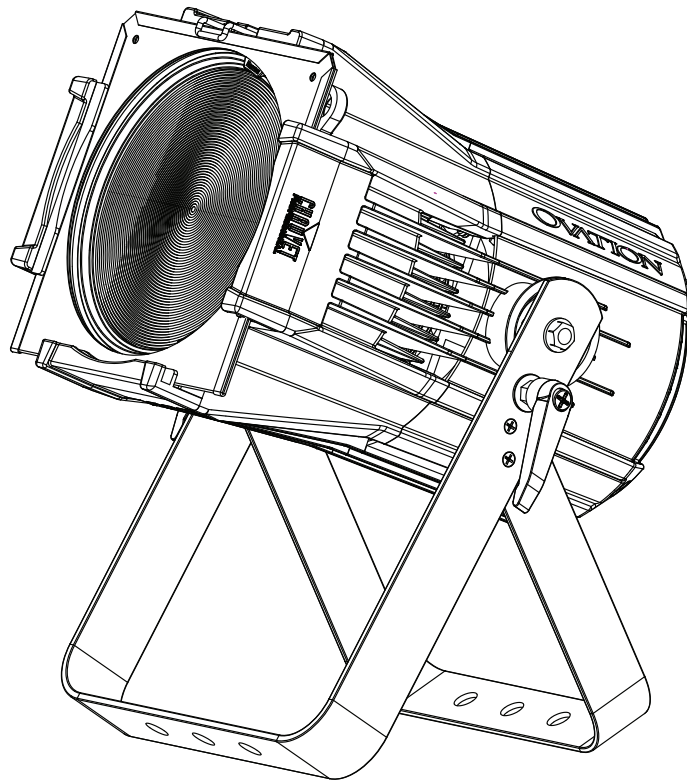


Ovation

P-56WW

User Manual




CHAUVET
PROFESSIONAL

EDITION NOTES

The Ovation P-56WW User Manual includes a description, safety precautions, installation, programming, operation and maintenance instructions for the Ovation P-56WW.

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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 P-56WW User Manual is the 2nd edition of this document. Go to www.chauvetprofessional.com for the latest version.

TABLE OF CONTENTS

1. Before You Begin	3
What Is Included	3
Claims	3
Manual Conventions	3
Symbols	3
Safety Notes.....	4
Personal Safety.....	4
Mounting and Rigging	4
Power and Wiring.....	4
Operation	4
Expected LED Lifespan.....	4
2. Introduction	5
Description	5
Features.....	5
Product Overview.....	6
Product Dimensions.....	7
3. Setup	8
AC Power.....	8
AC Plug.....	8
Power Linking.....	8
DMX Linking.....	8
DMX Personalities.....	8
Remote Device Management (RDM).....	8
Master/Slave Connectivity.....	8
Mounting	9
Orientation.....	9
Rigging.....	9
Procedure.....	9
Alternate Lens Changing Procedure.....	10
4. Operation	11
Control Panel Operation.....	11
Control Options	11
Programming.....	11
Menu Map	11
Configuration (DMX)	12
Control Personalities	12
Starting Address.....	12
DMX Values	13
6 Ch.....	13
3 Ch.....	13
2 Ch.....	13
1 Ch.....	13
Configuration (Standalone).....	13
Static Mode	13
Auto Programs	13
Master/Slave	14
Dimmer Profiles.....	14
LED Frequency	14
Fan Mode	14
Back Light	14
System Information	14

Factory Reset.....	14
5. Technical Information	15
Product Maintenance	15
6. Technical Specifications	16
Photometrics Chart	17
7. Returns	19
Contact Us.....	20

1. BEFORE YOU BEGIN

What Is Included

- Ovation P-56WW
- Gel frame holder (7.5 in/191 mm accessories)
- Neutrik powerCON power cord
- Wide, Medium, and Narrow Lenses
- 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.

 The term “DMX” used throughout this manual refers to the USITT DMX512-A digital data transmission protocol.

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

- DO NOT operate this product outdoors or in any location where dust, excessive heat, water, or humidity may affect it. (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 the product when operating.
- When hanging this product, always secure to a fastening device using a safety cable.

