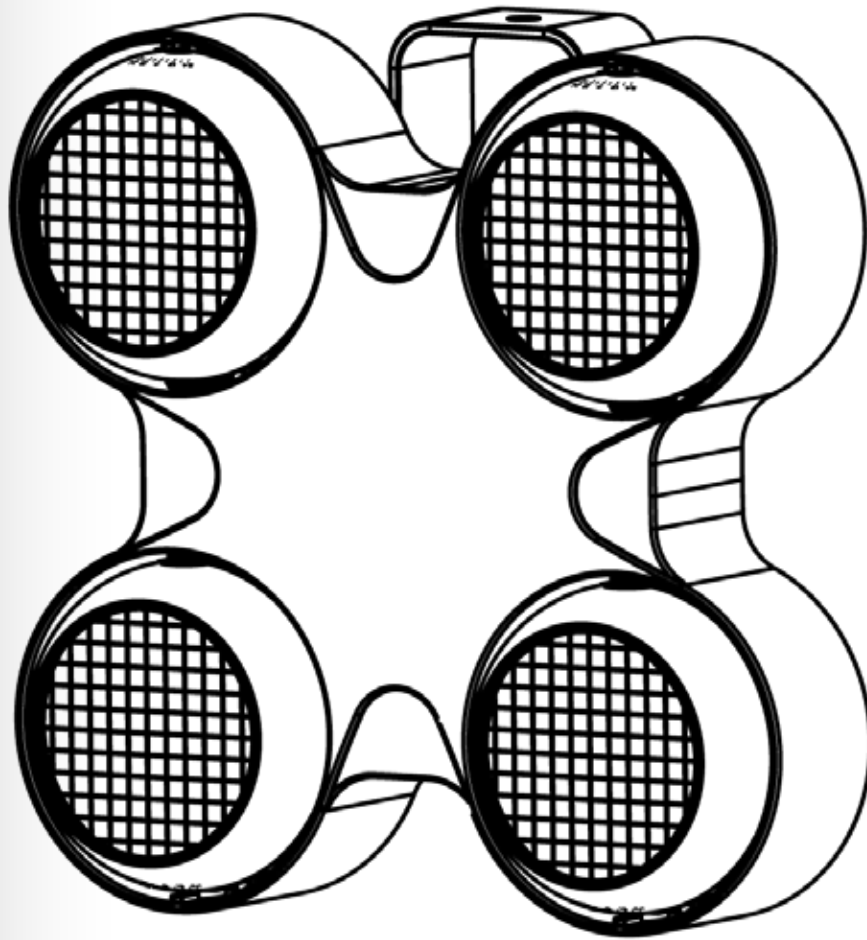


# STRIKE 4

## User Manual



  
**CHAUVET**  
PROFESSIONAL

<b>Edition Notes</b>	The STRIKE 4 User Manual Rev. 2 covers the description, safety precautions, installation, programming, operation, and maintenance of the STRIKE 4. Chauvet released this edition of the STRIKE 4 User Manual in June 2017.
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<b>Intended Audience</b>	Any person in charge of 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.
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<b>Document Revision</b>	The STRIKE 4 User Manual Rev. 2 supersedes all previous versions of this manual. Discard any older versions of this manual and replace with this version. Go to <a href="http://www.chauvetprofessional.com">www.chauvetprofessional.com</a> for the latest version.

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# 1. BEFORE YOU BEGIN




- What Is Included**
- STRIKE 4
  - Neutrik powerCON power cord
  - Warranty Card
  - Quick Reference Guide

**Claims** Carefully unpack the product immediately and check the box 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 in the text
50/60	A set of mutually exclusive values in the text
<SET>	A button on the product’s control panel
Settings	A product function or a menu option
MENU>Settings	A sequence of menu options
1–10	A range of menu values from which to choose in a menu
Yes/No	A set of two mutually exclusive menu options in a menu
ON	A unique value to be entered or selected in a menu

**Symbols**

Symbols	Meaning
	Critical installation, configuration, or operation information. Failure to comply with this information may cause the product not to work, damage third-party equipment, or cause harm to the operator.
	Important installation or configuration information. Failure to comply with this information may keep the product from working.
	Useful information.



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

<b>Product At A Glance</b>	Use on Dimmer	X	Auto Programs	P
	Outdoor Use	X	Auto-Ranging Power Supply	P
	Master/Slave	P	Replaceable Fuse	P
	DMX	P	User-Serviceable	X

**Safety Notes**

Read all the following Safety Notes before working with this product. These notes include 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 Chauvet 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 this product from its power source before servicing.
- Always connect this product to a grounded circuit to avoid the risk of electrocution.
- Do not touch this product's housing during operation 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.

**Power And Wiring**

- 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.
- Never disconnect this product by pulling or tugging on the power cable.

**Operation**

- Do not operate this product if you see 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 this product at a higher temperature.
- In case of a serious operating problem, stop using this product immediately!



