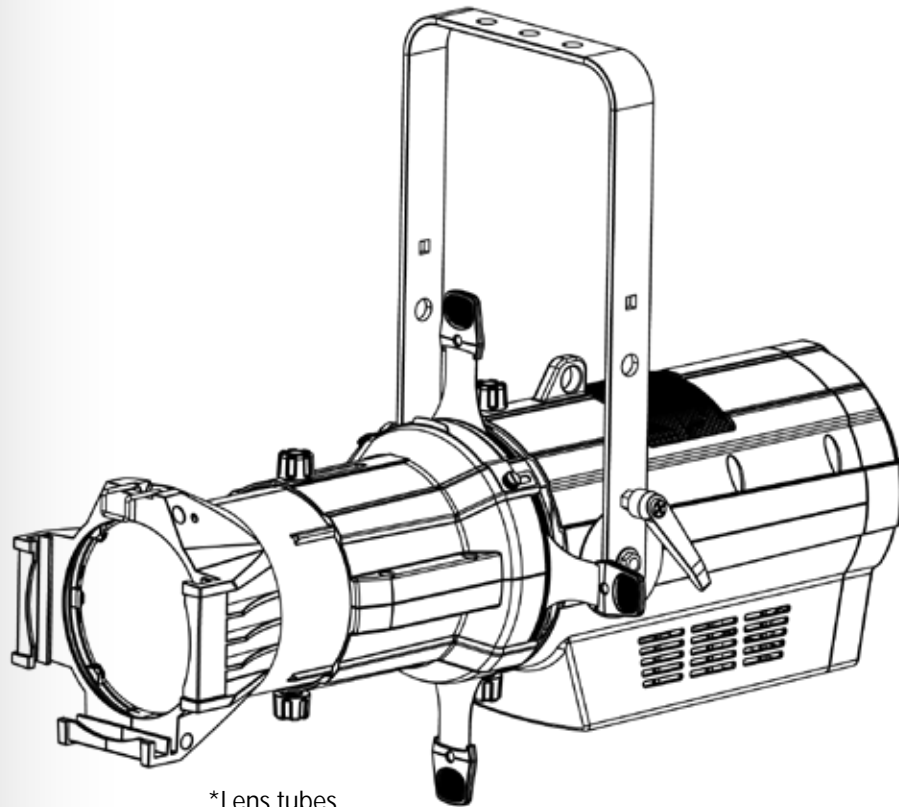


Ovation

E-260WW

User Manual



*Lens tubes
sold separately


CHAUVET
PROFESSIONAL

Edition Notes The Ovation E-260WW User Manual Rev. 1 includes a description, safety precautions, and installation, programming, operation, and maintenance instructions for the Ovation E-260WW as of the release date of this edition in Month 2016.

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Document Printing For better 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 your printer to scale the content accordingly.

Intended Audience 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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Document Revision The Ovation E-260WW User Manual Rev. 1 is the first edition of this manual. Go to www.chauvetprofessional.com for the latest version.

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1. Before You Begin

- What Is Included**
- Ovation E-260WW
 - 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.

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.
- This product is for indoor use only! To prevent risk of fire or shock, do not expose this product to rain or moisture. (IP20)

Mounting And Rigging

- Do not allow the product to remain pointed straight down.
- 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.
- Use caution when loosening the barrel rotation knobs. If these knobs become too loose, the barrel assembly may inadvertently separate from the light engine.

