OVATION
H-265WW

CHAUVET
PROFESSIONAL

Edition Notes

The Ovation H-265WW User Manual includes a description, safety precautions, installation, programming, operation and maintenance instructions for the Ovation H-265WW as of the release of this edition.

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Document Printing

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

Intended Audience

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

Disclaimer

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Document Revision

This Ovation H-265WW User Manual is the 6th edition of this document. Go to www.chauvetprofessional.com for the latest version.

TABLE OF CONTENTS

1. Before You Begin

What Is Included

- Ovation H-265WW
- 45° and 25° lenses
- 80° filter

- Egg crate
- Quick Reference Guide

Claims

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

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

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

Manual Conventions

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

Symbols

Symbol	Meaning
⚡	Electrical warning. Not following these instructions may cause electrical damage to the product, accessories, or the user.
⚠	Critical installation, configuration, or operation information. Not following these instructions may make the product not work, cause damage to the product, or cause harm to the operator.
ⓘ	Important installation or configuration information. The product may not function correctly if this information is not used.
📝	Useful information.

⚠ **Any reference to data or power connections in this manual assumes the use of Seetronic IP rated cables.**

📝 **The term "DMX" used throughout this manual refers to the USITT DMX512-A digital data transmission protocol.**

FCC Compliance

This device complies with Part 15 Part B of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Safety Notes

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

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

ⓘ **All applicable local codes and regulations apply to proper installation of this product.**

Personal Safety

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

Mounting and Rigging

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

Power and Wiring

- Make sure the power cord is not crimped or damaged.
- Always make sure you are connecting this product to the proper voltage in accordance with the specifications in this manual or on the product's specification label.
- To eliminate unnecessary wear and improve its lifespan, during periods of non-use completely disconnect the product from power via breaker or by unplugging it.
- Never connect this product to a dimmer pack or rheostat.
- Make sure to replace the fuse with another of the same type and rating.
- Never disconnect this product by pulling or tugging on the power cable.

Operation

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

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

Expected LED Lifespan

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

2. Introduction

Description

The Ovation H-265WW is a silent, convention cooled LED house light with a warm white light output and a CRI.The unit also features 16-bit dimming, RDM and W-DMX control as well as adjustable PWM to prevent flickering on televised performances. Interchangeable lenses for height adjustment are another feature in theatrical and house of worship applications. For even more versatility, the yoke can be completely removed, and the fixture suspended, pendant style, from a loop on the back plate. Available in black or white.

Features

- DMX personalities:
    - 1Ch: dimmer
    - 2Ch: dimmer, 16-bit dimmer
    - 3Ch: dimmer, 16-bit dimmer, strobe
    - 6Ch: dimmer, 16-bit dimmer, strobe, auto programs, auto speed, control
- High-power warm white, convection-cooled house light
- Interchangeable lens plates to adapt to different mounting heights
- 5-pin XLR and terminal blocks for DMX connections
- Included yoke and integrated safety loop for mounting
- 16-bit dimming for ultra-smooth fades
- DMX, WDMX, and RDM (Remote Device Management) for added programming flexibility
- Adjustable PWM (Pulse Width Modulation) to avoid flickering on camera