**Expected LED Lifespan**

**In the unlikely event that your Chauvet product may require service, contact Chauvet Technical Support.**

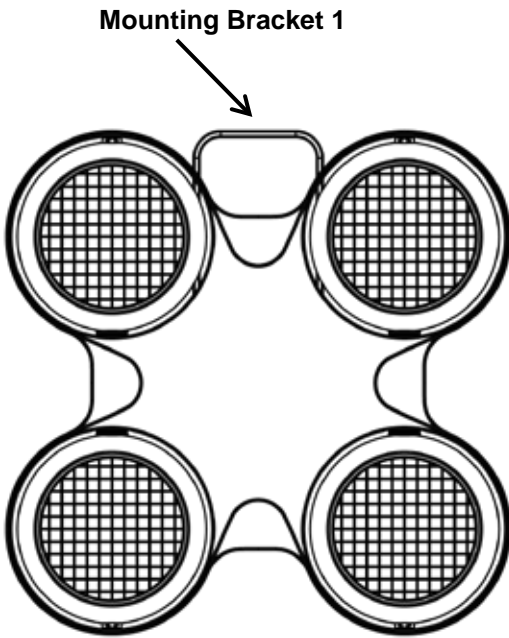
LEDs gradually decline in brightness over time, mostly because of heat. Packaged in clusters, LEDs exhibit higher operating temperatures than in ideal, single-LED conditions. For this reason, using clustered LEDs at their fullest intensity significantly reduces the LEDs' lifespan. Under normal conditions, this lifespan can be 40,000 to 50,000 hours. If extending this lifespan is vital, lower the operating temperature by improving the ventilation around the product and reducing the ambient temperature to an optimal operating range. In addition, limiting the overall projection intensity may also help to extend the LEDs' lifespan.

## 2. INTRODUCTION

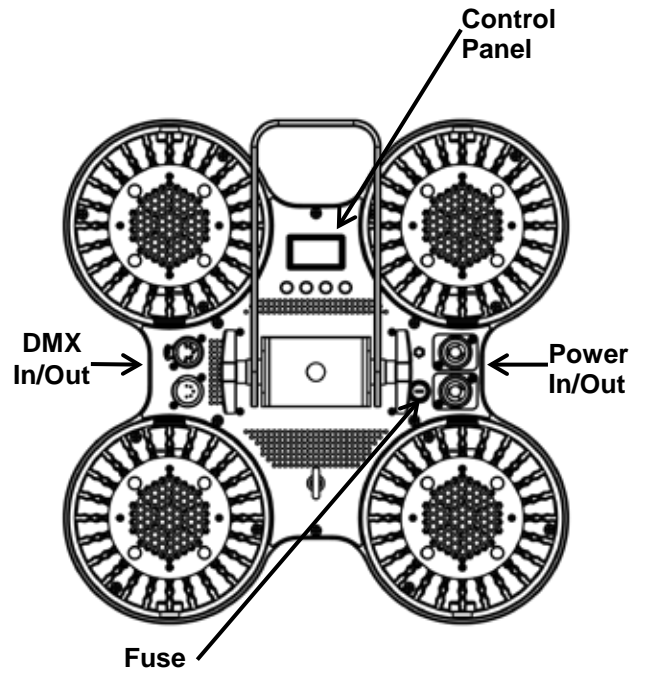
**Description** The STRIKE 4 features four independently focusable 100W chip-on-board LEDs that provide incredible output and coverage for a wide gamut of production genres. STRIKE 4 features smooth 16-bit dimming control for those incandescent-style fades, a series of automated strobe effects for using the STRIKE 4 as an audience blinder, individual manual pan control of each LED pod and adjustable PWM for using the STRIKE 4 in film and studio locations. STRIKE 4 comes standard with basic and advanced control personalities for flexibility in programming, and an easy-to-read OLED display for quick onboard adjustments.

- Features**
- 1-, 3-, 4-, or 9-channel LED wash product
  - Operating modes:
    - 1-channel: strobe
    - 3-channel: intensity, duration, rate, effect, macro
    - 4-channel: flash 1–8
    - 9-channel: flash 1–8, auto programs, auto speed, dimmer, strobe
  - 16-bit dimming control for smooth, perfect fades
  - Individual pan of each head to allow for directional adjustment of light output
  - Simple and complex DMX channel profiles for programming flexibility
  - Easy to use OLED display
  - Automated strobing programs for easy programming
  - Adjustable Pulse Width Modulation (PWM) control to eliminate flicker on camera