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 requires 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

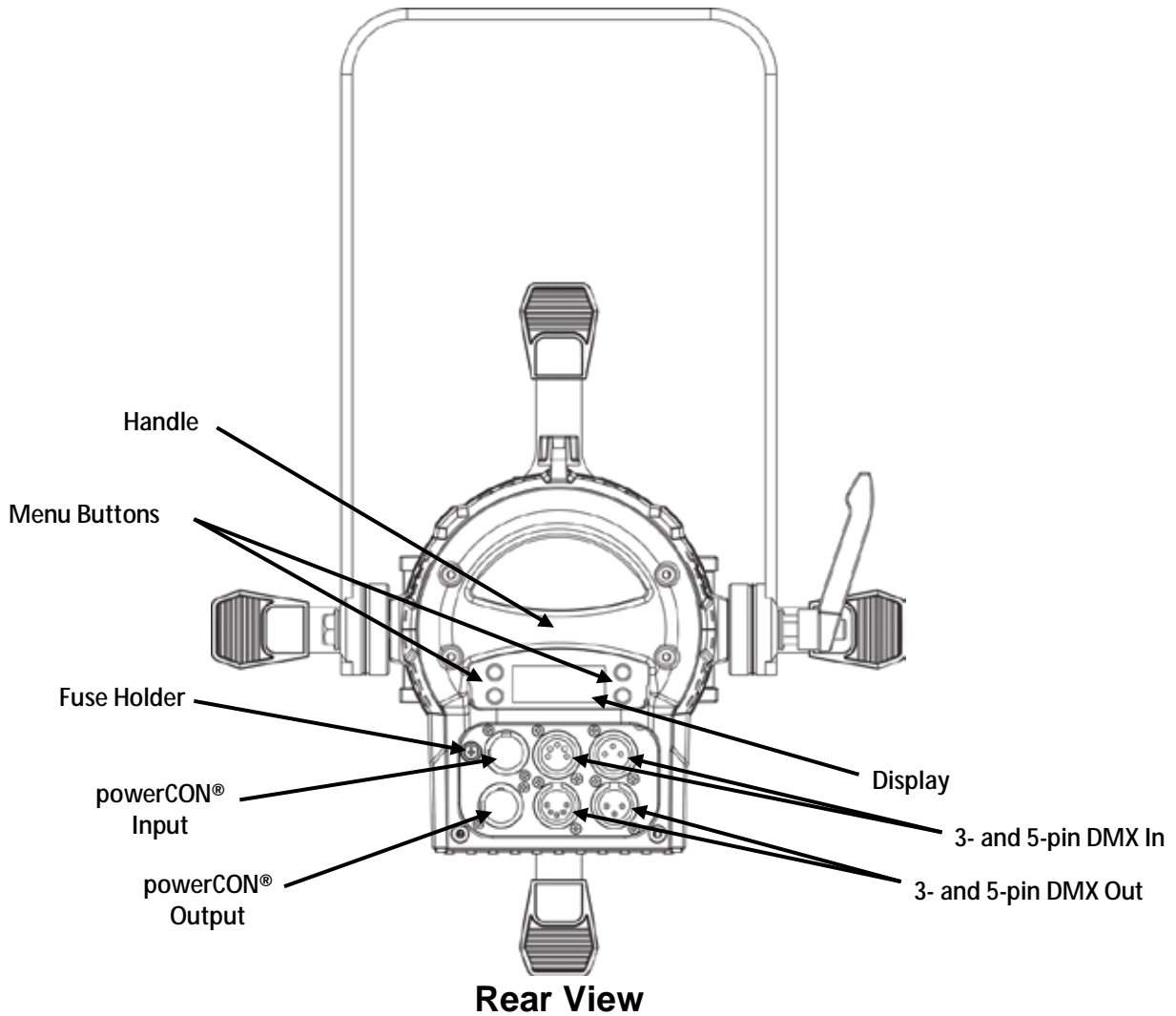
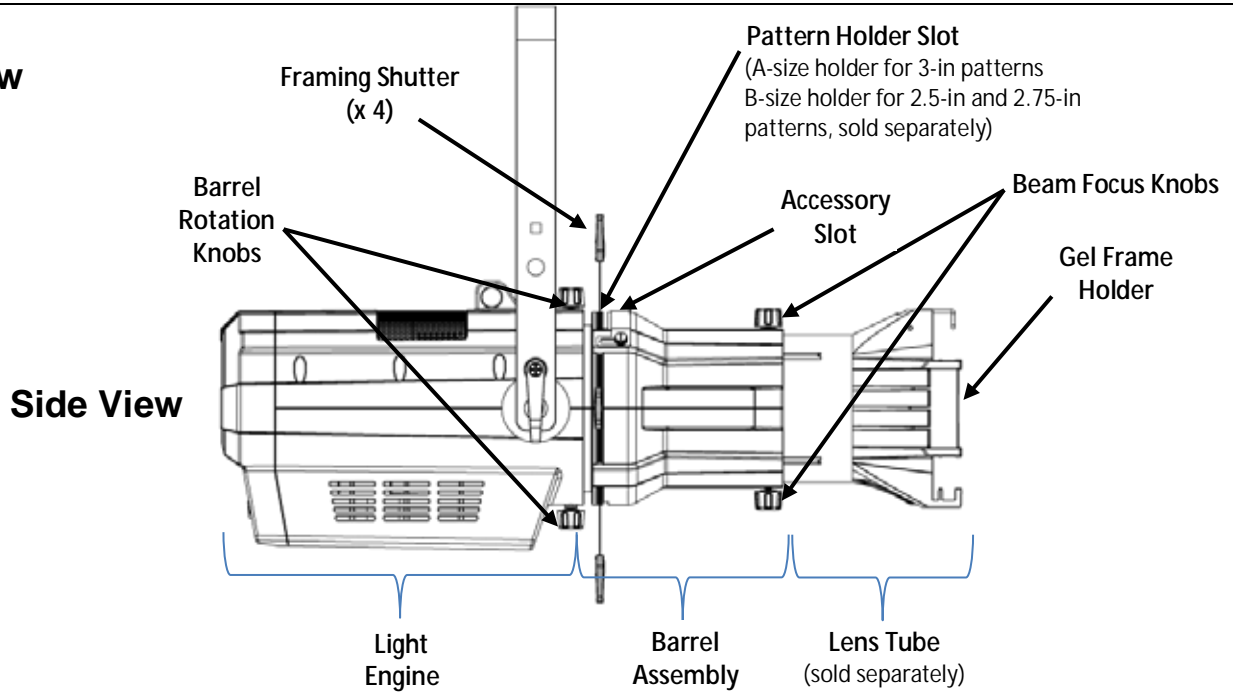
Description The Ovation E-260WW delivers an excellent white light with a warm color temperature and a beautiful flat field. It also features standard beam shaping shutters, a gobo/effect slot and lens barrels that are interchangeable with other popular ERS fixtures. Selectable dimming curves ensure smooth fading cues that intermix well with the output of conventional theatre ellipsoidals.