Product Overview

Product Dimensions

9.4 in
240 mm

10 in
254 mm

13.1 in
333 mm

13.34 in
339 mm
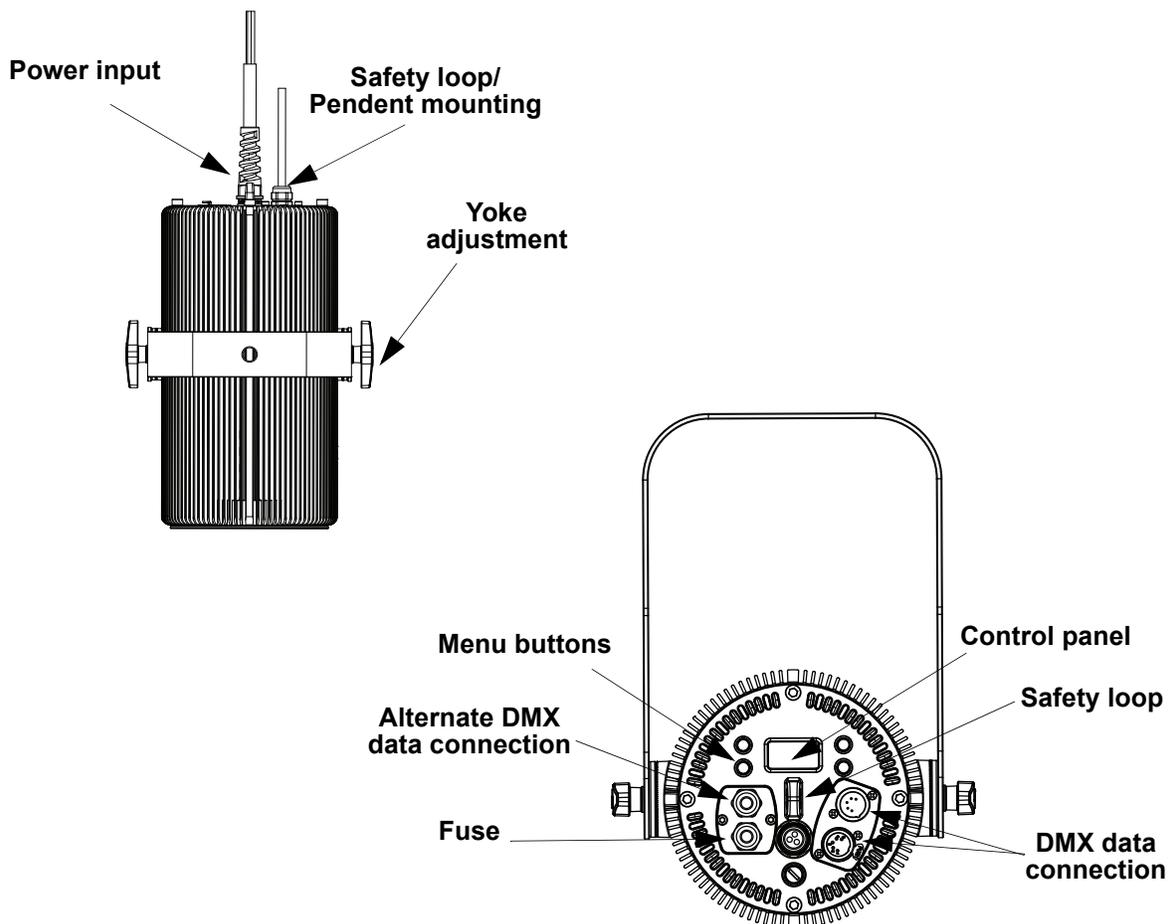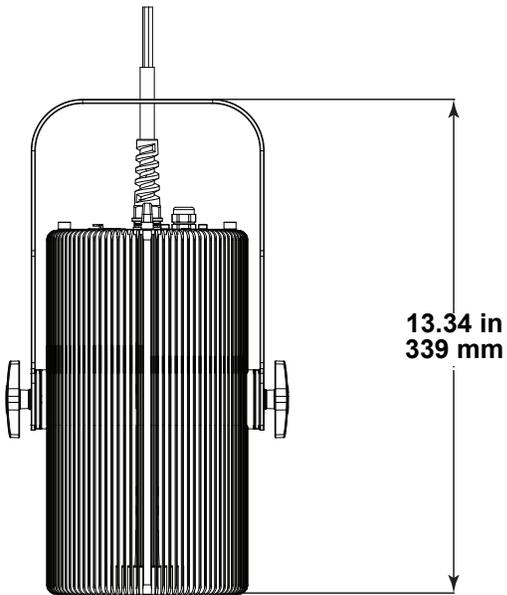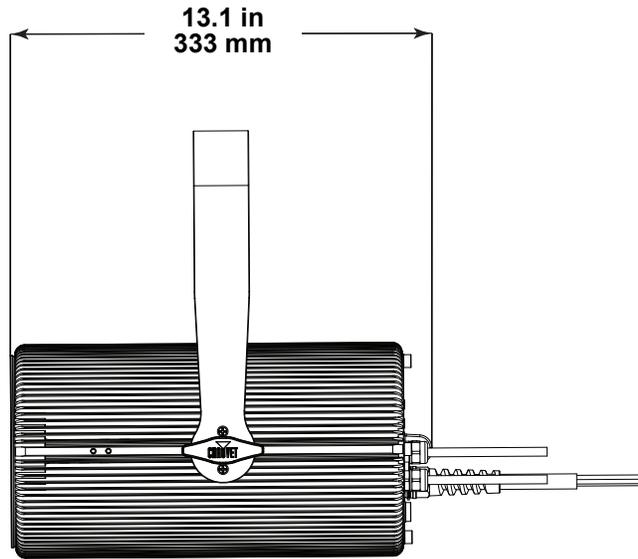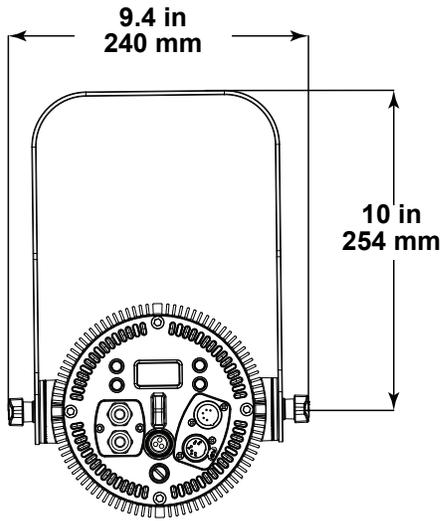
3. Setup