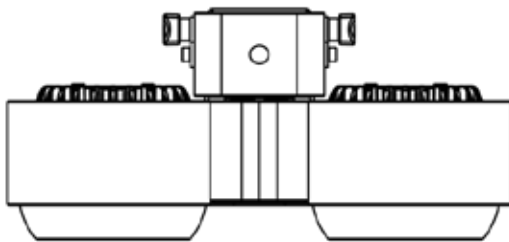
## Overview



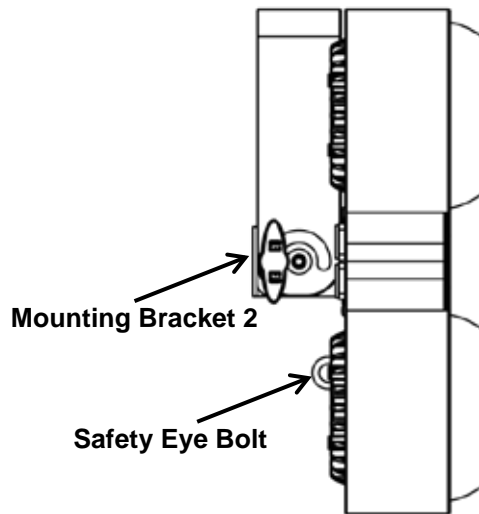
Front View



Rear View



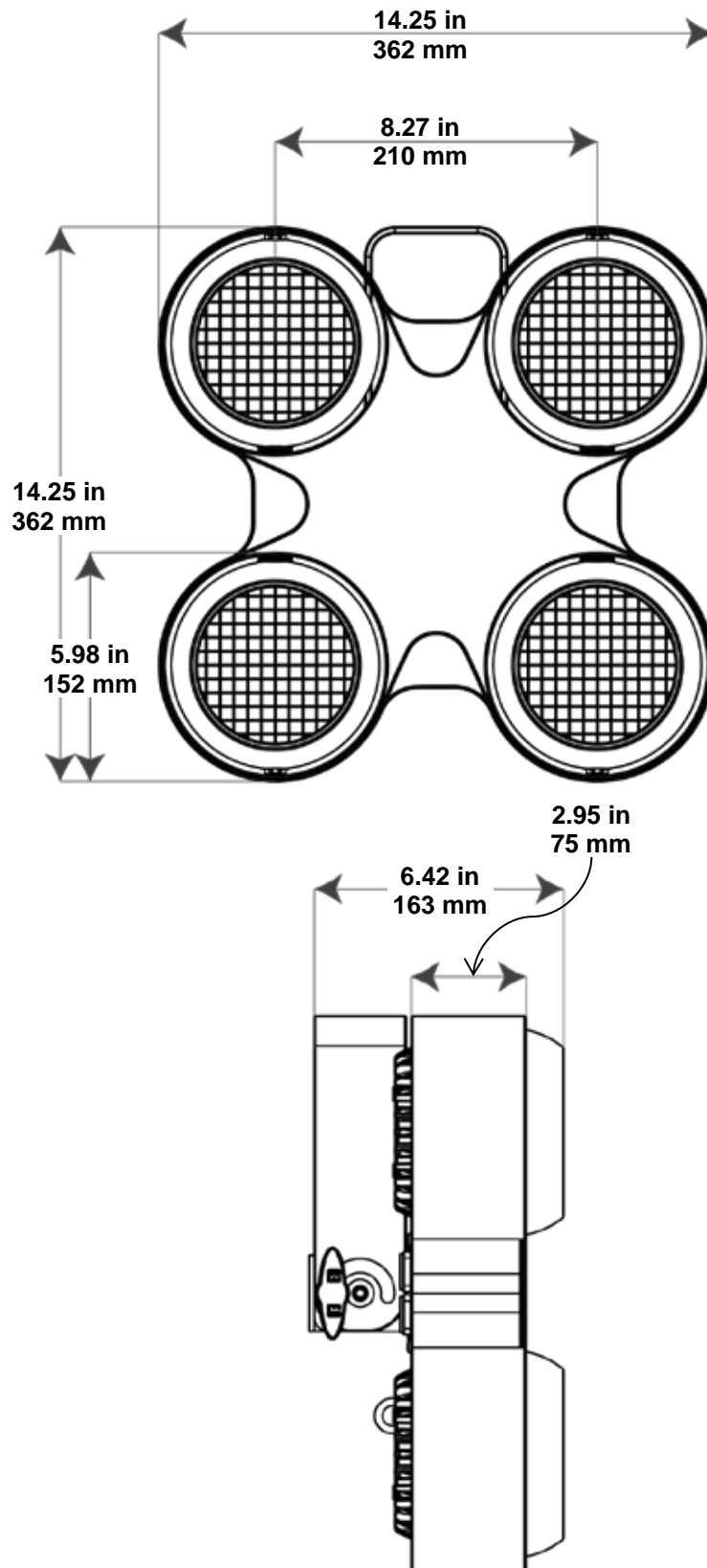
Top View



Side View



## Dimensions



## 3. SETUP

### AC Power

Each STRIKE 4 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 STRIKE 4, 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, you may download Sizing Circuit Breakers from the Chauvet website: [www.chauvetprofessional.com](http://www.chauvetprofessional.com).



- **Always connect this product to a protected circuit with 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 this 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 STRIKE 4 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 Edison 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 STRIKE 4 supports power linking. You can power link up to 5 products at 120 V; up to 9 at 208 V; or up to 10 at 230 V.

