INTIMIDATOR™
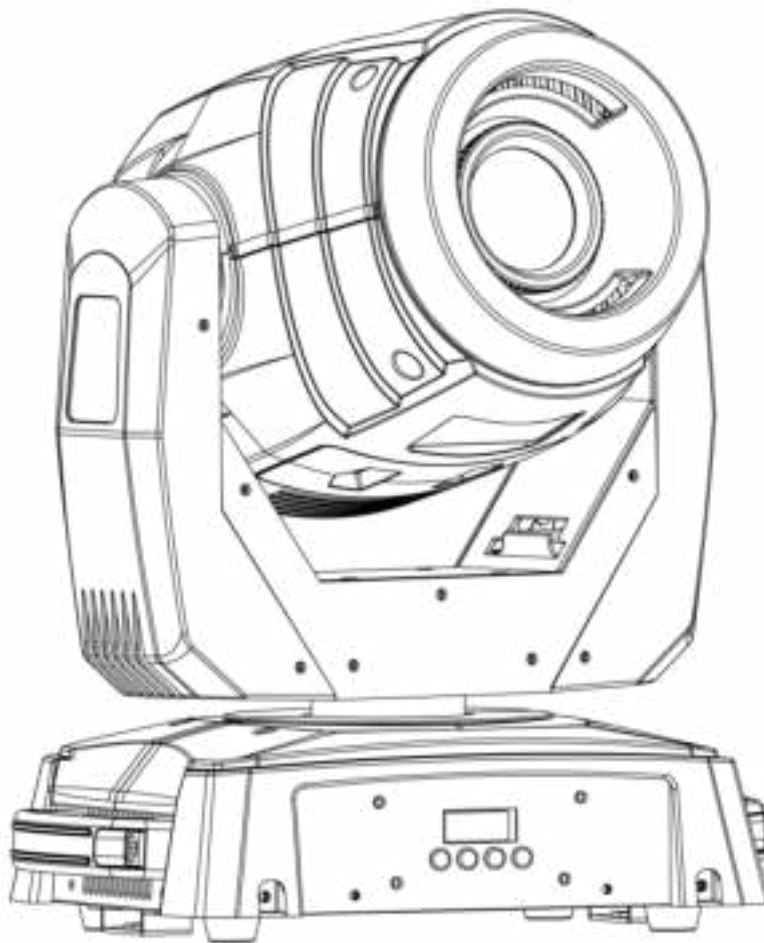## SPOT LED 350

User Manual

CHAUVET DJ
It's Green Thinking.

TABLE OF CONTENTS

1. BEFORE YOU BEGIN

What Is Included
- Intimidator™ Spot LED 350
- 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
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. 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.

Document Information
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.