Power and Wiring

- Always make sure you are connecting the product to the proper voltage in accordance with the specifications in this manual or on the product's specification label.
- Never connect the product to a dimmer pack or rheostat.
- 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

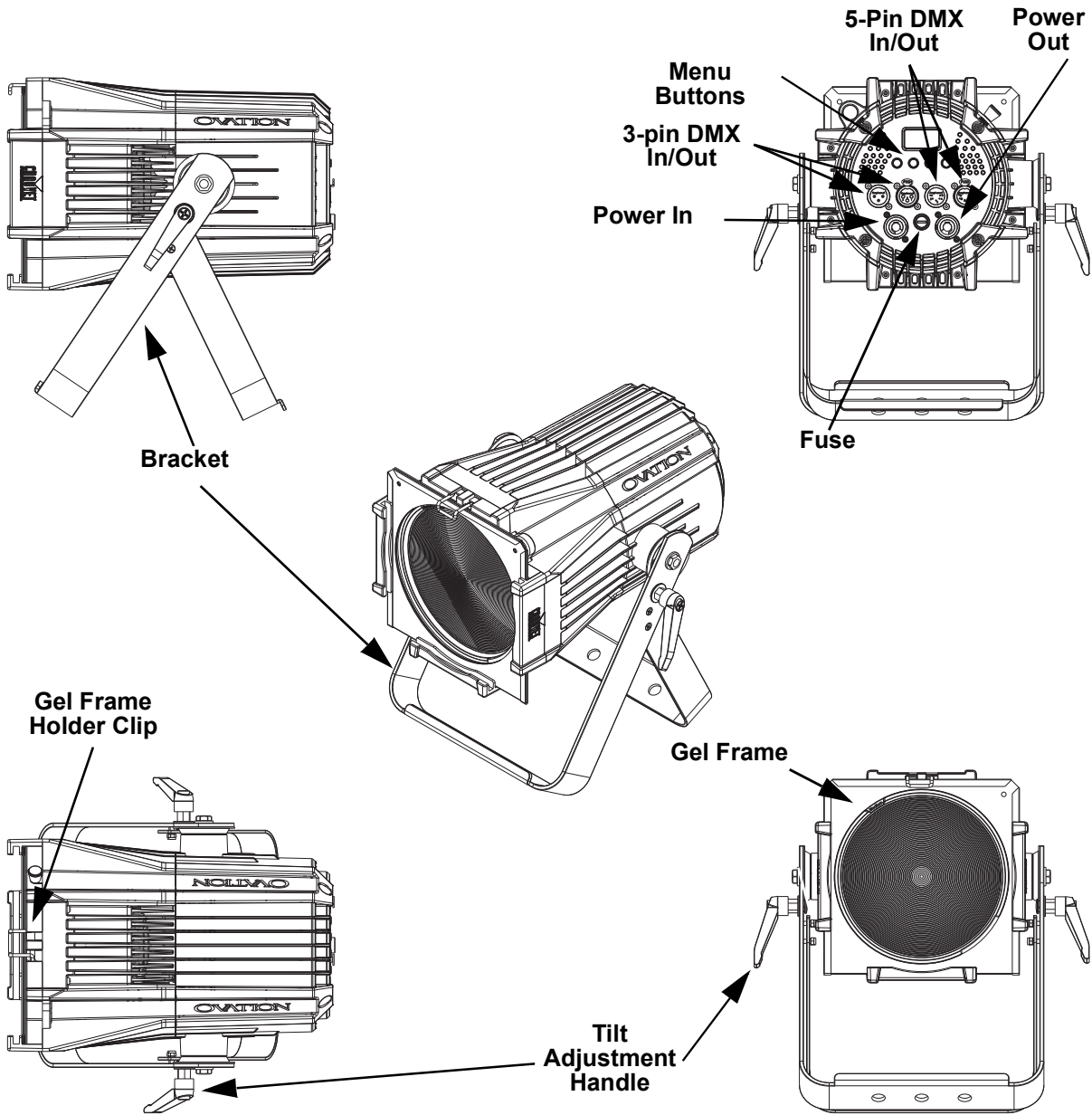
Description

The Ovation P-56WW is a bright, compact, silent par with exceptionally high CRI that is designed for theatrical and studio applications. This par product produces a homogenized, single-source, flat, even field of light with the same efficient warm white LED system found in the award-winning Ovation E-260WW ellipsoidal. Interchangeable lens plates are included for wide, medium, and narrow beam angles. The Ovation P-56WW also features extremely smooth 16-bit dimming, as well as RDM and PWM for set-up ease. The product accepts standard 7.5" beam shaping accessories.