This product comes with a power input cord. Power linking cables are available from Chauvet for purchase.

### Fuse Replacement

1. Disconnect this product from the power outlet.
2. Using a Phillips-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 5 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 STRIKE 4 to a DMX controller using a 5-pin DMX connection. If using other DMX-compatible products with the STRIKE 4, you can control each individually with a single DMX controller.

**DMX Personalities** The STRIKE 4 uses a 5-pin DMX data connection for the 1-, 3-, 4- and 9-channel DMX personalities.

- Refer to the [Introduction](#) chapter for a brief description of each DMX personality.
- Refer to the [Operation](#) chapter to learn how to configure the STRIKE 4 to work in these personalities.
- The [DMX Values](#) section provides you with detailed information regarding the DMX personalities.



**If you are not familiar with or need more information about DMX standards, Master/Slave connectivity, or the DMX cables needed to link this product to a DMX controller, download the DMX Primer from the Chauvet website: [www.chauvetprofessional.com](http://www.chauvetprofessional.com).**

**Master/Slave Connectivity** The Master/Slave mode allows a single STRIKE 4 (the “master”) to control the actions of one or more STRIKE 4 products (the “slaves”) without the need of a DMX controller to control the slaves. Once set and connected, the slaves will operate in unison with the master. For instructions on connecting and configuring this product, see [Master/Slave Mode](#).



**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.**



**If you are not familiar with or need more information about DMX standards, or the DMX cables needed to link this product to a DMX controller, download the DMX Primer from the Chauvet website: [www.chauvetprofessional.com](http://www.chauvetprofessional.com).**

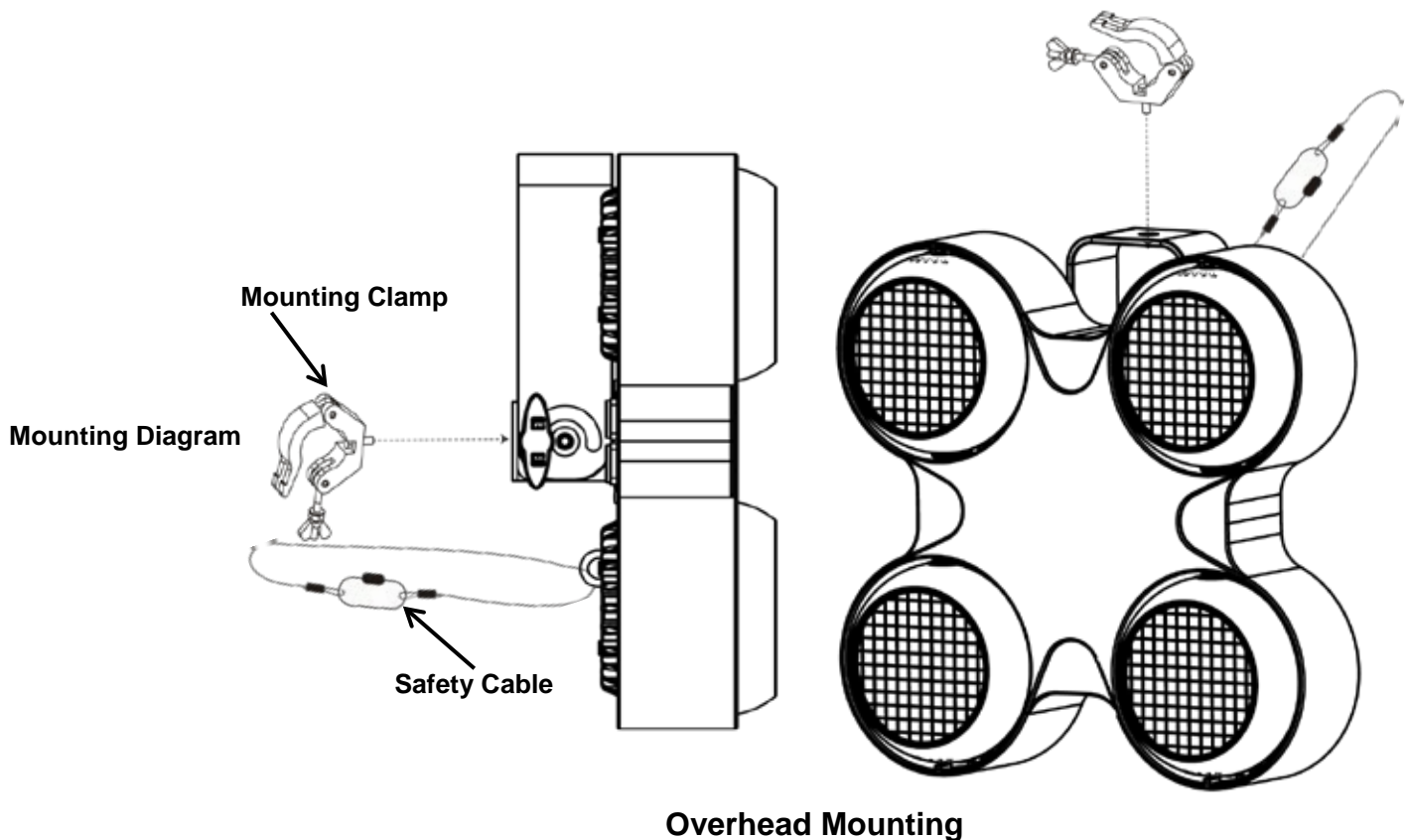
**Mounting** Before mounting this product, read and follow the [Safety Notes](#). For our CHAUVET Professional line of mounting clamps, go to <http://trusst.com/products/>.