AC Power

Each Ovation H-265WW has an auto-ranging power supply that works with an input voltage range of 100 to 240 VAC, 50/60 Hz. To determine the power requirements for each Ovation H-265WW, refer to the label affixed to the product. You can also refer to the Technical Specifications chart in this manual.

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

⚠ • **Always connect the product to a protected circuit (a 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.**

AC Plug

The Ovation H-265WW comes with a bare-ended power input cord. The product side of this power cord enters the product through a strain reliever (rubber boot), and it cannot be disconnected from the product. Use the table below to wire the plug to the power cord.

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

📝 **The Ovation H-265WW includes a 15 ft., (4.5 m) cable attached to allow for pendent mounting.**

Fuse Replacement

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

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

DMX Linking

You can link the Ovation H-265WW to a DMX controller using a 5-pin DMX connection or hard wiring using the Phoenix connector. If using other DMX-compatible products with this product, you can control each individually with a single DMX controller. A DMX Primer is available from www.chauvetprofessional.com.

DMX Personalities

The Ovation H-265WW uses a DMX data connection for the 1-, 2-, 3- or 6-Ch DMX personalities.
• Refer to the Introduction for a brief description of each DMX personality.
• Refer to the Operation chapter to learn how to configure the Ovation H-265WW to work in these personalities.
• The DMX Values section provides detailed information regarding the DMX personalities.

RDM (Remote Device Management)

Remote Device Management, or RDM, is a standard for allowing DMX-enabled devices to communicate bi-directionally along existing DMX cabling. The Ovation H-265WW supports RDM protocol that allows feedback to monitor temperature and changes to **DMX Address**, **DMX Personality**, **Dimmer Mode**, and **LED Frequency** menu options.

Master/Slave Connectivity

The Master/Slave mode allows a Ovation H-265WW (the master) to control one or more Ovation H-265WW products (the slaves) without a DMX controller. One Ovation H-265WW becomes the master when running an auto or custom program, or by being in a Static mode.

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

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

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

Wireless Operation

In optimal conditions, the Ovation H-265WW can operate up to 300 m (900 ft) away from the W-DMX transmitter. The W-DMX receiver in the Ovation H-265WW must be paired with the W-DMX transmitter for wireless operation.

Initial Setup

1. Turn the W-DMX transmitter on.
2. Connect the W-DMX transmitter to a DMX controller.
3. Place the Ovation H-265WW within 300 m from the W-DMX transmitter.
4. Disconnect any DMX cable from the Ovation H-265WW.
5. Turn the Ovation H-265WW on.

