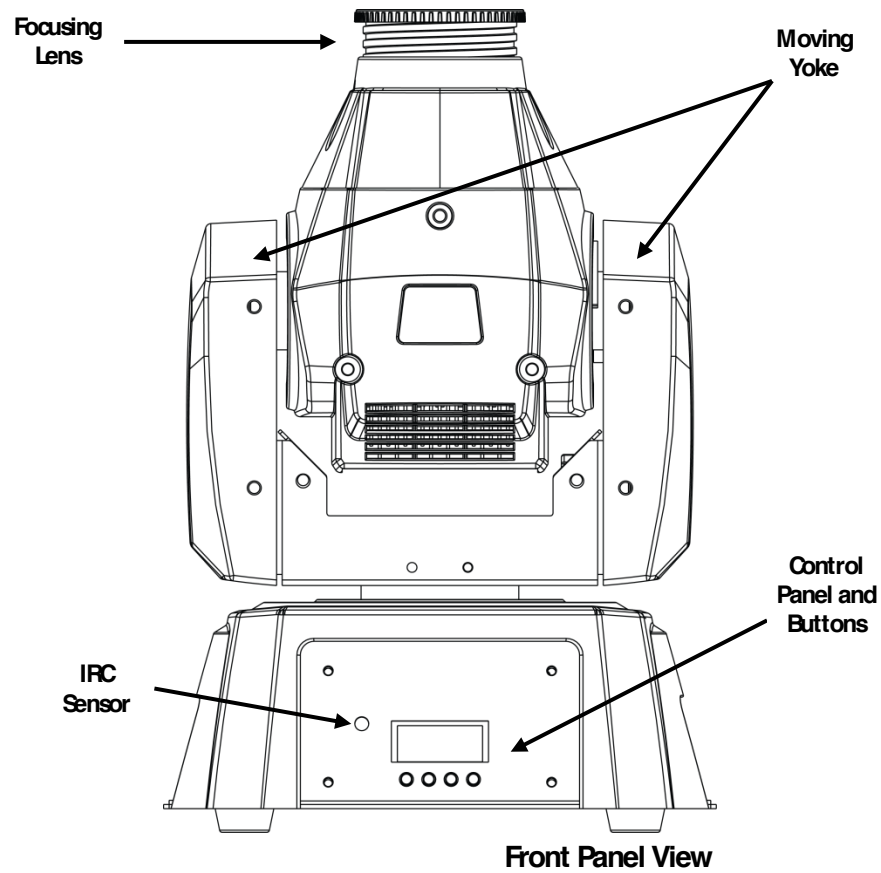
- Always make sure that the voltage of the outlet to which you are connecting the product is within the range stated on the decal or rear panel of the product.
- The product is for indoor use only! (IP20) To prevent risk of fire or shock, do not expose the product to rain or moisture.
- Always install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



- Keep this User Manual for future use. If you sell the product to another user, be sure to give this document to the next owner.