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Product at a Glance

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

Safety Notes

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

⚠
- This product is not intended for permanent installation.
- Always connect the product to a grounded circuit to avoid the risk of electrocution.
- Always disconnect the product from power 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.
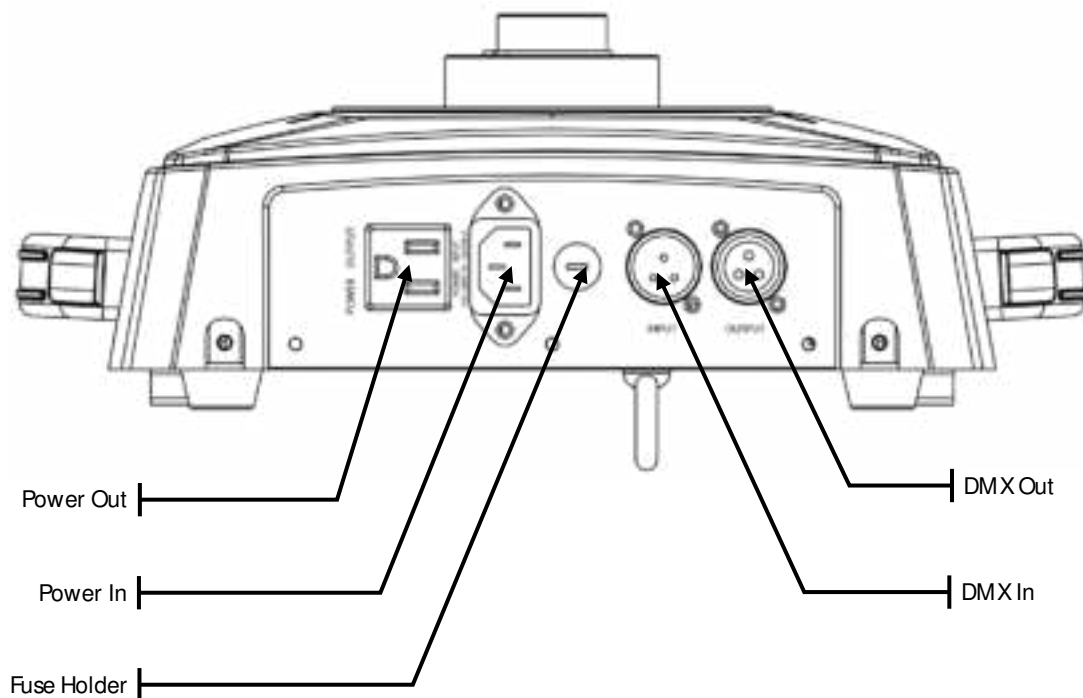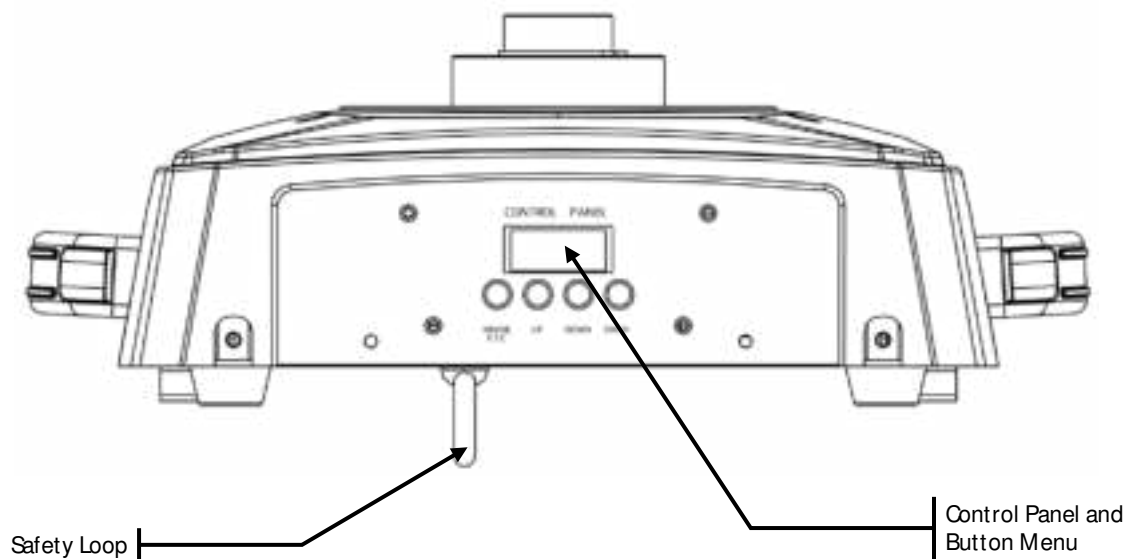
ⓘ
- Always make sure that the voltage of the outlet to which you are connecting the product is within the range stated on the decal or rear panel of the product.