Configuration

1. From the Ovation H-265WW control panel, go to **DMX Address**.
2. Select the start address, as with any other DMX compatible product.
3. Go to **Wireless Setting > Receive On/Off.**
4. Select **On**. (The Signal Strength Indicator will show a ? in front of the bars)
5. Press the reset button on the W-DMX transmitter. (The Signal Strength Indicator on the Ovation H-265WW will show a ⚡ in front of the bars for 3 seconds while a connection is established.

Product Pairing

If the Ovation H-265WW has already been paired with the W-DMX transmitter, the Signal Strength Indicator in the middle of the LCD screen will show the strength of the signal. In this case, the Ovation H-265WW is ready to work in Wireless mode. Pairing the Ovation H-265WW and a new W-DMX transmitter:

1. From the Ovation H-265WW control panel, go to **Wireless Setting**.
2. Select the **Receive Reset**. The Signal Strength Indicator on the Ovation H-265WW will show a **?** in front of the bars.
3. From the W-DMX transmitter, press <**RESET**> (the Signal Indicator on the transmitter will flash).
4. Once the transmitter has found the Ovation H-265WW, the Signal indicator on the W-DMX transmitter will illuminate solid.
5. The Signal Strength Indicator in the middle of the LCD screen on the Ovation H-265WW will show the strength of the signal.

> **W-DMX operation can be interrupted or inhibited by liquid masses between the transmitter and receiver such as water, snow, or people. For best results, keep the area between the transmitter and receiver clear of any liquid mass.**

Mounting

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

Orientation

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

Rigging

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

- Before deciding on a location for the product, make sure there is easy access to the product for maintenance and programming purposes.
- Make sure that the structure onto which you are mounting the product can support the product's weight. See the Technical Specifications for weight information.
- When mounting the product overhead, always use a safety cable. Mount the product securely to a rigging point, whether an elevated platform or a truss.
- When rigging the product onto a truss, use a mounting clamp of appropriate weight capacity.
- When power linking multiple products, mount the products close enough for power-linking cables to reach.
- The bracket adjustment knobs allow for directional adjustment when aiming the product to the desired angle. Only loosen or tighten the bracket knobs manually. Using tools could damage the knobs.

Procedure

The Ovation H-265WW comes with a double-bracketed yoke to which you can either attach mounting clamps for hanging or simply use as a floor stand. You must supply the mounting clamps. Make sure the clamps are capable of supporting the weight of this product. Use at least one mounting point per product. For the CHAUVET Professional line of mounting clamps, go to http://www.trusst.com/products.

Mounting Diagram

Safety cable

Mounting clamp
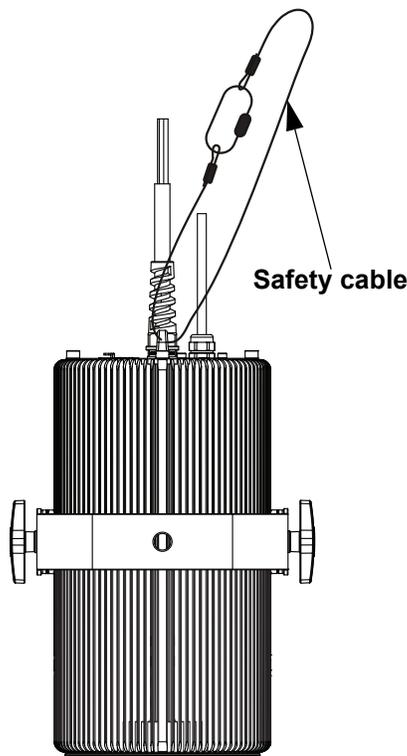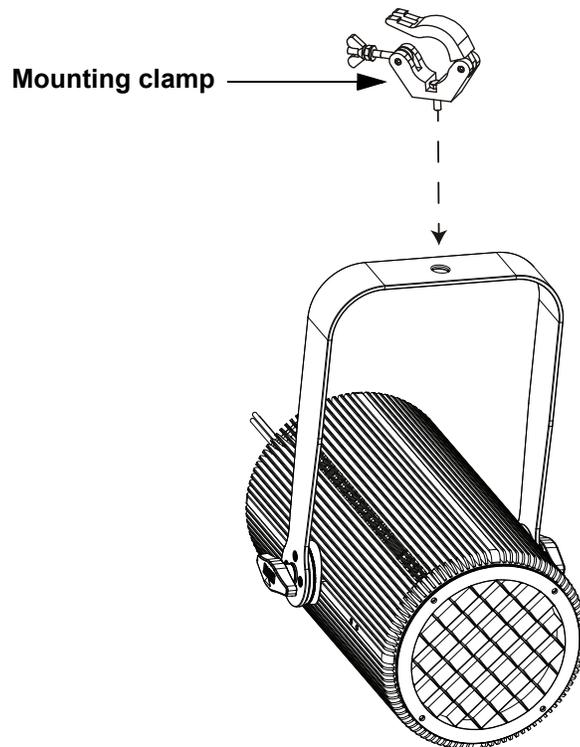
Pendent Mounting   **Overhead Mounting**