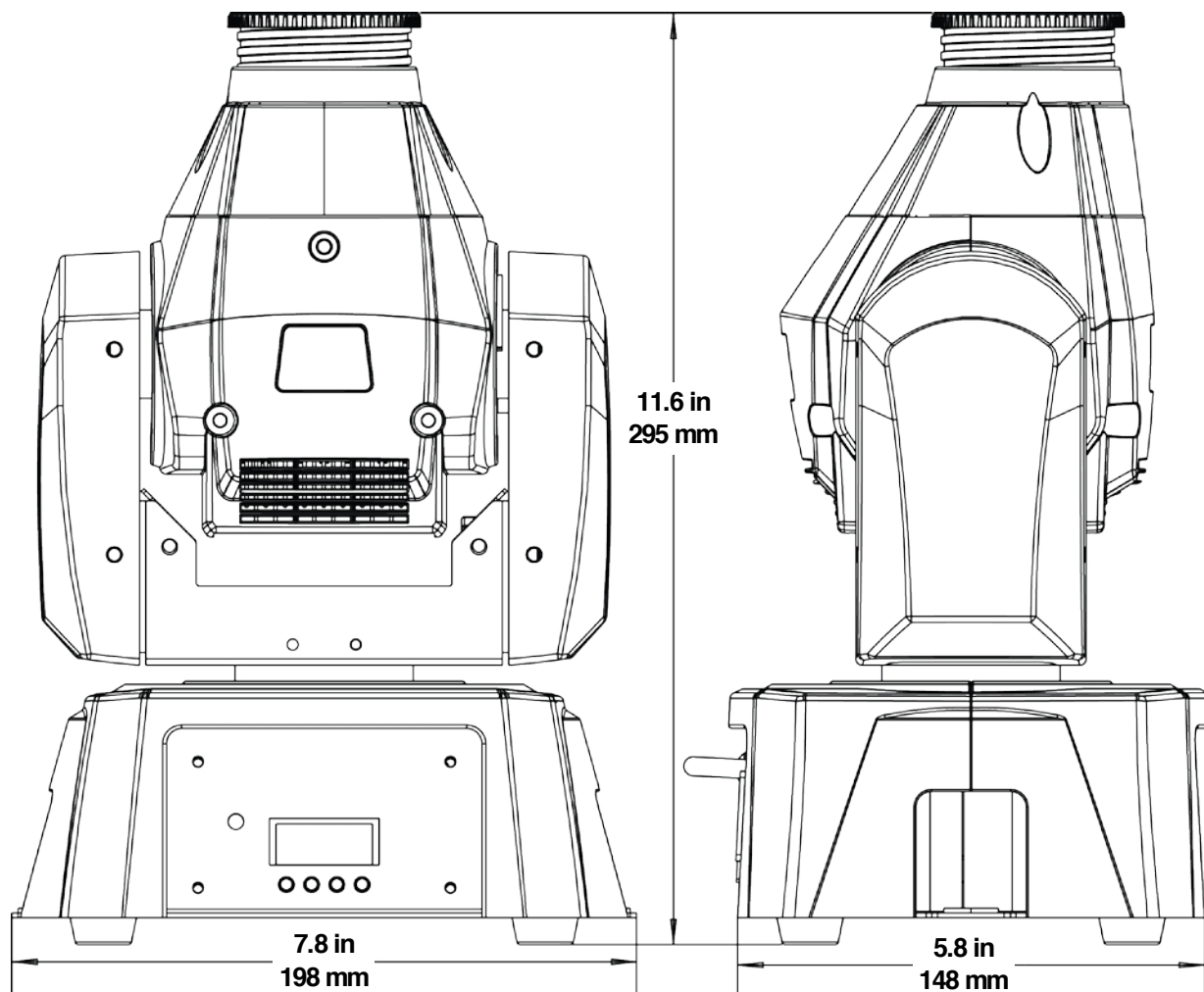
## 2. INTRODUCTION

### Overview



---

## Dimensions



## 3. SETUP

**AC Power** The Intimidator™ Spot 100 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.**



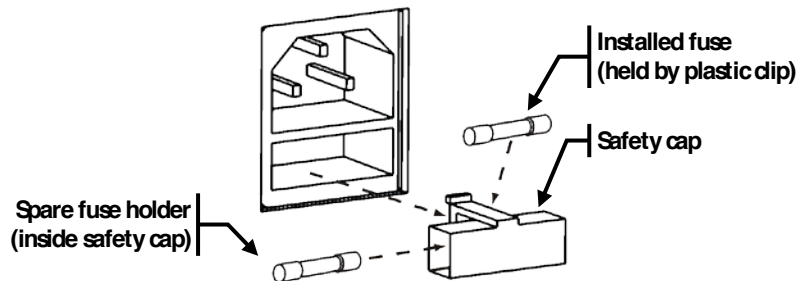
**Never connect the product to a rheostat (variable resistor) or dimmer circuit, even if the rheostat or dimmer channel serves only as a 0—100% switch.**

### Fuse Replacement



**Disconnect the product from power before replacing the fuse.**

1. Disconnect the product from power.
2. Wedge the tip of a flat-head screwdriver into the slot of the fuse holder.
3. Pry the fuse holder out of the housing.
4. Remove the blown fuse from the holder.
5. Replace with a fuse of the exact same type and rating.
6. Insert the fuse holder back in place and reconnect power.