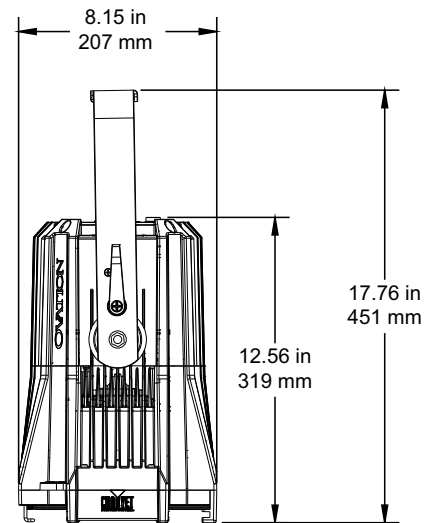
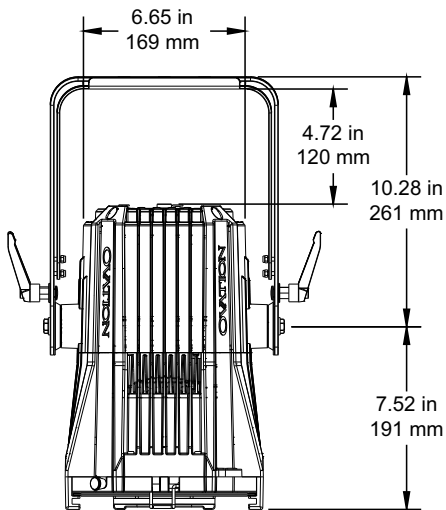
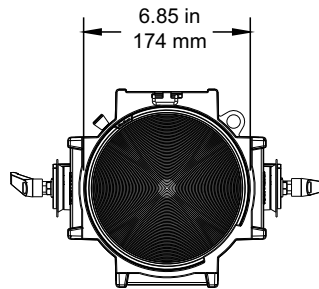
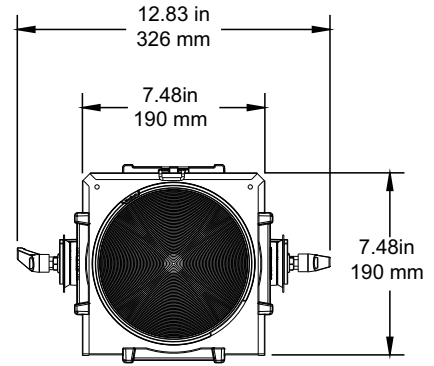
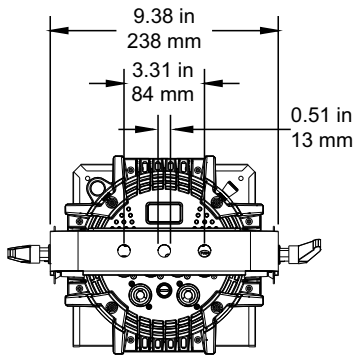
Features

- Operating modes:
 - 1 Ch: Dimmer
 - 2 Ch: 16-bit dimmer
 - 3 Ch: 16-bit dimmer, strobe
 - 6 Ch: 16-bit dimmer, strobe, auto programs, auto speed, and dimmer speed mode
- Full color PAR style fixture with homogenized single source of light
- Interchangeable lens plates included for wide, medium, and narrow beam angles
- Flat, even field of light
- Quiet operation for use in any situation with fan speed control
- RDM and variable Pulse Width Modulation for setup ease
- Accepts standard 7.5" beam shaping accessories
- 16-bit dimming resolution for smooth fades

Product Overview



Product Dimensions



3. SETUP

AC Power

Each Ovation P-56WW 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 P-56WW, 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 (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 P-56WW comes with a power input cord terminated with a Neutrik powerCON A connector on one end and an Edison plug on the other end (U.S. market). If the power input cord that came with your product has no plug, or if you need to change the plug, use the table below to wire the new plug.