4. Operation

Control Panel Operation

Button	Function
<MENU>	Exits from the current menu or function
<ENTER>	Enables the currently displayed menu or sets the currently selected value into the selected function
<UP>	Navigates upwards through the menu list or increases the numeric value when in a function
<DOWN>	Navigates downwards through the menu list or decreases the numeric value when in a function

Control Options

Set the Ovation H-265WW starting address in the 001-512 DMX range. This enables control of up to 102 products in the 5-channel personality.

Programming

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

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

Configuration (DMX)

Use DMX configurations to operate the product with a DMX controller.

DMX Personalities

This setting allows you to choose a particular DMX personality.
1. Go to the **DMX Channel** main level.
2. Select the desired personality (**1Ch**, **2Ch**, **3Ch**, or **6CH**).

> **Make sure that the starting addresses on the various products do not overlap due to the new personality setting.**

DMX Control

In this mode, each product will respond to a unique starting address from the DMX controller. All products with the same starting address will respond in unison.
1. Select a DMX personality as shown in DMX Personalities.
2. Set the starting address:
   a. Go to **DMX Address** main level.
   b. Select the starting address (**001**–**512**).

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

DMX Personality	DMX Address
6	**507**
3	**510**
2	**511**
1	**512**

Menu Map

Main Level	Programming Levels		Description
DMX Address	Address	001-512	Selects the starting address
DMX Channel		1Ch	1-channel: dimmer
		2Ch	2-channel: dimmer, 16-bit dimmer
		3Ch	3-channel: dimmer, 16-bit dimmer, strobe
		6Ch	6-channel: dimmer, 16-bit dimmer, strobe, auto programs, auto speed, control
Static	Dimmer	000-255	Controls intensity
	Strobe		Controls strobe rate
Auto Show	Auto 1	001-100	Selects automatic programs and auto program speed
	Auto 2		
	Auto 3		
Master/Slave	Master		Master mode
	Slave		Slave mode
Dimmer Curve	S-Curve		Sets the dimmer curve
	Linear		
	Square		
	Inverse Square		
Dimmer Mode	Off		No dimmer
	Dimmer 1		Dimming curves **Dimmer 1** (fast) to **Dimmer 3** (slow)
	Dimmer 2		
	Dimmer 3		
LED Frequency	600Hz		Selects the PWM output frequency
	1200Hz		
	2000Hz		
	4000Hz		
	6000Hz		
	25KHz		
Back Light	10S		Turns off display backlight after 10 seconds of inactivity
	30S		Turns off display backlight after 30 seconds of inactivity
	2Min		Turns off display backlight after 2 minutes of inactivity
	Always On		Display backlight always on
Wireless Setting	Receive On/Off	On	Turns on the wireless setting
		Off	Turns wireless DMX function off
	Receive Reset	No	Turns on the wireless setting
		Yes	No action is taken when DMX signal is lost.
Emergency mode	On		Turns product on when DMX signal is lost
	Off		No action is taken when DMX signal is lost
Information	Fixture Hours	_ _ _ _H	Shows total hours the product has been powered on
	LED Hours	_ _ _ _H	Shows the total hours the LED lights have been on
	Version	V_._	Shows installed software version
	UID	_ _ _ _ _ _ _ _ _ _ _ _	Shows product UID
Reset Factory	No		Reset to factory defaults
	Yes		