- The product is for indoor use only! (IP20) To prevent risk of fire or shock, do not expose the product to rain or moisture.
- Always install 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 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.
- To eliminate wear and improve its lifespan, during periods of non-use completely disconnect from power via breaker or by unplugging it.
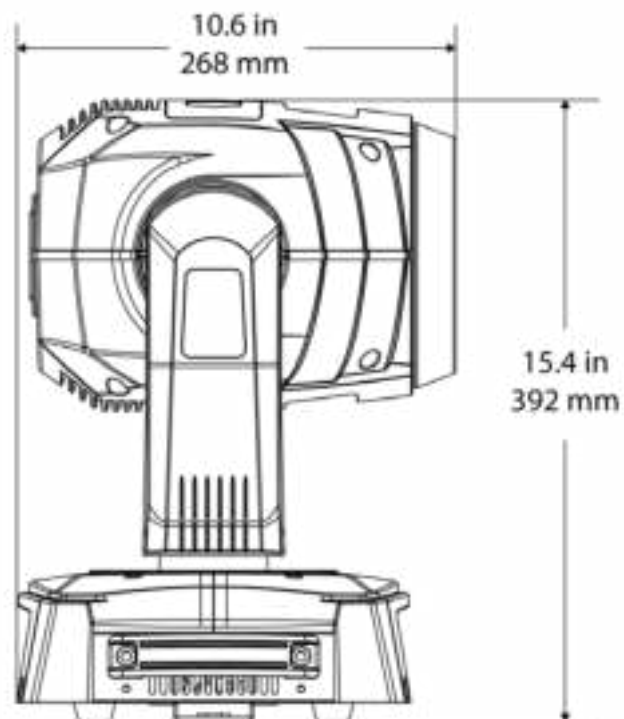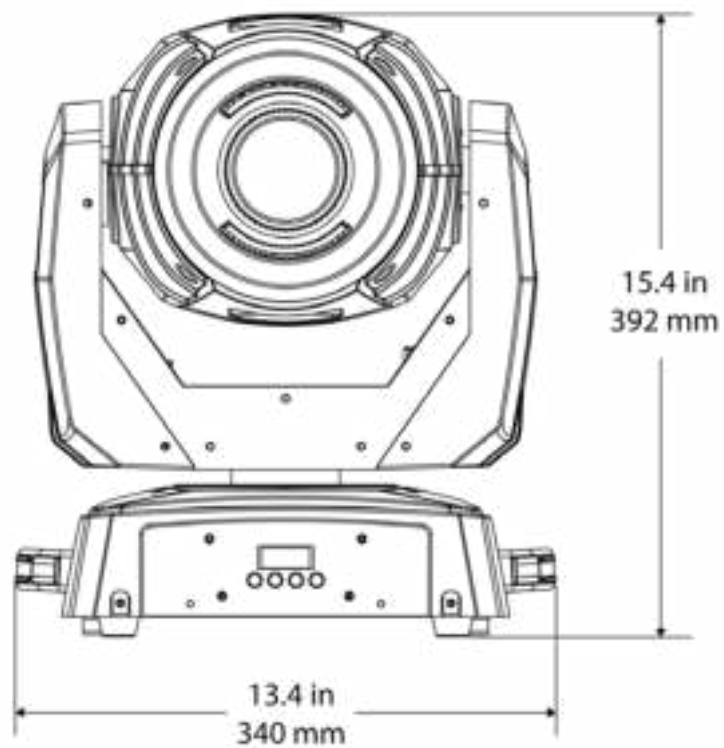
🗎 Keep this User Manual for future use. If you sell the product to another user, be sure to give this document to the next owner.