- Features**
- Warm white LED ERS-style lighting product
 - Operating modes:
 - 1-channel: dimmer control
 - 2-channel: dimmer and fine dimmer control
 - 3-channel: dimmer, fine dimmer, and strobe control
 - 6-channel: dimmer, fine dimmer, strobe control, auto programs, auto speed, and dimmer mode
 - Warm white ERS style fixture with output exceeding a tungsten 750w source
 - Ultra smooth 16-bit dimming, and 8-bit dimming curves to complement any lighting scheme.
 - Flat, even field of light for superior gobo projection
 - RDM (Remote Device Management) for added flexibility
 - Adjustable PWM (Pulse Width Modulation) to avoid flickering on camera
 - Virtually silent operation for use in studio and theatre applications
 - Works perfectly with industry standard lens tubes and accessories

Lens Tube The following lens tubes are available for purchase.

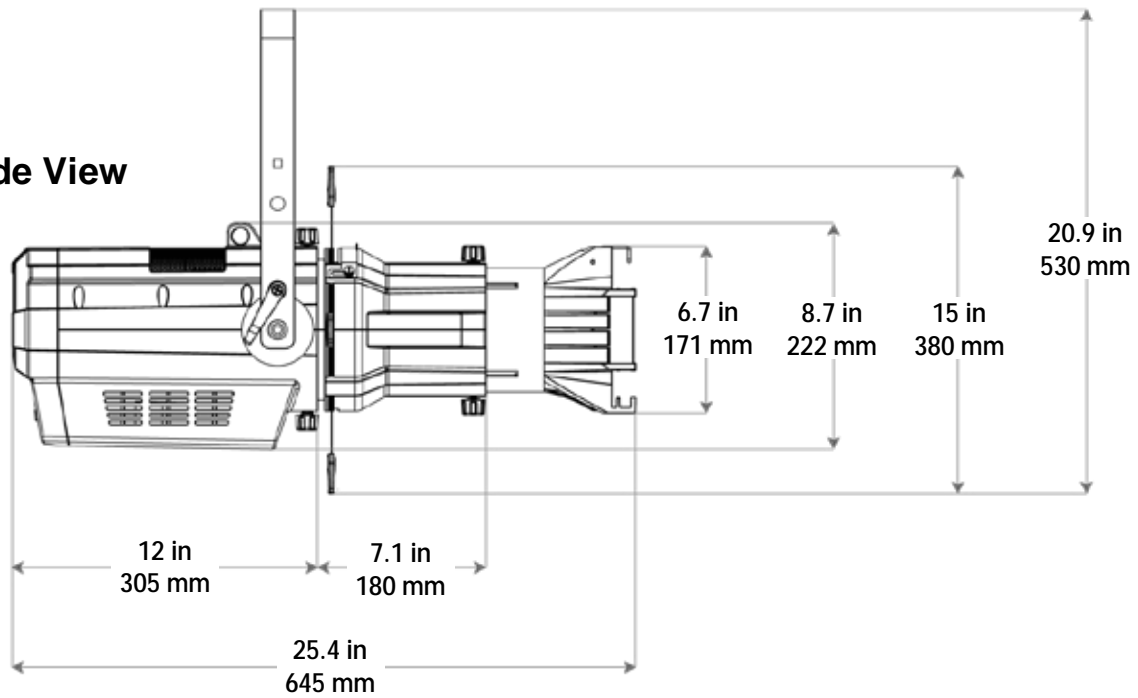
- 19° w/ Gel frame (6.25 in/159 mm accessories)
- 26° w/ Gel frame (6.25 in/159 mm accessories)
- 36° w/ Gel frame (6.25 in/159 mm accessories)
- 50° w/ Gel frame (6.25 in/159 mm accessories)
- 15°–30° w/ Gel frame (7.5 in/191 mm accessories)
- 25°–50° w/ Gel frame (7.5 in/191 mm accessories)

Overview

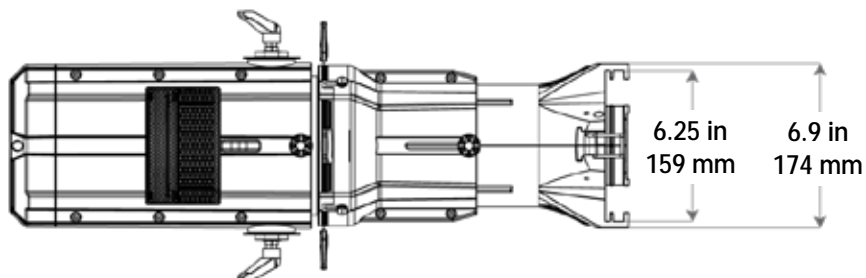


Dimensions

Side View



Top View



3. Setup

AC Power

Each Ovation E-260WW 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 E-260WW, 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.



- **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 Ovation E-260WW 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 Ovation E-260WW supports power linking. You can power link up to 8 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.

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 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 E-260WW to a DMX controller using a 3- or 5-pin DMX connection. If using other DMX-compatible products with the Ovation E-260WW, you can control each individually with a single DMX controller.

DMX Personalities The Ovation E-260WW uses the standard DMX data connection for the 1-, 2-, 3- and 6- channel DMX modes.

- Refer to the [Introduction](#) chapter for a brief description of each DMX personality.
- Refer to the [Operation](#) chapter to learn how to configure the Ovation E-260WW 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.