DMX Values

1Ch

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

2Ch

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

3Ch

Channel	Function	Value	Percent/Setting
1	Dimmer	000 ⇔ 255	0-100%
2	Dimmer fine	000 ⇔ 255	0-100%
3	Strobe	000 ⇔ 010	No function
		011 ⇔ 255	Strobe, slow to fast

6Ch

Channel	Function	Value	Percent/Setting
1	Dimmer	000 ⇔ 255	0-100%
2	Dimmer Fine	000 ⇔ 255	0-100%
3	Strobe	000 ⇔ 010	No function
		011 ⇔ 255	Strobe, slow to fast
4	Auto programs	000 ⇔ 015	No function
		016 ⇔ 095	Auto program 1
		096 ⇔ 175	Auto program 2
		176 ⇔ 255	Auto program 3
5	Auto speed	000 ⇔ 255	0-100%
6	Control (hold for 3 seconds, then release)	000 ⇔ 007	No function
		008 ⇔ 015	Dimmer reset
		016 ⇔ 023	Dimmer: S-Curve
		024 ⇔ 031	Dimmer: linear
		032 ⇔ 039	Dimmer: square
		040 ⇔ 047	Dimmer: inverted square
		048 ⇔ 055	Dimmer speed mode off
		056 ⇔ 063	Dimmer speed mode 1
		064 ⇔ 071	Dimmer speed mode 2
		072 ⇔ 079	Dimmer speed mode 3
		080 ⇔ 087	Fan auto
		088 ⇔ 095	Fan on
		096 ⇔ 103	Fan off
		104 ⇔ 111	Fan silent
		112 ⇔ 255	No function (reserved)

Configuration (Standalone)

Use standalone configuration to operate the product without a DMX controller.

Static Mode

The Manual Static mode allows for manual control of intensity and strobe rate without a DMX controller.
1. Go to the **Static** main level.
2. Select the **Dimmer** programming level.
3. Select the desired intensity value **0–255**.
4. Go to the **Strobe** programming option.
5. Select the desired strobe rate value **0–255**

Auto Programs

Auto programs allow for standalone dynamic mixing without a DMX controller.
1. Go to the **Auto Show** main level.
2. Select the desired auto **Auto 1-3**.
3. Select the desired speed **Speed 001-100**.

> **The auto programs cannot be edited.**

Master/Slave

The Master/Slave mode allows a group of Ovation H-265WW products (the slaves) to simultaneously duplicate the output of another Ovation H-265WW (the master) without a DMX controller.
To set each of the slaves:
1. Go to the **Master/Slave** main level.
2. Select **Slave**.
To set the master:
1. Go to the **Master/Slave** main level.
2. Select **Master**.
3. Select an auto program as explained in Auto Programs.

> • **The master is the one that runs a program whether in Auto Show or Static modes.**
> • **Do not connect a DMX controller to the products configured for Master/ Slave operation. The DMX controller may interfere with signals from the master.**
> • **The master should be the first product in the daisy chain.**

Dimmer Curve

To set the dimmer curve, follow the instructions below:
1. Go to the Dimmer Curve main level.
2. Select the desired option (**Linear**, **Square**, **Inverse Square**, or **S-Curve**).

Dimmer Profiles

This setting determines how fast the output of the Ovation H-265WW changes when you modify the values of the white, and dimmer faders. This setting provides four different options to
1. Go to the **Dimmer Mode** main level.
2. Select a dimmer curve **OFF**, **Dimmer 1**, **Dimmer 2**, or **Dimmer 3**.

LED Frequency

This option changes the Pulse Width Modulation (PWM) frequency of the LEDs on the Ovation H-265WW.
1. Go to the **LED Frequency** main level.
2. Select PWM Frequency (**600Hz**, **1200Hz**, **2000Hz**, **4000Hz**, **6000Hz**, or **25Khz**).