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

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

- When selecting an installation location, consider easy access to this product for operation, programming adjustments, and routine maintenance.
- Make sure to mount this product away from any flammable material as indicated in the [Safety Notes](#).
- Never mount in places where rain, high humidity, extreme temperature changes, or restricted ventilation may affect the product.
- If hanging this product, make sure that the mounting location can support the product's weight. See the [Technical Specifications](#) for the weight-bearing requirements of this product.
- When hanging this product, always secure to a fastening device using a safety cable. For our CHAUVET Professional line of safety cables, go to <http://trusst.com/products/>.

**Procedure** The STRIKE 4 comes with a 2 position yoke that allows you to attach mounting clamps for hanging. You must supply your own mounting clamps. Make sure the clamps are capable of supporting the weight of this product. Use at least one mounting point per product. For our CHAUVET Professional line of mounting clamps, go to <http://trusst.com/products/>.



## 4. OPERATION

Control Panel Description	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** You can set the STRIKE 4 starting address in the **001–512** DMX range. This enables control of up to 56 products in the 9-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.

**DMX Personality** This setting allows you to choose a particular DMX personality.

1. Go to the **DMX Channel** main level.
2. Select the desired personality (**1 Ch**, **3 Ch**, **4 Ch**, or **9 Ch**).



- See the [DMX Values](#) 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.

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

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

DMX Mode	DMX Address
<b>1 Ch</b>	512
<b>3 Ch</b>	510
<b>4 Ch</b>	509
<b>9 Ch</b>	504



- Static Operation** The Static mode allows the user to set the intensity and the strobe frequency from the control panel without a DMX controller.
1. Go to the **Static** main level.
  2. Select **Dimmer**.
  3. Choose desired intensity (**000–255**).
  4. Select **Strobe**.
  5. Select the desired strobe frequency (**000–255**).

- Auto Programs** Auto programs allow for control of pre-programmed strobe looks without a DMX controller.
1. Go to the **Auto Show** main level.
  2. Select the desired auto program (**Auto 0–6**).
  3. Select **Speed**.
  4. Choose the desired speed value (**000–100**).



**You cannot edit any of the auto programs (Auto 0–6).**

- Auto Test** This option allows you to test all the LEDs on the STRIKE 4.
1. Go to **Information** main level.
  2. Select **Auto > Test**.

- Master/Slave** The Master/Slave mode allows a group of STRIKE 4s (the slaves) to simultaneously duplicate the output of another STRIKE 4 (the master) without a DMX controller.
1. Set each of the slaves:
    - a. Go to the **Master/Slave Mode** main level.
    - b. Select **Slave**.
  2. Set the master product:
    - a. Go to the **Master/Slave Mode** main level.
    - b. Select **Master**.
    - c. Select an Auto program as explained in [Auto Programs](#) or Static program as explained in [Static Operation](#).

• **The master is the one that runs a program whether in Auto Show or Static mode.**



- **Do not connect a DMX controller to the products configured for Master/Slave operation. The DMX controller may interfere with signals from the master product.**
- **The master should be the first product in the daisy chain.**

- Software Information** This option shows what version of software the STRIKE 4 is running.
1. Go to the **Information** main level.
  2. Select **Version** and the version number will show on the screen.

- Temperature** This option shows the internal temperature of each of the STRIKE 4's individual pods.
1. Go to the **Temperature** main level.
  2. Select **LED 1–4**

- Backlight** This setting allows you to set the amount of time the backlight on the STRIKE 4 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), **10 S** (10 seconds), **20 S** (20 seconds), or **30 S** (30 seconds).
  3. Press **<ENTER>**.

**Dimmer Curves** The STRIKE 4 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 values.
- DIM1~3:** The output follows the Dimmer channel values based on the corresponding dimmer curve, being **Dimmer 1** the fastest and **Dimmer 3** the slowest.