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

Power Linking

The product supports power linking. You can power link up to 7 products at 120 V; up to 13 at 208 V; or up to 14 at 230 V. This product comes with a power input cord. Power linking cables are available from Chauvet for purchase.

DMX Linking

You can link the Ovation P-56WW to a DMX controller using a 3- or 5-pin DMX connection. If using other DMX-compatible products with this product, you can control each individually with a single DMX controller.

DMX Personalities

The Ovation P-56WW uses a 3- or 5-pin DMX data connection for the **1 Ch**, **2 Ch**, **3 Ch**, and **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 P-56WW to work in these personalities.
- The DMX Values section provides detailed information regarding the DMX personalities.

Remote Device Management (RDM)

Remote Device Management, or RDM, is a standard for allowing DMX-enabled devices to communicate bi-directionally along existing DMX cabling. Check the DMX controller's User Manual or with the manufacturer as not all DMX controllers have this capability. The Ovation P-56WW supports RDM protocol that allows feedback to make changes to menu map options.

Master/Slave Connectivity

The Master/Slave mode allows a Ovation P-56WW (the master) to control one or more Ovation P-56WW products (the slaves) without a DMX controller. One Ovation P-56WW 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.

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

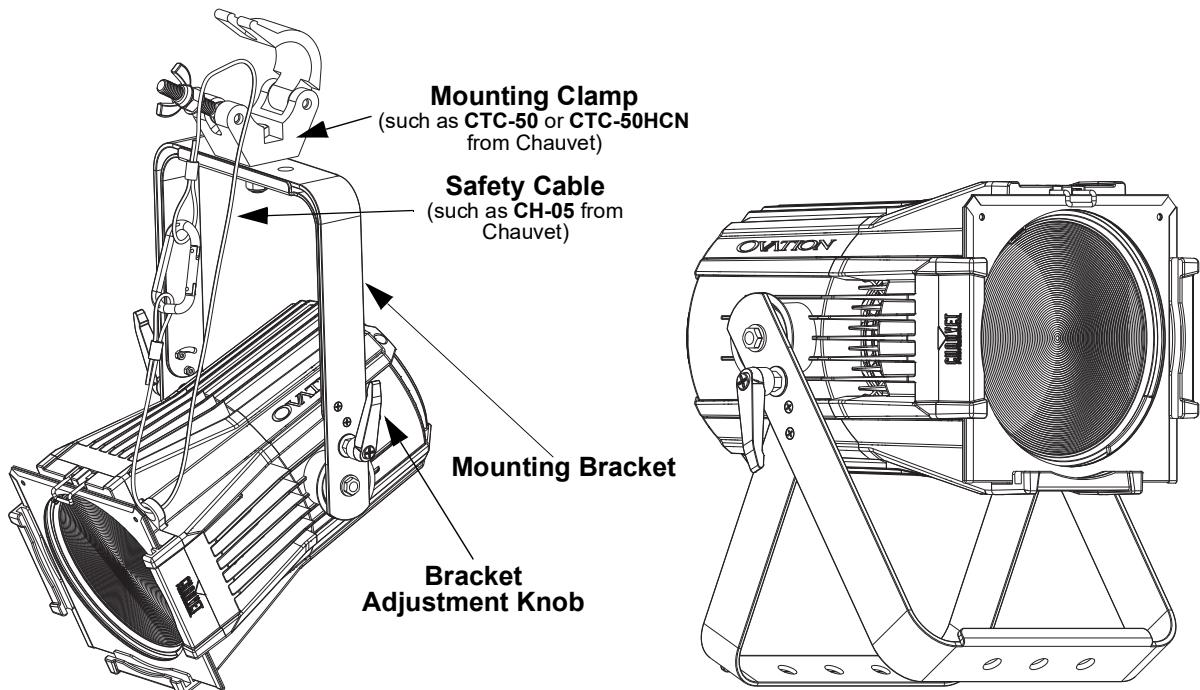
Chauvet recommends using the following general guidelines when mounting this product.