Back Light

This setting allows for selection of the amount of time the back light on the Ovation H-265WW's display stays on after the last button is pressed on the control panel.

1. Go to the **Back Light** main level.
2. Select **10S** (10 seconds), **30S** (30 seconds), **2Min** (2 minutes), or **Always On** (remains on).

Wireless Settings

This mode allows the product to be used wirelessly. For detailed setup of this feature see Wireless Operation. To disable this feature:

1. Go to **Wireless Setting**
2. Select **Receive On/Off** or **Receive Reset**.
3. Press **Enter** on the desired setting.

System Information

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

1. Go to the **Information** main level.
2. Select **Fixture Hours**, **LED Hours**, **Version**, or the product's **UID**.

Emergency Mode

This feature can be set to turn on the Ovation H-265WW in the event DMX signal is lost.

1. Go to the **Emergency Mode** main level.
2. Select **On** or **Off.**

Reset Factory

This option restores the Ovation H-265WW to the original factory settings.

1. Go to the **Reset Factory** main level.
2. Select **Yes** or **No**.

5. Technical Information

Product Maintenance

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

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

To clean the product:

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

ⓘ **Always dry the transparent surfaces carefully after cleaning them.**

6. Technical Specifications

Dimensions and Weight

Length	Width	Height	Weight
13.11 in (333 mm)	9.41 in (240 mm)	13.34 in (339 mm)	17.8 lb (8.1 kg)

Note: Dimensions in inches rounded to the nearest hundredth.

Power

Power Supply Type	Range	Voltage Selection
Switching (internal)	100 to 240 VAC, 50/60 Hz	Auto-ranging

Parameter	120 V, 60 Hz	208 V, 60Hz	230 V, 50 Hz
Consumption	147 W	147 W	149 W
Operating current	1.21 A	0.694 A	0.641 A
Fuse	T 3.15 A, 250 V	T 3.15 A, 250 V	T 3.15 A, 250 V

Power I/O	U.S./Canada	Worldwide
Power input connector	Hard-wired	Hard-wired
Power cord plug	Bare-wired	Bare-wired

Light Source

Type	Power	Lifespan
LED	230 W	50,000 hours

Color	Quantity	Current
WW	1	2.3 A

Photometrics

Parameter	80° Filter	65° Lens	45° Lens	25° Lens
Beam angle	40°	50°	39°	19°
Field angle	79°	79°	69°	36°
Illuminance @ 5 m	325 lux	400 lux	623 lux	1,933 lux

Thermal

Maximum External Temperature	Cooling System
113 °F (45 °C)	Convection

DMX

I/O Connector	Channel Range
5-pin XLR, Phoenix connector	1, 2, 3 or 6

Ordering

Product Name	Item Code	UPC Number
OVATIONH265WW	03031466	781462218140

$C \bigcirc US$ MET ®

UL 1573
CSA C22.2 No. 166
E113093

CE RoHS

Returns

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

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

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

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

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

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

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

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

Contact Us

General Information	Technical Support
Chauvet World Headquarters	
Address: 5200 NW 108th Ave.	Voice: (844) 393-7575
Sunrise, FL 33351	Fax: (954) 756-8015
Voice: (954) 577-4455	Email: chauvetcs@chauvetlighting.com
Fax: (954) 929-5560	
Toll Free: (800) 762-1084	Website: www.chauvetprofessional.com
Chauvet Europe Ltd	
Address: Unit 1C	Email: UKtech@chauvetlighting.eu
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Pinxton, Nottingham, UK	Website: www.chauvetprofessional.eu
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Chauvet Europe BVBA	
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Germany	Website: www.chauvetprofessional.eu
Voice: +49 421 62 60 20	
Chauvet Mexico	
Address: Av. de las Partidas 34 - 3B	Email: servicio@chauvet.com.mx
(Entrance by Calle 2)	
Zona Industrial Lerma	Website: www.chauvetprofessional.mx
Lerma, Edo. de México, CP 52000	
Voice: +52 (728) 690-2010	

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