2. INTRODUCTION

Product Overview

Safety Loop

Control Panel and Button Menu

Power Out

Power In

Fuse Holder

DMX Out

DMX In

Product Dimensions

15.4 in
392 mm

13.4 in
340 mm

10.6 in
268 mm

15.4 in
392 mm

3. SETUP

AC Power   The Intimidator™ Spot LED 350 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.**
- **To eliminate wear and improve its lifespan, during periods of non-use completely disconnect from power via breaker or by unplugging it.**

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

Fuse Replacement

1. Disconnect the product from power.
2. Using a Phillips #2-head screwdriver, unscrew the fuse holder cap from the housing.
3. Remove the blown fuse.
4. Replace with a fuse of the same type and rating.
5. Screw the fuse holder cap back in place and reconnect power.

- **Disconnect the product from power before replacing the fuse.**
- **Always replace a blown fuse with another of the same type and rating.**

Power Linking The product provides power linking via the IEC outlet located in the back of the unit.

Power Linking
Diagram

1st Product

2nd Product

3rd Product

Other products
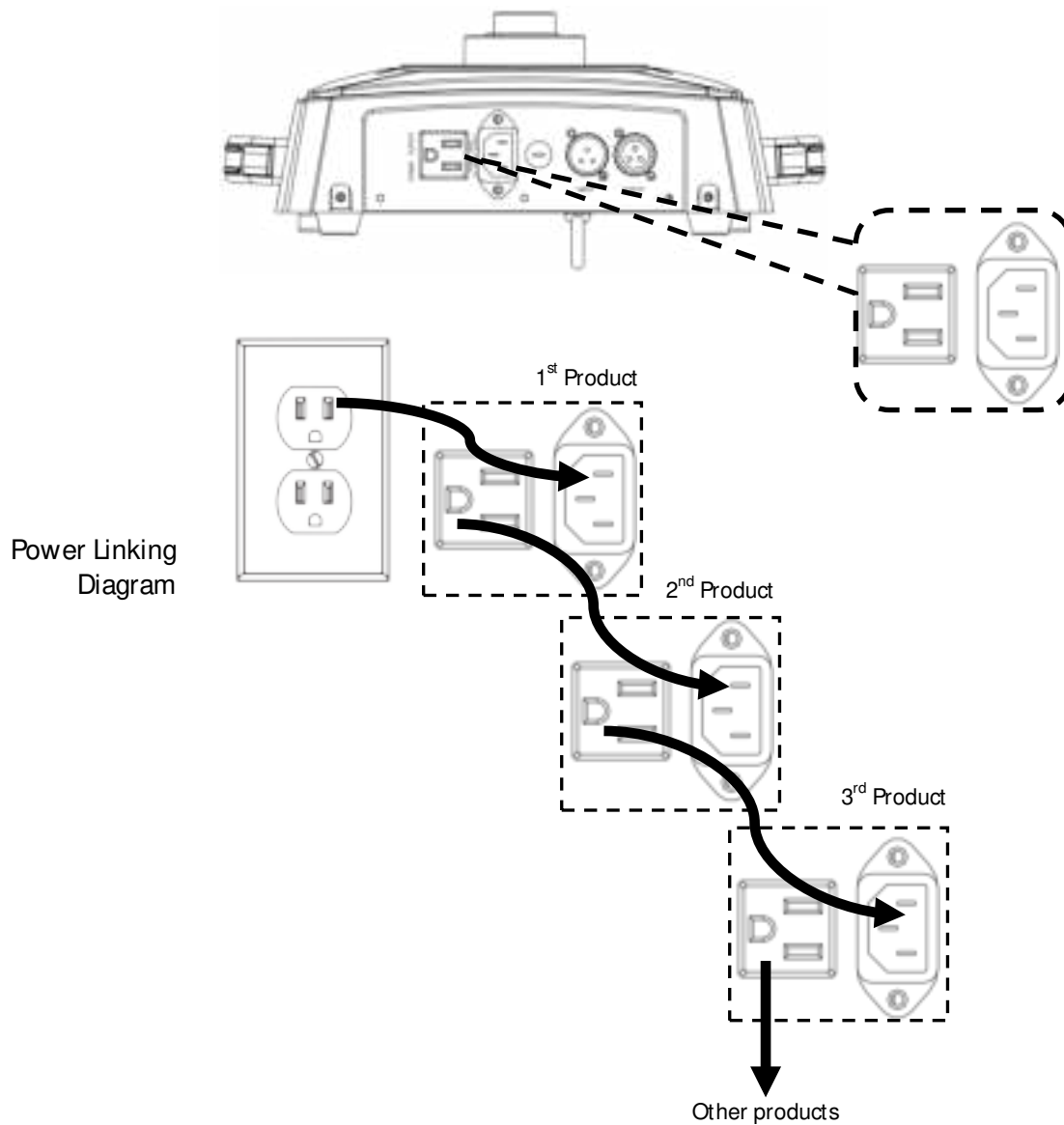
You can power link up to 3 Intimidator™ Spot LED 350 units on 120 VAC or up to 7 Intimidator™ Spot LED 350 units on 230 VAC.

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™ Spot LED 350 may be mounted in any position; however, make sure adequate ventilation is provided around the product.

Rigging
- Before deciding on a location for the product, always make sure there is easy access to the product for maintenance and programming purposes.
- Make sure that the structure or surface 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, 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 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

Bracket Attachment (x2)

Rubber Feet (x4)

Safety Loop Attachment Point
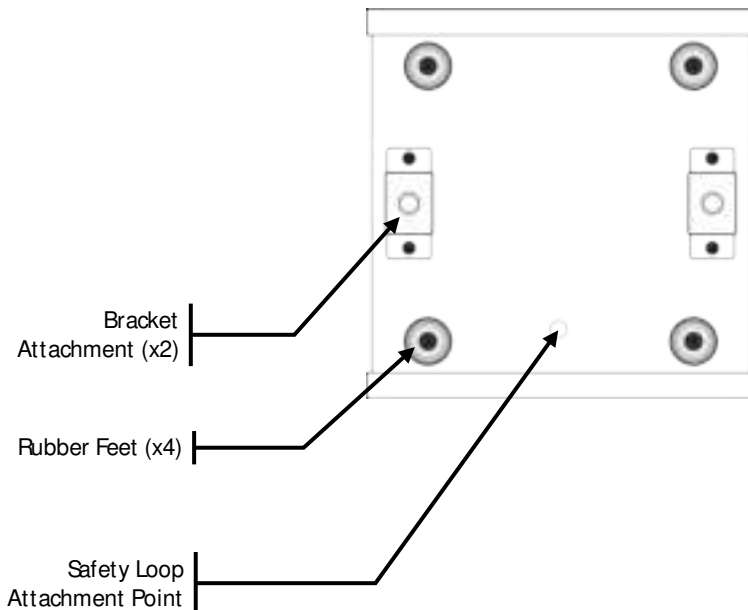
⚠ **When using only one mounting clamp with this fixture, you must use a clamp with a captive bolt to prevent accidental loosening.**

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4. OPERATION

Control Panel Operation

To access the control panel functions, use the four buttons located underneath the display.