**Fixture Hours** This option shows the total amount of hours the STRIKE 4 has been turned on.

1. Go to the **Information** main level.
2. Select **Fixture Hours**. (the hours will show on the screen)

**LED Frequency** This option changes the Pulse Width Modulation (PWM) frequency of the LEDs on the STRIKE 4.

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

**Fan Control** The STRIKE 4 allows you to adjust the fan speed of the product to allow for quiet operation.

1. Go to the **Fan Mode** main level.
2. Select **Auto** or **High**.

## Menu Map

Main Level	Programming Levels			Description
<b>Auto Show</b>	<b>Auto 1–6</b>	<b>Speed</b>	<b>0–100</b>	Automatic programs
<b>Static</b>	<b>Dimmer</b>	<b>0-255</b>		Sets the intensity of the light output
	<b>Strobe</b>			Selects the strobe frequency
<b>Dimmer Mode</b>	<b>Off</b>			No dimmer
	<b>Dimmer 1–3</b>			Dimming curves Dimmer 1 (fast) to Dimmer 3 (slow)
<b>Back Light</b>	<b>10S</b>			Turns off display backlight after 10 sec of inactivity
	<b>20S</b>			Turns off display backlight after 20 sec of inactivity
	<b>30S</b>			Turns off display backlight after 30 sec of inactivity
	<b>On</b>			Display backlight always on
<b>Information</b>	<b>Auto</b>	<b>Test</b>		Turns on all LEDs in sequence for testing
	<b>Fixture Hours</b>			Shows total product hours
	<b>Version</b>			Shows installed software version
<b>DMX Address</b>	<b>001–512</b>			Selects DMX address (highest channel restricted to personality chosen)
<b>DMX Channel</b>	<b>1 Ch</b>			1-channel: dimmer
	<b>3 Ch</b>			3-channel: dimmer H, dimmer L, Strobe
	<b>4 Ch</b>			4-channel: pod 1–4
	<b>9 Ch</b>			9-channel: pod 1–4, auto programs, dimmer speed, dimmer H, dimmer L, strobe
<b>Master/Slave Mode</b>	<b>Master</b>			Master mode
	<b>Slave</b>			DMX mode (Slave mode)
<b>Fan Mode</b>	<b>Auto</b>			Fan control
	<b>High</b>			
<b>Temperature</b>	<b>LED1</b>			Individual pod temperature
	<b>LED2</b>			
	<b>LED3</b>			
	<b>LED4</b>			
<b>LED Frequency</b>	<b>600Hz</b>			PWM frequency
	<b>1200 Hz</b>			
	<b>2000 Hz</b>			
	<b>4000 Hz</b>			
	<b>25KHz</b>			



## DMX Values

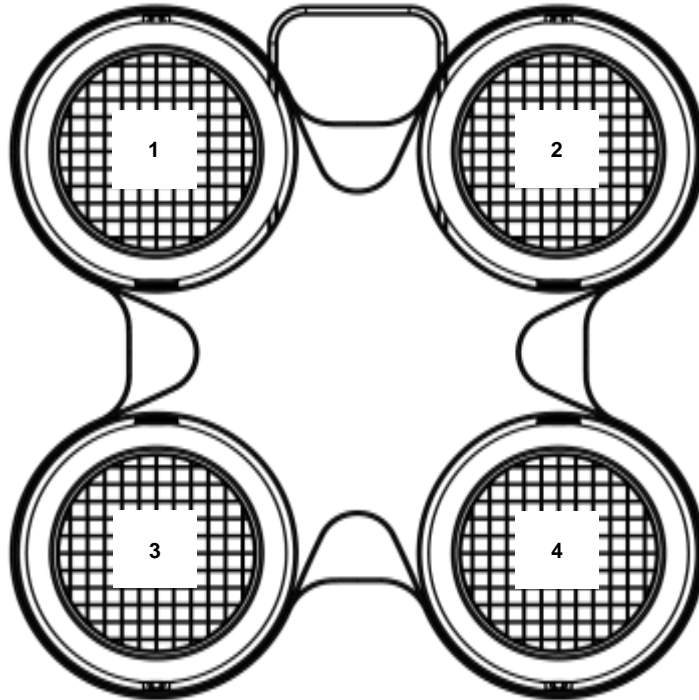
9 Ch	Channel	Function	Value	Percent/Setting
	1	Dimmer H	000 ó 255	0–100%
	2	Dimmer L	000 ó 255	0–100%
	3	Strobe	000 ó 010 011 ó 132 133 ó 255	No function 0–20 Hz (All pods) 0–20 Hz (Random strobe macros)
	4	White 1	000 ó 255	0–100%
	5	White 2	000 ó 255	0–100%
	6	White 3	000 ó 255	0–100%
	7	White 4	000 ó 255	0–100%
	8	Auto Programs	000 ó 010 011 ó 040 041 ó 080 081 ó 120 121 ó 160 161 ó 200 201 ó 240 241 ó 255	No function Auto 1 Auto 2 Auto 3 Auto 4 Auto 5 Auto 6 No function
	9	Dimmer Speed	000 ó 010 011 ó 040 041 ó 080 081 ó 120 121 ó 255	Preset dimmer speed from display menu Nonlinear dimming curve 1 (fastest) Nonlinear dimming curve 2 Nonlinear dimming curve 3 (slowest) Preset dimmer speed from display menu