- 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 P-56WW 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



Alternate Lens Changing Procedure

The Ovation P-56WW has the ability to have different types of lenses installed. The interchangeable lenses allow the product to have alternate beam angles.

To remove a lens:

1. Pull knob up.
2. Grab the Tab on the lens and pull it out of the fixture.



Diffusion filter media (gel) attached to the fixture behind the lens may stick to the lens being removed. Use caution when removing to prevent damage to the diffusion gel.

To install a lens:

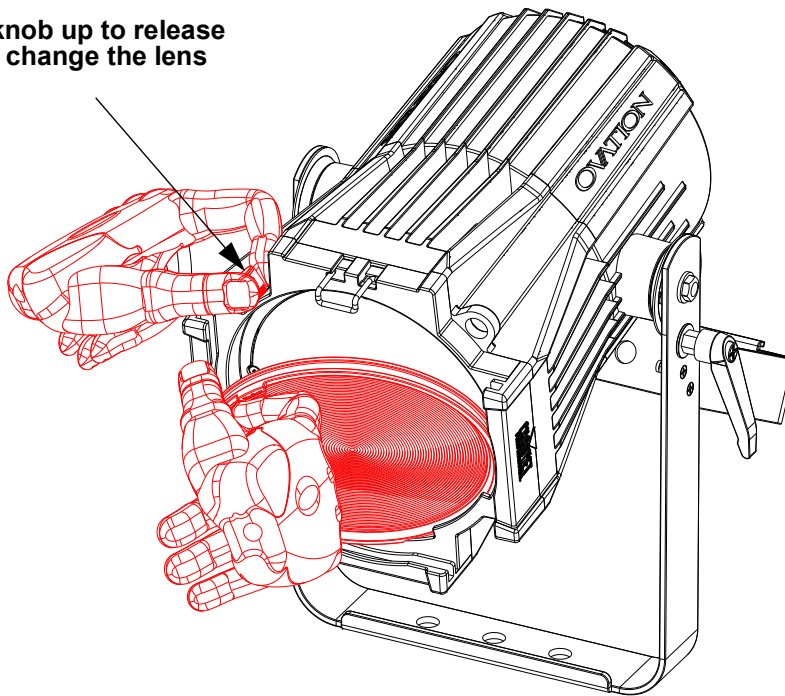
1. Pull knob up.
2. Insert the bottom of the lens at approx the 5 o'clock position with the lens tab located at the 11 o'clock position.
3. Push the top of the lens in and release the knob..



The lens type is molded into the tab.

Mounting Diagram

**Pull knob up to release
and change the lens**



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 in to the current function
<UP>	Navigates upward through the menu list or increases the numeric value when in a function
<DOWN>	Navigates downward through the menu list or decreases the numeric value when in a function

Control Options

Set the Ovation P-56WW starting address in the 001–512 DMX range. This enables control of up to 85 products in the 6-channel **6 Ch** 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.

Menu Map

Main Level	Programming Levels	Description	
DMX Address	001–512*	Selects DMX address (highest channel restricted to personality chosen)	
DMX Channel	1 Ch	1-channel: dimmer	
	2 Ch	2-channel: 16-bit dimmer, dimmer	
	3 Ch	3-channel: 16-bit dimmer, dimmer, strobe	
	6 Ch	6-channel: 16-bit dimmer, dimmer, strobe, auto programs, auto speed, dimmer speed	
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	DMX mode (Master)	
	Slave	Slave mode	
Dimmer Mode	Off	Linear dimmer	
	Dimmer 1–3	Dimming curves Dimmer 1 (fast) to Dimmer 3 (slow)	
LED Frequency	600Hz	Sets the PWM frequency	
	1200Hz		
	2000Hz		
	4000Hz		
	6000Hz		
	25KHz		
Fan Mode	Auto	Sets the fan to auto mode	
	On	Sets the fan to always on	
	Off	Sets the fan to always off	
	Silent	Sets the fan to silent	

Main Level	Programming Levels		Description
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 120 seconds of inactivity
	On		Display backlight always on
Information	Fixture Hours	<_ _ _ _H>	Shows total hours the product has been powered on
	Version	<V_ _>	Shows current firmware version
	UID	<_ _ _ _ _>	Shows product UID
Reset Factory	No		Resets the product to factory default settings
	Yes		

Configuration (DMX)

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

Control Personalities

This setting allows you to choose a particular control personality.