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

Mode	Programming Steps		Description
DMX Mode	**001~512**		Sets the DMX starting address
Operation Modes	**SLAv (Son)**		Slave operating mode
	NASL (SLoU)		Automatic mode, Slow program
	NAFA (FASt)		Automatic mode, Fast program
	NStS (SrUn)		Sound-Active mode
Pan	**Normal Pan**	**PAn**	Normal Pan operation
	Inverse Pan	**r PAn**	Inverse Pan operation
Tilt	**Normal Tilt**	**tiL**	Normal Tilt operation
	Inverse Tilt	**r tiL**	Inverse Tilt operation
Display	**Normal Display**	**diS**	Change the LCD display text position
	Inverse Display	**r diS**	
Channel Mode	**14-Channel Mode**	**14CH**	Selects the DMX personality
	8-Channel Mode	**8CH**	
Manual Pan Range	**Pan 540**	**PA54**	Select Pan angle range
	Pan 360	**PA36**	
	Pan 180	**PA18**	
Manual Tilt Range	**Tilt 270**	**Ti27**	Select Tilt angle range
	Tilt 180	**Ti18**	
	Tilt 90	**Ti 9**	
Reset	**rESt**		Resets fixture
Load	**LoAd**		Load factory defaults

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™ Spot LED 350 uses up to 14 DMX channels in its 14-channel DMX mode, which defines the highest configurable address to **499**.

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

To select the starting address, do the following:

1. Press **<MODE/ESC>** repeatedly until **001** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to select the starting address.
4. Press **<ENTER>**.

DMX Personalities

The Intimidator™ Spot LED 350 has two DMX personalities, an 8-channel personality and a 14-channel personality.

To choose which DMX personality to use, follow the steps below:

1. Press **<MODE/ESC>** repeatedly until either **14CH** (to choose the 14-channel personality) or **8CH** (to choose the 8-channel personality) shows on the display.
2. Press **<ENTER>.**

DMX Channel Assignments and Values

14-CH	Channel	Function	Value		Setting
	1	Pan	000	255	0–540°
	2	Fine Pan	000	255	Fine control of panning
	3	Tilt	000	255	0–270°
	4	Fine Tilt	000	255	Fine control of tilting
	5	Speed	000	255	Pan/Tilt speed (fast to slow)
	6	Color Wheel	000	006	White
			007	013	Yellow
			014	020	Pink
			021	027	Green
			028	034	Red
			035	041	Light Blue
			042	048	Kelly Green
			049	055	Orange
			056	063	Dark Blue
			064	070	White + Yellow
			071	077	Yellow + Pink
			078	084	Pink + Green
			085	091	Green + Red
			092	098	Red + Light Blue
			099	105	Light Blue + Kelly Green
			106	112	Kelly Green + Orange
			113	119	Orange + Dark Blue
			120	127	Dark Blue + White
			128	191	Color cycling rainbow with increasing speed
			192	255	Reverse color cycling rainbow with increasing speed
	7	Gobo Wheel			
			064	071	Gobo 7 shake, from slow to fast
			072	079	Gobo 6 shake, from slow to fast
			080	087	Gobo 5 shake, from slow to fast
			088	095	Gobo 4 shake, from slow to fast
			096	103	Gobo 3 shake, from slow to fast
			104	111	Gobo 2 shake, from slow to fast
			112	119	Gobo 1 shake, from slow to fast
			120	127	Open
			128	191	Cycle effect with increasing speed
			192	255	Reverse cycle effect with increasing speed

DMX Channel Assignments and Values (cont.)

14-CH (cont.)	Channel	Function	Value		Setting
	8	**Gobo Rotation**	000	063	Indexing
			064	147	Rotation effect with increasing speed
			148	231	Reverse rotation effect with increasing speed
			232	255	Gobo bounce
	9	**Prism**	000	007	Open
			008	012	Prism on
			013	130	Prism rotation with increasing speed
			131	247	Reverse prism rotation with increasing speed
			248	255	Prism effect
	10	**Focus**	000	255	Motor focus, zoom out to zoom in
	11	**Dimmer**	000	255	0–100%
	12	**Shutter**	000	003	Closed
			004	007	Open
			008	076	Strobe effect with increasing speed
			077	145	Pulse strobe
			146	215	Random shutter
			216	255	Open
	13	**Control Functions**	000	007	No function
			008	015	Blackout while pan/tilt moving
			016	023	Blackout while moving color wheel
			024	031	Blackout while moving gobo wheel
			032	039	Disable blackout while pan/tilt/moving color wheel
			040	047	Disable blackout while pan/tilt/moving gobo wheel
			048	055	Disable blackout while moving all options
			056	095	No function
			096	103	Reset pan
			104	111	Reset tilt
			112	119	Reset color wheel
			120	127	Reset gobo wheel
			128	135	Reset gobo rotation
			136	143	Reset prism
			144	151	Reset focus
			152	159	Reset all channels
			160	255	No function
	14	**Movement Macros**	000	007	No function
			008	023	Automatic movement 1
			024	039	Automatic movement 2
			040	055	Automatic movement 3
			056	071	Automatic movement 4
			072	087	Automatic movement 5
			088	103	Automatic movement 6
			104	119	Automatic movement 7
			120	135	Automatic movement 8
			136	151	Sound-active movement 1
			152	167	Sound-active movement 2
			168	183	Sound-active movement 3
			184	199	Sound-active movement 4
			200	215	Sound-active movement 5
			216	231	Sound-active movement 6
			232	247	Sound-active movement 7
			248	255	Sound-active movement 8