1 Ch	Channel	Function	Value	Percent/Setting
	1	Dimmer H	000 ó 255	0–100%

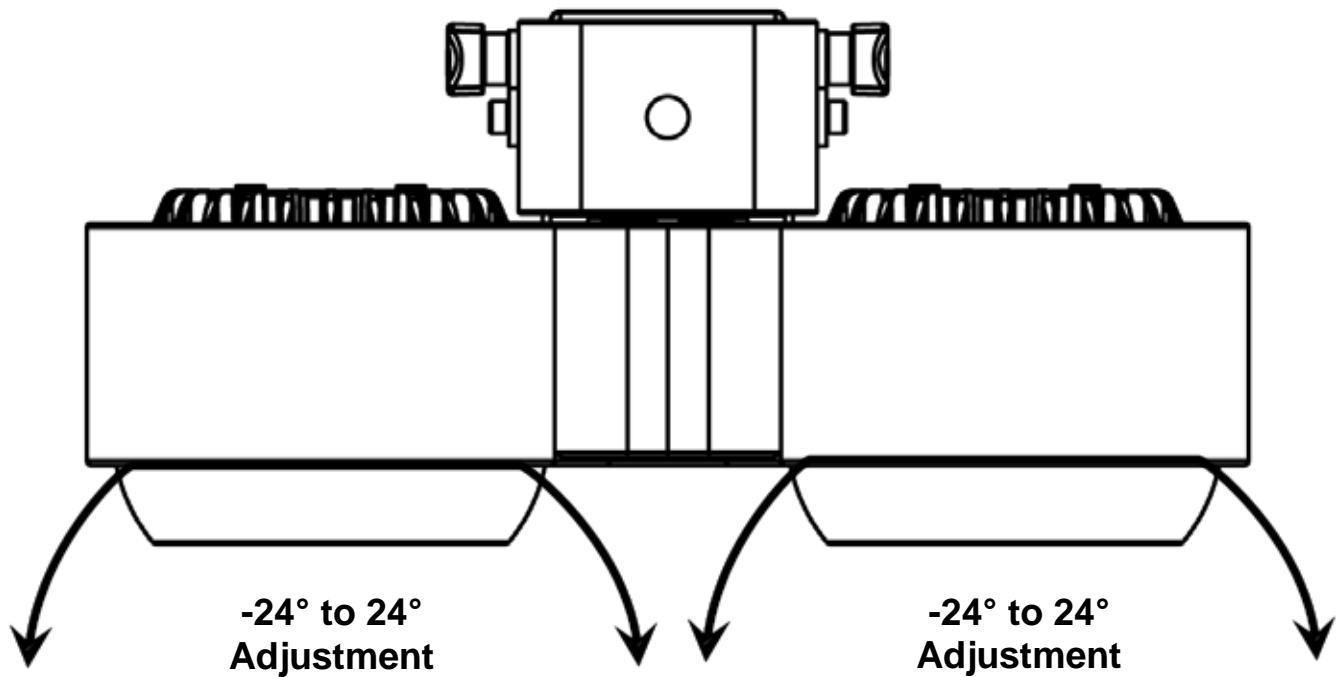
3 Ch	Channel	Function	Value	Percent/Setting
	1	Dimmer H	000 ó 255	0–100%
	2	Dimmer L	000 ó 255	0–100%
	3	Strobe	000 ó 010 011 ó 132 133 ó 255	No function 0–20 Hz (All pods) 0–20 Hz (Random strobe macros)

4 Ch	Channel	Function	Value	Percent/Setting
	1	White 1	000 ó 255	0–100%
	2	White 2	000 ó 255	0–100%
	3	White 3	000 ó 255	0–100%
	4	White 4	000 ó 255	0–100%

### STRIKE 4 Pod Selection for DMX Control



### STRIKE 4 Angle Adjustment for DMX Control



## 5. TECHNICAL INFORMATION

### Product Maintenance

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

As a rule, 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 your 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 external surfaces with a mild solution of non-ammonia glass cleaner or isopropyl alcohol.
5. Apply the solution directly to a soft, lint-free cotton cloth or a lens cleaning tissue.
6. Wipe any dirt or grime to the outside edges of the lens surface.
7. Gently polish the lens surfaces until they are free of haze and lint.