1. Go to the **DMX Channel** main level.
2. Select the desired personality (see table below).

Personality	Channels
1 Ch	1
2 Ch	2
3 Ch	3
6 Ch	6



- See the [Starting Address](#) section for the highest starting address you can select for each personality.
- Make sure that the starting addresses on the various products do not overlap due to the new personality setting.

Starting Address

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. Go to the **DMX Address** main level.
2. Select the starting address (**001–512**).

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

Personality	Address
1 Ch	512
2 Ch	511
3 Ch	510
6 Ch	507

OPERATION

DMX Values

6 Ch

Channel	Function	Value	Percent/Setting
1	Dimmer	000 ⇄ 255	0–100%
2	Dimmer Fine	000 ⇄ 255	0–100%
3	Strobe	000 ⇄ 010 011 ⇄ 255	No function Strobe, slow to fast
4	Auto Programs	000 ⇄ 010 011 ⇄ 085 086 ⇄ 170 171 ⇄ 255	No function Auto program 1 Auto program 2 Auto program 3
5	Auto Speed	000 ⇄ 255	0–100%
6	Dimmer Speed Mode	000 ⇄ 051 052 ⇄ 101 102 ⇄ 152 153 ⇄ 203 204 ⇄ 255	Preset dimmer speed from display menu Dimmer speed off Nonlinear dimming curve 1 (fastest) Nonlinear dimming curve 2 Nonlinear dimming curve 3 (slowest)

3 Ch

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

2 Ch

Channel	Function	Value	Percent/Setting
1	Dimmer	000 ⇄ 255	0–100%
2	Dimmer Fine	000 ⇄ 255	0–100%

1 Ch

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

Configuration (Standalone)

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

Static Mode

The Static mode allows for permanent dimmer and strobe presets without a DMX controller.

1. Go to the **Static** main level.
2. Select **Dimmer** or **Strobe**.
3. Select the desired value (**0–255**).

Auto Programs

Auto programs allow for dynamic blinder effects without a DMX controller.

1. Go to the **Auto Show** main level
2. Select the desired auto program (**Auto 1–3**).
3. Select the desired speed (**1–100**).



The auto programs cannot be edited.

Master/Slave

The Master/Slave mode allows a group of Ovation P-56WW products (the slaves) to simultaneously duplicate the output of another Ovation P-56WW (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 a static setting.



- The master is the one that runs a program.
- 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 Profiles

This setting determines how fast the output of the Ovation P-56WW changes when you modify the output value. This setting provides four different options to simulate the dimming curve of an incandescent lighting product.

1. Go to the **Dimmer Mode** main level.
2. Select a dimmer curve (**Off**, **Dimmer 1**, **Dimmer 2**, or **Dimmer 3**).



- Off:** The output is proportional (linear) to the dimmer channel value.
- Dimmer 1-3:** The output follows the dimmer value based on the corresponding dimmer curve, **Dimmer 1** being the fastest.

LED Frequency

This option changes the Pulse Width Modulation (PWM) frequency of the LEDs on the Ovation P-56WW.

1. Go to the **LED Frequency** main level.
2. Select PWM Frequency (**600Hz**, **1200Hz**, **2000Hz**, **4000Hz**, **6000Hz**, or **25Khz**).

Fan Mode

This setting determines how the fan speed on the Ovation P-56WW is set.

1. Go to the **Fan Mode** main level
2. Select **Auto** (fan speed will increase or decrease based on product temperature), **Off** (fan will stay off. Product output will decrease based on product temperature), **Silent** (fan will maintain a constant silent speed), or **On** (fan speed will always be at maximum).



WARNING: When operating in Fan Mode: Off, the fixture will become hotter to the touch than when using other fan modes. Use proper protective equipment to prevent burns. Keep a safe distance from flammable objects.



NOTICE: When operating in Fan Mode: Off, output of the fixture will be reduced and will not reach the same levels as when using other fan modes.