8-CH	Channel	Function	Value		Setting
	1	Pan	000	255	0–540°
	2	Tilt	000	255	0–270°
	3	Color Wheel	000	006	White
			007	013	Yellow
			014	020	Pink
			021	027	Green
			028	034	Red
			035	041	Light Blue
			042	048	Kelly Green
			049	055	Orange
			056	063	Dark Blue
			064	070	White + Yellow
			071	077	Yellow + Pink
			078	084	Pink + Green
			085	091	Green + Red
			092	098	Red + Light Blue
			099	105	Light Blue + Kelly Green
			106	112	Kelly Green + Orange
			113	119	Orange + Dark Blue
			120	127	Dark Blue + White
			128	191	Color cycling rainbow with increasing speed
			192	255	Reverse color cycling with increasing speed

8-CH	Channel	Function	Value		Setting
	4	Gobo Wheel	064	071	Gobo 7 shake, from slow to fast
			072	079	Gobo 6 shake, from slow to fast
			080	087	Gobo 5 shake, from slow to fast
			088	095	Gobo 4 shake, from slow to fast
			096	103	Gobo 3 shake, from slow to fast
			104	111	Gobo 2 shake, from slow to fast
			112	119	Gobo 1 shake, from slow to fast
			120	127	Open
			128	191	Cycle effect with increasing speed
			192	255	Reverse cycle effect with increasing speed
	5	Gobo Rotation	000	063	Indexing
			064	147	Rotation effect with increasing speed
			148	231	Reverse rotation effect with increasing speed
			232	255	Gobo bounce
	6	Prism	000	007	Open
			008	012	Prism on
			013	130	Prism rotation with increasing speed
			131	247	Reverse prism rotation with increasing speed
			248	255	Prism effect
	7	Focus	000	255	Motor focus, zoom out to zoom in
	8	Shutter	000	003	Closed
			004	007	Open
			008	076	Strobe effect with increasing speed
			077	145	Pulse strobe
			146	215	Random shutter
			216	255	Open

Configuration (Standalone)

Set the product in one of the standalone modes to control without a DMX controller.
1. Connect the product to power.
2. Turn the product on.

Never connect a product that is operating in any standalone mode (either 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 shows on the display: **NASI, NAFA**, **NStS, SLAv**
2. Press **<UP>** or **<DOWN>** to select **NStS**.
3. Press **<ENTER>**.

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

Automatic Mode

To enable the Automatic mode:
1. Press **<MODE/ESC>** repeatedly until one of the following shows on the display: **NASI, NAFA**, **NStS, SLAv**
2. Press **<UP>** or **<DOWN>** to select **NASI** (for a slow light show) or **NAFA** (for a fast light show).
3. Press **<ENTER>**.

Manual Pan/Tilt Operation

To select whether you want the Intimidator™ Spot LED 350 to operate with normal panning or inverted panning, do the following.
1. Press **<MODE/ESC>** repeatedly until **PAn** shows on the display.
2. Press **<UP>** or **<DOWN>** to select normal pan operation (**PAn**) or inverse pan operation (**r PAn**).
3. Press **<ENTER>**.

To select whether you want the Intimidator™ Spot LED 350 to operate with normal tilting or inverted tilting, do the following:
1. Press **<MODE/ESC>** repeatedly until **tiL** shows on the display.
2. Press **<UP>** or **<DOWN>** to select normal pan operation (**tiL**) or inverse pan operation (**r tiL**).
3. Press **<ENTER>.**

Pan/Tilt Angle Range

You are able to select the range for the pan and tilt angles on the Intimidator™ Spot LED 350 to achieve the effect you like.

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

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

Display

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** shows on the display.
2. Press **<UP>** or **<DOWN>** to select normal display mode (**diS**) or inverse display mode (**r diS**).
3. Press **<ENTER>.**

Master/Slave Mode

The Master/Slave mode allows a single Intimidator™ Spot LED 350 unit (the "master") to control the actions of one or more Intimidator™ Spot LED 350 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 **SLAv** shows on the display.
2. Press **<ENTER>** to accept.
3. Set the DMX address to **001**.
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.**

Reset Software

To reset the software on the Intimidator™ Spot LED 350, do the following:

1. Press **<MODE/ESC>** repeatedly until **rESt** shows on the display.
2. Press **<ENTER>.** The product will reset all settings in the software to the default factory settings.