**Always dry the external surfaces thoroughly and carefully after cleaning them.**



**Do not spin the cooling fans while blowing compressed air into them.**

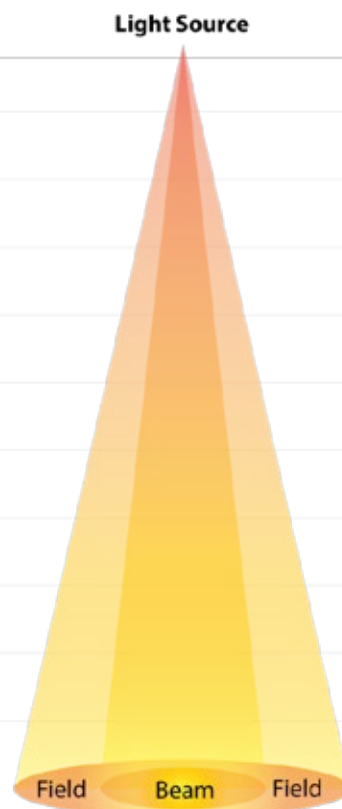
## 6. TECHNICAL SPECIFICATIONS

<b>Dimensions and Weight</b>	<b>Length</b>	<b>Width</b>	<b>Height</b>	<b>Weight</b>
	14.2 in (362 mm)	6.4 in (163 mm)	14.2 in (362 mm)	19 lb (8.7 kg)
<b>Note:</b> Dimensions in inches rounded to the nearest decimal digit.				
<b>Power</b>	<b>Power Supply Type</b>	<b>Range</b>		<b>Voltage Selection</b>
	Switching (internal)	100–240 VAC, 50/60 Hz		Auto-ranging
	<b>Parameter</b>	<b>120 VAC, 60 Hz</b>		<b>230 VAC, 50 Hz</b>
	Consumption	301 W		286 W
	Current	2.49 A		1.29 A
	Power linking current (products)	13.6 A (5 products)		13.6 A (10 products)
	Fuse/Breaker	T 5 A, 250 V		T 5 A, 250 V
	<b>Power I/O</b>	<b>U.S./Canada</b>		<b>Worldwide</b>
	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	
<b>Light Source</b>	<b>Type</b>	<b>Power</b>		<b>Lifespan</b>
	LED	100 W		50,000 hours
	<b>Color</b>	<b>Quantity</b>		<b>Current</b>
	White	4		2.3 A
<b>Photometrics</b>	<b>Parameter</b>	<b>Total</b>		<b>Per Cell</b>
	Illuminance @ 5 m	999 lux		242 lux
	Beam angle	49°		
	Field angle	79°		
<b>Thermal</b>	<b>Max. External Temperature</b>	<b>Cooling System</b>		
	113 °F (45 °C)	Fan-Assisted Convection		
<b>DMX</b>	<b>I/O Connectors</b>	<b>Connector Type</b>		<b>Channel Range</b>
	5-pin XLR	Sockets		1, 3, 4 or 9
<b>Ordering</b>	<b>Product Name</b>	<b>Item Code</b>		<b>UPC Number</b>
	STRIKE 4	03051079		781462214272

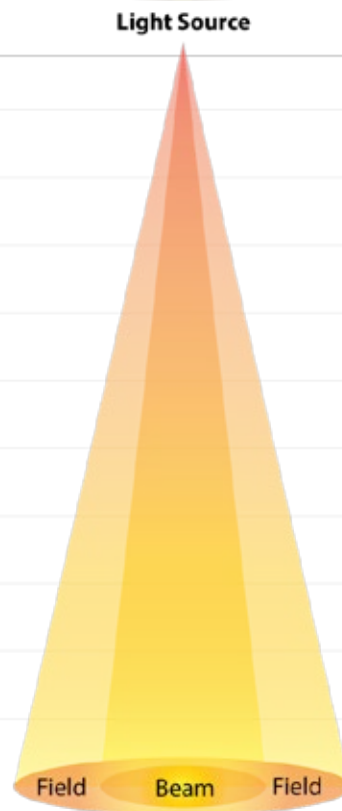


### Photometrics Chart

Distance	Beam Diameter	Field Diameter	Footcandle
15 ft	13.67 ft	24.37 ft	111
20 ft	18.23 ft	32.97 ft	62
30 ft	27.34 ft	49.46 ft	28
40 ft	36.46 ft	65.95 ft	16
50 ft	45.57 ft	82.43 ft	10
75 ft	68.36 ft	123.65 ft	4
100 ft	91.15 ft	164.87 ft	2
125 ft	113.93 ft	206.08 ft	2
150 ft	136.72 ft	247.30 ft	1



Distance	Beam Diameter	Field Diameter	Lux
1 m	0.91 m	1.65 m	24,975
2 m	1.82 m	3.30 m	6,244
5 m	4.56 m	8.24 m	999
8 m	7.29 m	13.19 m	390
10 m	9.11 m	16.49 m	250
15 m	13.67 m	24.73 m	111
20 m	18.23 m	32.97 m	62
25 m	22.79 m	41.22 m	40
30 m	27.34 m	49.46 m	28



**Returns** You must 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.



**DO NOT write the RMA number directly on the box. Instead, write it on a properly affixed label.**

Once you have received the RMA number, include the following information on a piece of paper inside the box:

- Your name
- Your address
- Your phone number
- The RMA number
- A brief description of the problem(s)

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



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

# CONTACT Us

## USA WORLD HEADQUARTERS

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## MEXICO

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Outside the U.S., United Kingdom, Ireland, Mexico, or Benelux contact the dealer of record. Follow their instructions to request support or to return a product. Visit our website for contact details.