**A spare fuse is not included; however, the safety cap has room for a spare.**



**Always replace a blown fuse with another of the same type and rating.**

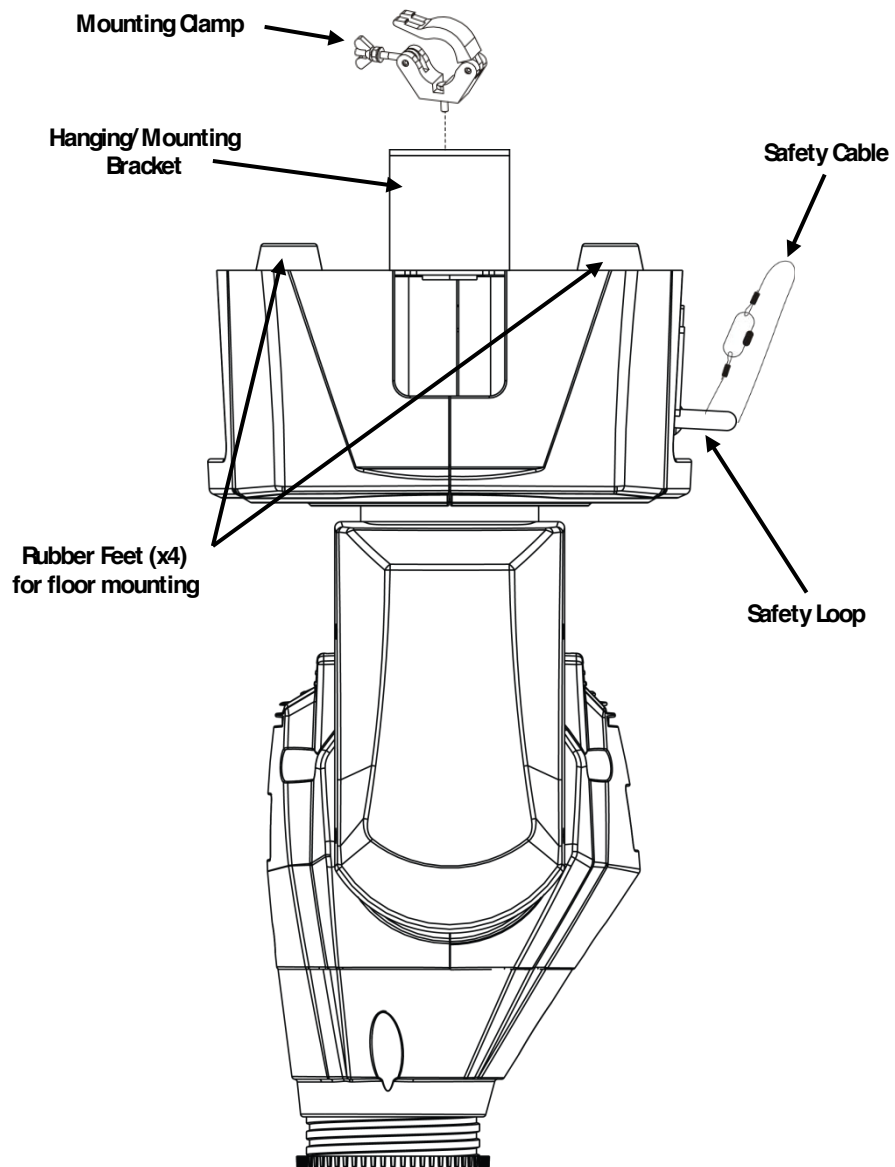
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**Mounting** Before mounting the product, read and follow the safety recommendations indicated in the Safety Notes.