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 E-260WW supports RDM protocol that allows feedback to make changes to menu map options.

Master/Slave Connectivity

The Master/Slave mode allows a single Ovation E-260WW (the "master") to control the actions of one or more Ovation E-260WW 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.



- The [Operation](#) section of this manual provides detailed instructions on how to configure the master and slaves.
- **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.**

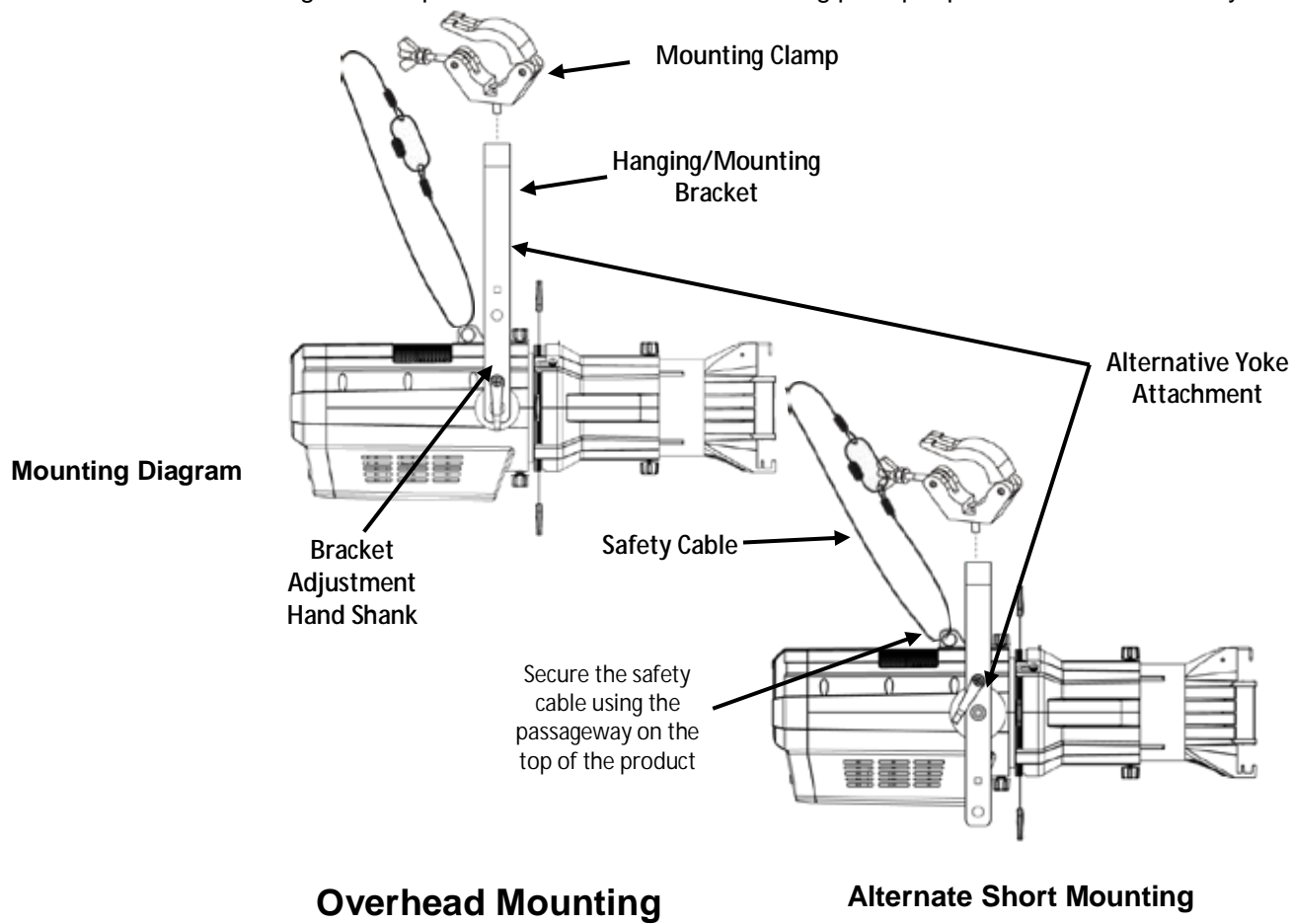
Mounting Before mounting this product, read and follow the [Safety Notes](#). For our CHAUVET Professional line of mounting clamps, go to <http://trusst.com/products/>.