Password Channel

The Intimidator™ Spot LED 350 contains a password-protected mode which allows you to calibrate and troubleshoot any small issues you may have during normal operation.

In order to access this mode, do the following:

1. Press and hold **<MODE/ESC>** for at least 10 seconds.
2. Use the **<UP>** and **<DOWN>** buttons to enter the password: **2323**.
3. Press **<ENTER>.**

In this mode there are several options for adjustment:

Parameter	Programming Steps	Description
Pan Adjust	P128	Manually adjust the pan angle
Tilt Adjust	t128	Manually adjust the tilt angle
Gobo Wheel Adjust	G128	Manually adjust the gobo wheel
Color Wheel Adjust	C128	Manually adjust the color wheel
Focus Adjust	F128	Manually adjust the focus
Prism Adjust	L000	Manually adjust the prism
Lamp Brightness Adjust	d000	Manually adjust the starting brightness of the lamp

Changing Gobos

To change the gobos in the Intimidator™ Spot LED 350, do not remove the gobo wheel. Simply:

1. Turn off and disconnect product from power outlet.
2. Place the product on a flat, level surface with the front facing up.
3. Access the gobo plate by removing the cover on the moving head. By hand, gently pry up the right side, then push right with the indented handles.

    NOTE: If you expose the driver board, you are on the wrong side of the head. Replace the cover immediately and remove the cover on the opposite side of the moving head.

4. Rotate the gobo wheel until the gobo that needs replacing is accessible.
5. Separate the gobo holder assembly away from the gobo wheel by pushing it forward and up. Be careful not to push the gobo out of the gobo plate.
6. Extract the gobo holder by pulling it backwards out of the product.
7. On a flat surface, remove the expansion ring that holds the gobo in place and remove the gobo from the gobo plate.
8. Insert a new gobo and hold it in place with the expansion ring.
9. To re-insert the new gobos, slide the tip of the gobo holder under the pressure plate near the center of the gobo wheel.
10. Push the gobo holder assembly inwards. DO NOT force the gobo holder into the gobo wheel slot. Slightly move the holder from side-to-side if needed to get it to seat properly. If correctly installed, the bottom of the holder will be flush with the gobo wheel.
11. Push cover back into position.

Gobo Replacement Diagram

Gobo Holder Removal

Expansion Ring

Gobo

Gobo Holder Assembly

Easy-access Panel

Pressure plate

Gobo Wheel Detail Views
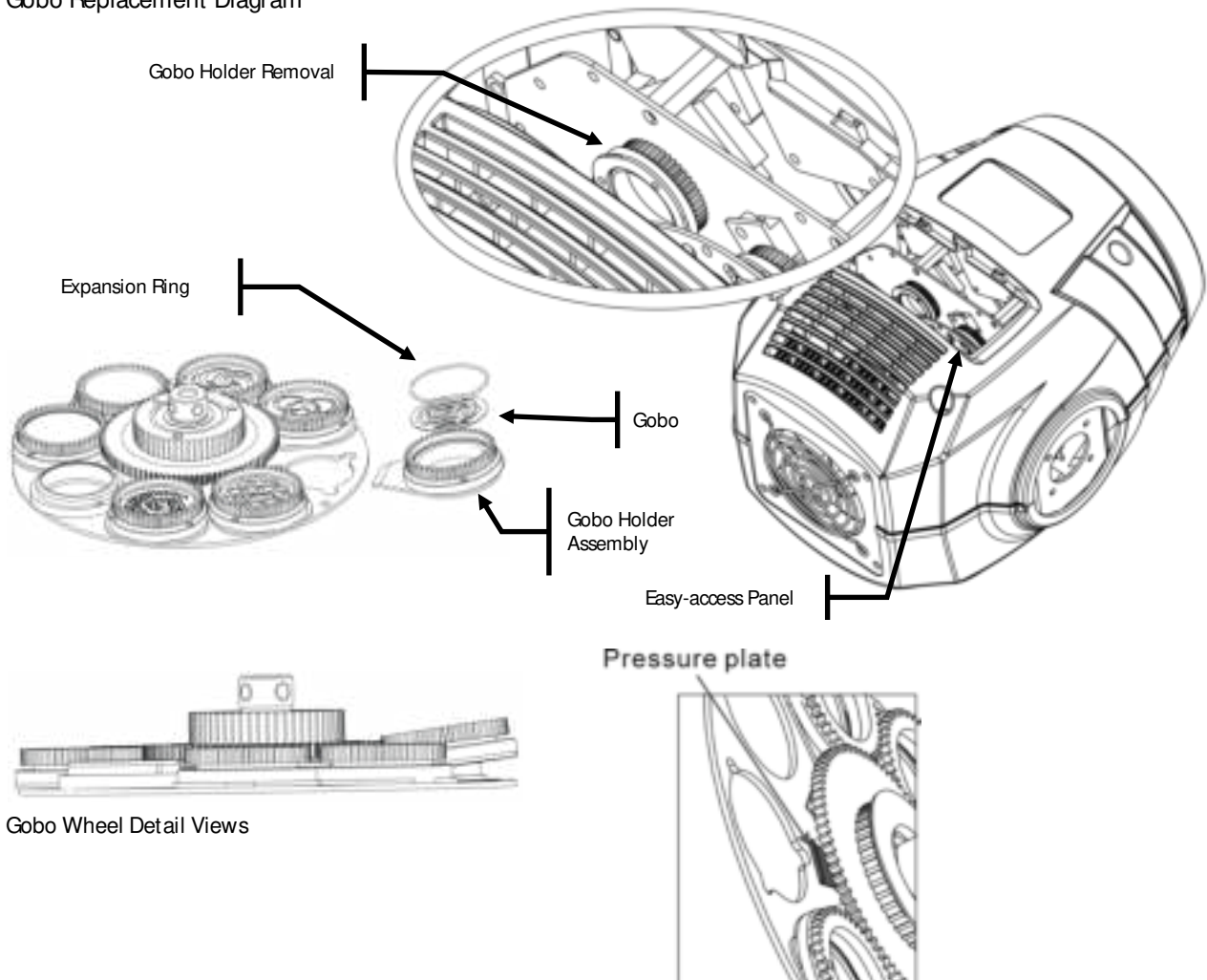
5. TECHNICAL INFORMATION