**Orientation** The Intimidator™ Spot 100 IRC may be mounted in any position; however, make sure adequate ventilation is provided around the product.

- Rigging**
- Before deciding on a location, always make sure there is easy access to the product for maintenance and programming.
  - Make sure that the structure or surface onto which you are mounting the product can support the product's weight (see the [Technical Specifications](#)).
  - When mounting the product overhead, always use a safety cable. Mount the product securely to a rigging point, such as an elevated platform or a truss.
  - When rigging the product onto a truss, you should use a mounting clamp of appropriate weight capacity. The brackets have a 13-mm hole, which is appropriate for this purpose.
  - The rubber feet also serve as floor supports. When mounting the product on the floor, make sure that the product and 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.

Button	Function
<MODE/ESC>	Selects an operation mode or backs out of the current menu option
<UP>	Scrolls up the list of options or selects a higher value
<DOWN>	Scrolls down the list of options or selects a lower value
<ENTER>	Activates a menu option or a selected value

### Menu Map

Mode	Programming Steps	Description
DMX Mode	d001—d512	Selects the DMX starting address
Operating Mode	SLAV (Son)	Slave operating mode
	NASL (SLoU)	Automatic mode, slow program
	NAFA (FASt)	Automatic mode, fast program
	NStS (Srun)	Sound-Active mode
	NSti	NodE Soun Auto Automatic movement macro
		NoSP 000—255 Movement macro speed, fast to slow
		NoSE 00—09 Sound sensitivity, high to low
		NoPr 01—09 Movement macro 1—9
		LEd on LED on
		oFF LED off
		diMM 000—255 Dimmer, 0—100%
		SHut 00—20 Strobe, 0—20 Hz
		Gobo 00—09 Selects gobo
		GoSP 000—100 Sets gobo cycle effect speed, slow to fast
		CoLr 00—09 Selects color
		CoSP 000—100 Sets color cycling rainbow effect speed, slow to fast
Pan	PAn	Normal pan operation
	rPAn	Inverse pan operation
Tilt	tit	Normal tilt operation
	rtit	Inverse tilt operation
Display	diS	Normal display
	rdiS	Inverse display
Channel Mode	6-CH	Selects the 6-channel DMX personality
	11CH	Selects the 11-channel DMX personality
Manual Pan Range	PA54	Selects the 540° pan angle range
	PA36	Selects the 360° pan angle range
	PA18	Selects the 180° pan angle range
Manual Tilt Range	ti27	Selects the 270° tilt angle range
	ti18	Selects the 180° tilt angle range
	ti 9	Selects the 90° tilt angle range
Temperature Display	tC__	Displays LED temperature
Reset	rESt	Resets fixture
Load	LoAd	Load factory defaults



While in NSti mode, the Intimidator™ 100 IRC also responds to the IRC. When using the IRC in this mode, changes in programming levels and settings will show on the display.

---

## 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.

## 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™ Spot 100 IRC uses up to 11 DMX channels in its 11-channel personality name/single DMX mode, which defines the highest configurable address to **502**.

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

To select the starting address, do the following:

1. Press **<MODE/ESC>** repeatedly until **d001—d512** shows on the display.
2. Use **<UP>** or **<DOWN>** to select the starting address.
3. Press **<ENTER>**.

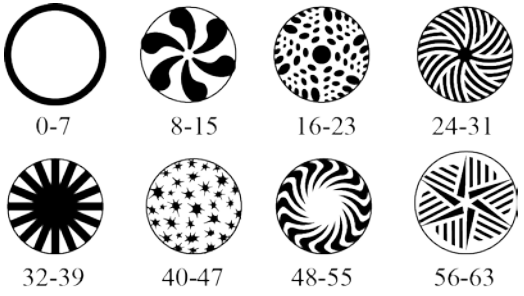
## DMX Personalities

The Intimidator™ Spot 100 IRC has two DMX Channel modes, a 6-channel personality and an 11-channel personality.