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 Ovation E-260WW comes with a hanging/mounting bracket to which you can attach mounting clamps. The bracket has 13-mm holes, which are appropriate for this purpose. You must supply your own mounting clamps, so be sure the clamps are capable of supporting the weight of this product. Use at least one mounting point per product where necessary..



Manual Beam Focus Control The Ovation E-260WW has a manual focus, which is adjusted as follows.

1. Locate the beam focus knobs at the top and bottom of the barrel assembly.
2. Loosen the knobs by turning them counter-clockwise.
3. Slide the lens tube forward or backward until you achieve the desired focus or beam edge.
4. Tighten the knobs by turning them clockwise, which lock the lens tube's position.



To avoid changing menu settings while focusing the Ovation E-260WW, press and hold the <ENTER> button for 3 seconds. This will put the product in "Focus Mode" by increasing the intensity to 100%. To exit out of focus mode, press <MENU>.

Rotating the Barrel Assembly The Ovation E-260WW allows manual rotation of the barrel assembly, as follows.

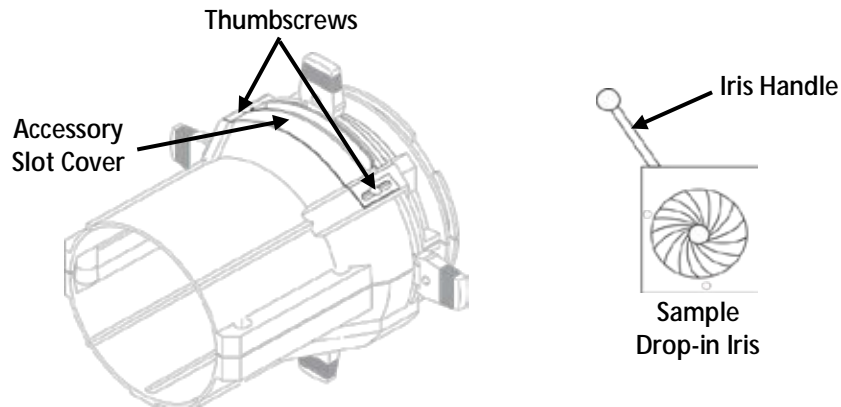
1. Locate the barrel rotation knobs at the top and bottom of the light engine.
2. Loosen the knobs by turning them counter-clockwise.
 - **Note:** Do not remove the knobs.
3. Rotate the barrel to the desired position, up to 25° in either direction from the centered position.
4. Tighten the knobs by turning them clockwise, which lock the barrel's position.



Make sure the barrel assembly is oriented with the pattern holder and accessory slots at the top of the product.

Accessory Slot The Ovation E-260WW has an accessory slot, which holds a drop-in iris, a motorized pattern device, or various other optional accessories (sold separately).

1. Loosen the thumbscrews on the slot cover.
 - **Note:** Do not remove the thumbscrews.
2. Slide to cover forward.
3. Insert an accessory.
 - **Note:** Make sure to insert the accessory correctly. For example, make sure the iris handle extends upward from the slot.
4. Slide the cover back. Make sure any handles or adjustment tools that stick out the top are able to function correctly.
5. Tighten the thumbscrews to secure the cover.