Product Maintenance

Dust build up reduces light output performance and can cause overheating. This can lead to reduction of the light source's life. To maintain optimum performance and minimize wear, you should clean your lighting products at least twice a month. However, be aware that usage and environmental conditions could be contributing factors to increase the cleaning frequency.

To clean the product, follow the instructions below:

1. Unplug the product from power.
2. Wait until the product is at room temperature.
3. Use a vacuum (or dry compressed air) and a soft brush to remove dust collected on the external surface/vents.
4. Clean all glass/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 glass/transparent surface.
7. Gently polish the glass/transparent surfaces until they are free of haze and lint.

Always dry the 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
10.6 in (268 mm)	13.4 in (340 mm)	15.4 in (392 mm)	22.7 lb (10.3 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	272 W	285 W
Operating	2.2 A	1.2 A
Power linking units	3 units	7 units
Fuse	F 3 A, 250 V	F 3 A, 250 V

Power I/O	US/Worldwide	UK/Europe
Power input connector	IEC	IEC
Power output connector	Edison	IEC
Power Cord plug	Edison (US)	Local plug

Light Source

Type	Power	Lifespan
LED	75 W	50,000 hours

Color	Quantity	Current
White	1	17 A

Photo Optic

Parameter		
Illuminance (12°)	9490 lx	
Zoom angle	12-17°	
Strobe Rate	0–20 Hz	
Pan & Tilt	540°	270°
Pan/Tilt Ranges	540°, 360°, 180° Pan	270°, 180°, 90° Tilt
Gobo Size	24 mm outside 20 mm image 1.1 mm thickness	

Thermal

Maximum External Temp.	Cooling System
104 °F (40 °C)	Fan-cooled

DMX

I/O Connectors	Connector Type	Channel Range
3-pin XLR	Sockets	8, 14

Ordering

Product Name	Item Code	Item Number
Intimidator™ Spot LED 350	08010463	INTSPOTLED350

RoHS CE

To return a product or request support:

- In the U.S., contact Chauvet World Headquarters (See Contact Us).
- In the UK or Ireland, contact Chauvet Europe Ltd. (See Contact Us).
- In Mexico, contact Chauvet Mexico. (See Contact Us).
- In any other country, DO NOT contact Chauvet. Instead, contact your lighting distributor. See www.chauvetlighting.com for distributors outside the U.S., UK, Ireland, or Mexico.

Outside the U.S., UK, Ireland, or Mexico contact your distributor 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

World Wide Web   www.chauvetlighting.com

UNITED KINGDOM AND 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

MEXICO - Chauvet Mexico

General Information
Address: Av. Santa Ana 30
              Parque Industrial Lerma
              Lerma, Mexico C.P. 52000
Voice: +52 (728) 285-5000

Technical Support
Email: servicio@chauvet.com.mx

World Wide Web   www.chauvet.com.mx

Outside the U.S., United Kingdom, Ireland, or Mexico, contact the dealer of record and follow their instructions to request support or to return a product. Visit the Chauvet website for contact information.