To choose a DMX personality, follow the steps below:

1. Press **<MODE/ESC>** repeatedly until either **11CH** (11-channel mode) or **6-CH** (6-channel mode) shows on the display.
2. Use **<UP>** or **<DOWN>** to select the desired DMX personality.
3. Press **<ENTER>**.

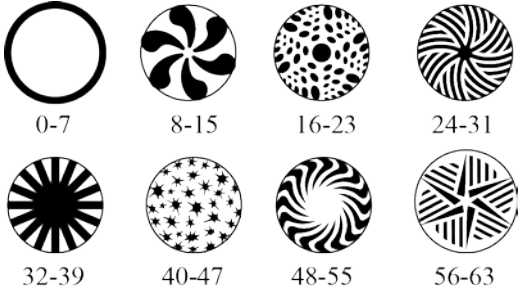
## DMX Channel Modes, Assignments, and Values

11-Channel		Channel	Function	Value	Setting
		1	Pan	000 255	0 to 540°
		2	Tilt	000 255	0 to 270°
		3	Fine Pan	000 255	Fine control of panning
		4	Fine Tilt	000 255	Fine control of tilting
		5	Speed	000 255	Pan/Tilt speed (fast to slow)
		6	Color Wheel	000 015 016 031 032 047 048 063 064 079 080 095 096 111 112 127 128 191 192 255	White Blue Yellow Pink Green Orange Light blue Orange red Color cycling rainbow with increasing speed Reverse color cycling rainbow with increasing speed
		7	Shutter	000 003 004 007 008 215 216 255	Closed Open Strobe effect with increasing speed (0 to 20 Hz) Open
		8	Dimmer	000 255	0 to 100%
		9	Gobo Wheel		
				064 071 072 079 080 087 088 095 096 103 104 111 112 119 120 127 128 191 192 255	Gobo 7 shake, slow to fast Gobo 6 shake, slow to fast Gobo 5 shake, slow to fast Gobo 4 shake, slow to fast Gobo 3 shake, slow to fast Gobo 2 shake, slow to fast Gobo 1 shake, slow to fast Open Cycle effect with increasing speed Reverse cycle effect with increasing speed
		10	Control Function	000 007 008 027 028 047 048 067  068 087 088 107  108 127 128 147 148 167 168 187 188 207 208 227 228 247 248 255	No function Blackout while panning/tilting Blackout while moving gobo wheel Disable blackout while panning/tilting/moving gobo wheel  Blackout while moving color wheel Disable blackout while panning/tilting/moving color wheel  Disable blackout while moving gobo/color wheel Disable blackout while moving all options Reset pan Reset tilt Reset color wheel Reset gobo wheel Reset all channels No function

## 11-Channel (cont.)

Channel	Function	Value	Setting
11	Auto Programs	000 007	No function
		008 023	Auto Program 1
		024 039	Auto Program 2
		040 055	Auto Program 3
		056 071	Auto Program 4
		072 087	Auto Program 5
		088 103	Auto Program 6
		104 119	Auto Program 7
		120 135	Auto Program 8
		136 151	Sound-Active program 1
		152 167	Sound-Active program 2
		168 183	Sound-Active program 3
		184 199	Sound-Active program 4
		200 215	Sound-Active program 5
		216 231	Sound-Active program 6
		232 247	Sound-Active program 7
		248 255	Sound-Active program 8

## 6-Channel

Channel	Function	Value	Setting
1	Pan	000 255	0 to 540°
2	Tilt	000 255	0 to 270°
3	Color Wheel	000 015	White
		016 031	Blue
		032 047	Yellow
		048 063	Pink
		064 079	Green
		080 095	Orange
		096 111	Light blue
		112 127	Orange red
		128 191	Color cycling rainbow with increasing speed
		192 255	Reverse color cycling rainbow with increasing speed
4	Shutter	000 003	Closed
		004 007	Open
		008 215	Strobe effect with increasing speed (0 to 20 Hz)
		216 255	Open
5	Dimmer	000 255	0 to 100%
6	Gobo Wheel		
		064 071	Gobo 7 shake, slow to fast
		072 079	Gobo 6 shake, slow to fast
		080 087	Gobo 5 shake, slow to fast
		088 095	Gobo 4 shake, slow to fast
		096 103	Gobo 3 shake, slow to fast
		104 111	Gobo 2 shake, slow to fast
		112 119	Gobo 1 shake, slow to fast
		120 127	Open
		128 191	Cycle effect with increasing speed
		192 255	Reverse cycle effect with increasing speed