Back Light

This setting allows for selection of the amount of time the backlight on the Ovation P-56WW's display stays on after the last button is pressed on the control panel.

1. Go to the **Back Light** main level.
2. Select **On** (remains on), **10S** (10 seconds), **2Min** (120 seconds), or **30S** (30 seconds).

System Information

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

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

Factory Reset

This option restores the Ovation P-56WW to factory default settings.

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

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
12.48 in (317 mm)	12.83 in (326 mm)	14.0 in (363 mm)	11.6 lb (5.3 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	230 V, 50 Hz
Consumption	208 W	216 W
Operating Current	1.72 A	0.93 A
Power linking current (products)	13.6 A (7 products)	13.6 A (14 products)
Fuse	T 2 A, 250 V	T 2 A, 250 V
Power I/O	U.S./Canada	Worldwide
Power input connector	Neutrik® powerCON® A	Neutrik® powerCON® A
Power output connector	Neutrik® powerCON® B	Neutrik® powerCON® B
Power Cord plug	Edison (U.S.)	Local Plug

Light Source

Type	Power	Lifespan
LED	230 W	50,000 hours
Color	Quantity	Current
Warm White	1	3.2 A

Photometrics

Parameter	Narrow Lens	Medium Lens	Wide Lens
Beam Angle	11°	22°	48°
Field Angle	24°	39°	67°
Illuminance @ 5 m	6,680 lux	2,470 lux	475 lux

Thermal

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

DMX

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

Ordering

Product Name	Item Code	UPC Number
Ovation P-56WW	781462218485	781462218485

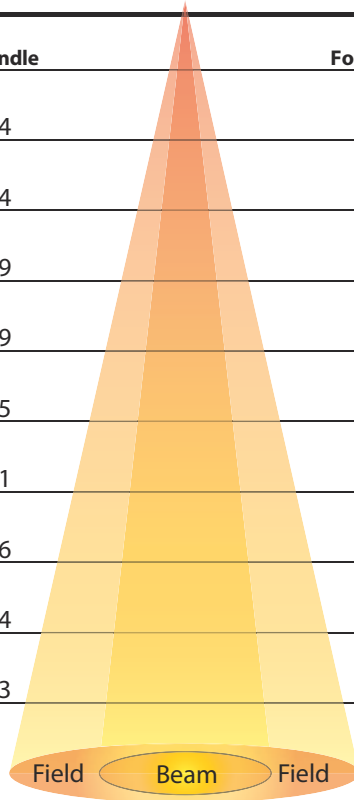


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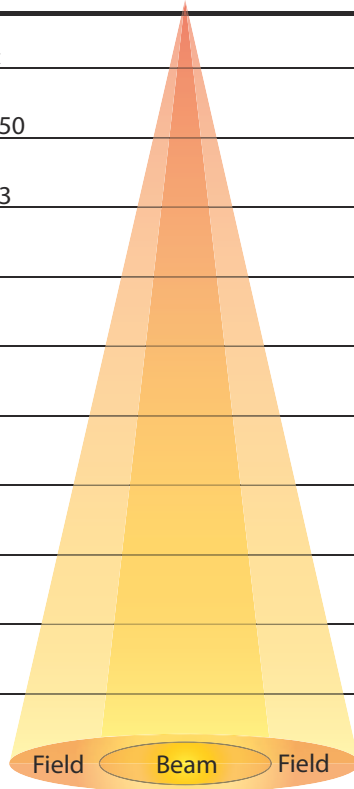