---

## 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.



**Never connect a product that is operating in any standalone mode (Static, Automatic, or Sound-Active) 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, do the following:

1. Press **<MODE/ESC>** repeatedly until one of the following Operating modes shows on the display: **SLAV**, **NASL**, **NAFA**, **NStS**, **NSti**.
2. Use **<UP>** or **<DOWN>** to select **NStS**.
3. Press **<ENTER>** and **Srun** shows on the display.



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

### Automatic Mode

To enable the Automatic mode, follow the instructions below:

1. Press **<MODE/ESC>** repeatedly until one of the following shows on the display: **SLAV**, **NASL**, **NAFA**, **NStS**, **NSti**.
2. Use **<UP>** or **<DOWN>** to select **NASL** (slow program) or **NAFA** (fast program).
3. Press **<ENTER>** and **SLoU** (slow program) or **FASt** (fast program) shows on the display.

### NSti Operating Mode

To enable the NSti Operating mode, do the following:

1. Press **<MODE/ESC>** repeatedly until one of the following shows on the display: **SLAV**, **NASL**, **NAFA**, **NStS**, **NSti**.
2. Use **<UP>** or **<DOWN>** to select **NSti**.
3. Press **<ENTER>** and **NodE**, **NoSP**, **NoSE**, **NoPr**, **LEd**, **diMM**, **SHut**, **Gobo**, **GoSP**, **CoLr**, or **SoSP** show on the display.
4. Use **<UP>** or **<DOWN>** to select the desired option as follows:

To select from the movement macro options:

1. Select **NodE** and press **<ENTER>**.
2. Use **<UP>** or **<DOWN>** to select **Soun** (Sound-Active) or **Auto** (Automatic).
3. Press **<ENTER>**.

To select the movement macro speed:

1. Select **NoSP** and press **<ENTER>**.
2. Use **<UP>** or **<DOWN>** to select **000—255**.
3. Press **<ENTER>**.

To select the sound sensitivity:

1. Select **NoSE** and press **<ENTER>**.
2. Use **<UP>** or **<DOWN>** to select **00—09**.
3. Press **<ENTER>**.

To select the movement macro:

1. Select **NoPr** and press **<ENTER>**.
2. Use **<UP>** or **<DOWN>** to select **01—09**.  
**Note:** No macro is selected if you choose **00**.
3. Press **<ENTER>**.

---

## NSti Operating Mode (cont.)

To turn the LED on or off:

1. Select **LEd** and press **<ENTER>**.
2. Use **<UP>** or **<DOWN>** to select **on** or **oFF**.
3. Press **<ENTER>**.

For dimmer control:

1. Select **diMM** and press **<ENTER>**.
2. Use **<UP>** or **<DOWN>** to select **000—255** (0—100%).
3. Press **<ENTER>**.

To set the shutter speed:

1. Select **SHut** and press **<ENTER>**.
2. Use **<UP>** or **<DOWN>** to select **0—20** (0—20 Hz).
3. Press **<ENTER>**.

To select the gobo:

1. Select **Gobo** and press **<ENTER>**.
2. Use **<UP>** or **<DOWN>** to select **0—09**.
3. Press **<ENTER>**.

To set the gobo cycle effect speed:

1. Select **GoSP** and press **<ENTER>**.
2. Use **<UP>** or **<DOWN>** to select **000—100**.
3. Press **<ENTER>**.

To select the color:

1. Select **CoLr** and press **<ENTER>**.
2. Use **<UP>** or **<DOWN>** to select **00—09**.
3. Press **<ENTER>**.

To set the color cycling rainbow effect speed:

1. Select **CoSP** and press **<ENTER>**.
2. Use **<UP>** or **<DOWN>** to select **000—100** (slow to fast).
3. Press **<ENTER>**.



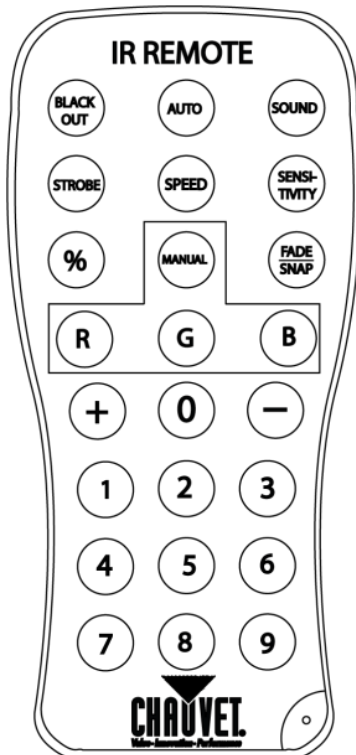
**While in NSti mode, the Intimidator™ 100 IRC also responds to the IRC. When using the IRC in this mode, changes in programming levels and settings will show on the display.**

---

## IRC Operation

**Note:** Make sure to point the IRC directly at the receiver.

The following IRC buttons are used with the Intimidator™ Spot 100 IRC:



- **<BLACKOUT>** - turns LED on/off
- **<AUTO>** - activates Automatic mode
- **<SOUND>** - activates Sound-Active mode
- **<STROBE>** - strobing (0–20 Hz)
- **<SPEED>** - changes from fast to slow movement
- **<SENSITIVITY>** - adjusts sound sensitivity
- **<%>** - master dimmer
- **<MANUAL>** - changes gobo on gobo wheel
- **<FADE/SNAP>** - changes color on color wheel
- **<R>** - activates color wheel scroll
- **<G>** - activated gobo wheel scroll
- **<B>** - activates random gobo and color combinations
- **<+>** (plus) - increases strobe/sensitivity/dimmer/color wheel scroll/gobo wheel scroll/random gobo and color combinations
- **<->** (minus) - decreases strobe/sensitivity/dimmer/color wheel scroll/gobo wheel scroll/random gobo and color combinations
- **<0>–<9>** - activates different movement macros

---

## Manual Pan/Tilt Operation

To select whether you want the Intimidator™ Spot 100 IRC to operate with normal panning or inverted panning, do the following:

1. Press **<MODE/ESC>** repeatedly until **PAn** (normal) or **rPAn** (inverted) shows on the display.
2. Use **<UP>** or **<DOWN>** to select the desired pan operation.
3. Press **<ENTER>**.

To select whether you want the Intimidator™ Spot 100 IRC to operate with normal tilting or inverted tilting, do the following:

1. Press **<MODE/ESC>** repeatedly until **tit** (normal) or **rtit** (inverted) shows on the display.
2. Use **<UP>** or **<DOWN>** to select the desired tilt operation.
3. Press **<ENTER>**.

## Pan/Tilt Angle Range

You are able to select the range for the pan and tilt angles on the Intimidator™ Spot 100 IRC to achieve the effect you like.

To select the pan angle range, do the following:

1. Press **<MODE/ESC>** repeatedly until **PA54** (540°), **PA36** (360°), or **PA18** (180°) shows on the display.
2. Use **<UP>** or **<DOWN>** to select the desired pan angle range.
3. Press **<ENTER>**.

To select the tilt angle range, do the following:

1. Press **<MODE/ESC>** repeatedly until **Ti27** (270°), **Ti18** (180°), or **Ti 9** (90°) shows on the display.
2. Use **<UP>** or **<DOWN>** to select the desired tilt angle range.
3. Press **<ENTER>**.

## Display Orientation

You are able to flip the LED display for easy readability in any mounting situation.