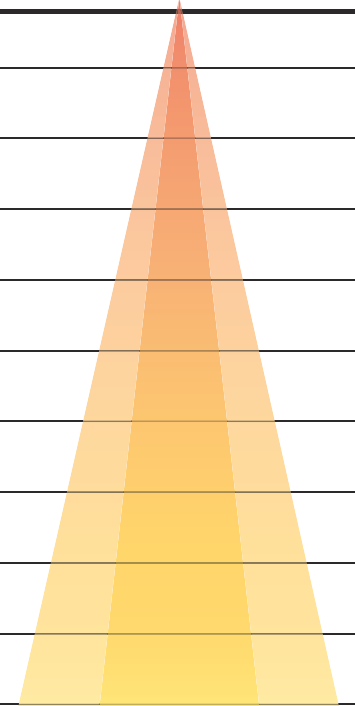
Photometrics Chart

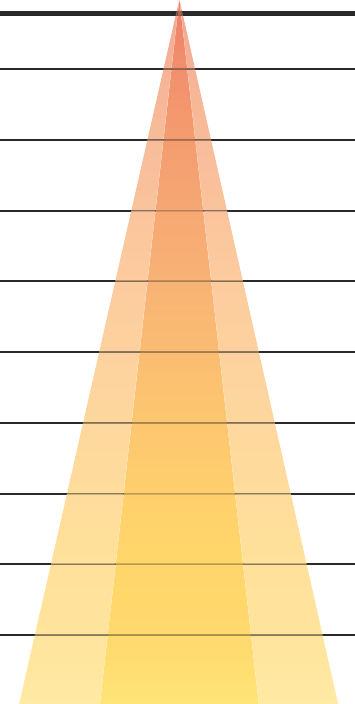
Distance	Medium		Light Source		Wide	
	22° Beam Diameter	39° Field Diameter	Footcandle	Footcandle	48° Beam Diameter	81° Field Diameter
15 ft	5.83 ft	10.62 ft	274		053	13.36 ft 26.08 ft
20 ft	7.78 ft	14.16 ft	154		030	17.81 ft 34.77 ft
30 ft	11.66 ft	21.25 ft	069		013	26.71 ft 52.16 ft
40 ft	15.55 ft	28.33 ft	039		007	35.62 ft 69.54 ft
50 ft	19.44 ft	35.41 ft	025		005	44.52 ft 86.93 ft
75 ft	29.16 ft	53.12 ft	011		002	66.78 ft 130.39 ft
100 ft	38.88 ft	70.82 ft	006		001	89.05 ft 173.86 ft
125 ft	48.60 ft	88.53 ft	004		001	111.31 ft 217.32 ft
150 ft	58.31 ft	106.24 ft	003		001	133.57 ft 256.22 ft



Distance	Medium		Light Source		Wide	
	22° Beam Diameter	39° Field Diameter	Lux	Lux	48° Beam Diameter	81° Field Diameter
1 m	0.39 m	0.71 m	11,250		61,750	0.89 m 1.71 m
2 m	0.78 m	1.42 m	2,813		15,438	1.78 m 3.42 m
5 m	1.94 m	3.54 m	450		2,470	4.45 m 8.54 m
8 m	3.11 m	5.67 m	176		965	7.12 m 13.67 m
10 m	3.89 m	7.08 m	113		618	8.90 m 17.08 m
15 m	5.83 m	10.62 m	050		274	13.36 m 25.62 m
20 m	7.78 m	14.16 m	028		154	17.81 m 34.16 m
25 m	9.72 m	17.71 m	018		099	22.26 m 42.70 m
30 m	11.66 m	21.25 m	013		069	26.71 m 51.24 m



Distance	Narrow		Light Source	Footcandle
	11° Beam Diameter	24° Field Diameter		
15 ft	2.89 ft	6.38 ft		742
20 ft	3.85 ft	8.50 ft		418
30 ft	5.78 ft	12.75 ft		186
40 ft	7.70 ft	17.00 ft		104
50 ft	9.63 ft	21.26 ft		067
75 ft	14.44 ft	31.88 ft		030
100 ft	19.26 ft	42.51 ft		017
125 ft	24.07 ft	53.14 ft		011
150 ft	28.89 ft	63.77 ft		007

Distance	Narrow		Light Source	Lux
	11° Beam Diameter	24° Field Diameter		
1 m	0.19 m	0.43 m		167,000
2 m	0.39 m	0.85 m		41,750
5 m	0.96 m	2.13 m		6,680
8 m	1.54 m	3.40 m		2,609
10 m	1.93 m	4.25 m		1,670
15 m	2.89 m	6.38 m		742
20 m	3.85 m	8.50 m		418
25 m	4.81 m	10.63 m		267
30 m	5.78 m	12.75 m		186

RETURNS

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