To select your display angle:

1. Press **<MODE/ESC>** repeatedly until **diS** (normal) or **rdiS** (inverted) shows on the display.
2. Use **<UP>** or **<DOWN>** to select the desired orientation.
3. Press **<ENTER>**.

## Temperature Display

To view the LED's temperature, follow the instructions below:

1. Press **<MODE/ESC>** repeatedly until **tCXX** shows on the display. The temperature will be shown in degrees Celsius.

## Reset Software

To reset the software in the Intimidator™ Spot 100 IRC, do the following:

1. Press **<MODE/ESC>** repeatedly until **rEst** shows on the display.
2. Press **<ENTER>**

## Load Factory Defaults

To load the factory default settings in the Intimidator™ Spot 100 IRC, follow the instructions below:

1. Press **<MODE/ESC>** and until **LoAd** shows on the display.
2. Press **<ENTER>**.



---

## Master/Slave Mode

The Master/Slave mode allows a single Intimidator™ Spot 100 IRC unit (the “master”) to control the actions of one or more Intimidator™ Spot 100 IRC units (the “slaves”) without the need of a DMX controller. The master unit will be set to operate in either Automatic 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 one of the following shows on the display: **SLAV**, **NASL**, **NAFA**, **NStS**, **NSti**.
2. Use **<UP>** or **<DOWN>** to select **SLAV**.
3. Press **<ENTER>** and **Son** shows on the display.
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 Automatic 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.**

---

## 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. However, usage and environmental conditions contribute to increased cleaning frequency.

To clean the product, follow the instructions below:

- Unplug the product from power.
- Wait until the product is at room temperature.
- 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/transparent 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 or glass/transparent surface.
- Gently polish the external optics and glass/transparent surfaces until they are free of haze and lint.



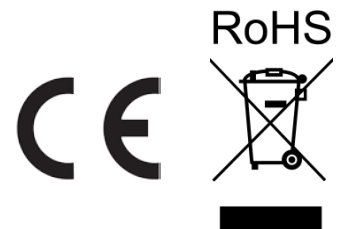
**Always dry the external optics and glass/transparent surfaces carefully after cleaning them.**



**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
	7.8 in (198 mm)	5.8 in (148 mm)	11.6 in (295 mm)	6.6 lb (3 kg)
	Note: Dimensions in inches rounded to the nearest decimal digit.			
Power	Power Supply Type	Range	Voltage Selection	
	Switching (internal)	100~240 V, 50/60 Hz	Auto-ranging	
	Parameter	120 V, 60 Hz	230 V, 50 Hz	
	Consumption	48 W	51 W	
	Operating current	0.4 A	0.2 A	
	Fuse	F 2 A, 250 V	F 2 A, 250 V	
	Power I/O	US/Worldwide	UK/Europe	
	Power input connector	IEC	IEC	
	Power output connector	N/A	N/A	
	Power Cord plug	Edison (US)	Local plug	
	Light Source	Type	Power	Lifespan
LED		10 W	50,000 hours	
Color		Quantity	Current	
White		1	3 A	
Photo Optic	Parameter			
	Illuminance @ 2 m	3280 lx		
	Beam angle	13°		
	Strobe rate	0—20 Hz		
Thermal	Maximum External Temp.	Cooling System		
	104 °F (40 °C)	Fan-cooled		
DMX	I/O Connectors	Connector Type	Channel Range	
	3- XLR	Sockets	6, 11	
Ordering	Product Name	Item Code	Item Number	
	Intimidator™ Spot 100 IRC	08010755	781462211035	



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To return a product or request support:

- In the U.S., contact CHAUVET® World Headquarters (see below).
- In the UK or Ireland, contact CHAUVET® Europe Ltd. (see below).
- In any other country, DO NOT contact CHAUVET®. Contact your distributor. 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, 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® 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.

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
- 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

### 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](mailto:tech@chauvetlighting.com)

#### World Wide Web

[www.chauvetlighting.com](http://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](mailto:uktech@chauvetlighting.com)

#### World Wide Web

[www.chauvetlighting.co.uk](http://www.chauvetlighting.co.uk)