- **When not using the accessory slot, replace and secure the slot cover to prevent light leakage during operation.**
- **When obtaining any optional accessories, be sure the items are compatible with the Ovation E-260WW.**

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 Set the Ovation E-260WW starting address in the **001–512** DMX range. This enables control of up to 85 products in the 6-channel **6CH** 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	1Ch		1-channel: dimmer
	2Ch		2-channel: 16-bit dimmer
	3Ch		3-channel: 16-bit dimmer, strobe
	6Ch		6-channel: 16-bit dimmer, strobe, auto programs, auto speed, dimmer mode
Static	Dimmer	0–255	Controls intensity
	Strobe		Controls strobe rate
Auto Show	Auto 1	<1–100>	Selects automatic programs and auto program speed
	Auto 2		
	Auto 3		
	Auto 4		
Master/Slave	Master		DMX mode (Master)
	Slave		Slave mode
Dimmer Mode	Off		No dimmer
	Dimmer 1–3		Dimming curves Dimmer 1 (fast) to Dimmer 3 (slow)

Menu Map (cont.)

Main Level	Programming Levels		Description
LED Frequency	600Hz		Selects the PWM output frequency
	1200Hz		
	2000Hz		
	4000Hz		
	25KHz		
Fan Mode	Auto		Sets the fan to auto mode
	On		Sets the fan to always on
Back Light	On		Display backlight always on
	10S		Turns off display backlight after 10 sec of inactivity
	20S		Turns off display backlight after 20 sec of inactivity
	30S		Turns off display backlight after 30 sec of inactivity
Information	Fixture Hours	<_ _ _ H>	Shows total product hours
	Version	<V _ .>	Shows installed software version
	UID:	-----	Shows product UID

Configuration (Standalone) Use standalone configuration to operate the product without a DMX controller.

Manual 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** (0–100%).
4. Go to the **Strobe** programming option.
5. Select the desired Strobe rate value **0–255** (0–25 Hz).

Focus Mode Focus mode allows for focusing of the Ovation E-260WW without changing any menu settings.

1. Press and hold **<ENTER>** for 3 seconds. The intensity will increase to 100%.
2. Press **<MENU>** to exit to previous settings.

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 1–4**)
3. Select the desired auto program speed (**1–100**)



You cannot edit any of the auto programs (Auto 1–4).

Master/Slave The Master/Slave mode allows a group of Ovation E-260WWs (the slaves) to simultaneously duplicate the output of another Ovation E-260WW (the master) without a DMX controller.

1. Set each of the slaves:
 - a. Go to the **Master/Slave** main level.
 - b. Select **Slave**.
2. Set the master:
 - a. Go to the **Master/Slave** main level.
 - b. Select **Master**.



- **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 Profiles This setting determines how fast the output of the Ovation E-260WW changes when you modify the values of the white, and dimmer faders. 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 and white channel values.



Dimmer 1–3: The output follows the dimmer and White channel values based on the corresponding dimmer curve, **Dimmer 1** being the fastest and **Dimmer 3** the slowest.



For optimum control of the 16-bit dimming channels in the 3Ch, and 6Ch personalities, be sure that the dimming curves in Dimmer Mode are set to Off.

- LED Frequency** This option changes the Pulse Width Modulation (PWM) frequency of the LEDs on the Ovation E-260WW.
1. Go to the **LED Frequency** main level.
 2. Choose an output frequency. (**600Hz**, **1200Hz**, **2000Hz**, **4000Hz**, or **25KHz**)
- Fan Mode** This option toggles the fan speed from being always on and auto control based on the product's temperature.
1. Go to the **Fan Mode** main level.
 2. Select a fan mode (**Auto**, or **On**).
- Back Light** This setting allows you to set the amount of time the backlight on the Ovation E-260WW's display stays on after the last button is pressed on the control panel.
1. Go to the **BackLite** main level.
 2. Select **On** (remains on), **10S** (10 seconds), **20S** (20 seconds), or **30S** (seconds).
- Run Time** This option show how many total hours the product has been on.
1. Go to the **Information** main level.
 2. Select **Fixture Hours** and the amount of hours will show on the screen.
- Software Information** This option shows what version of software the Ovation E-260WW is running.
1. Go to the **Information** main level.
 2. Select **Version** and the version number will show on the screen.
- RDM** This option shows the product's **UID #**. The UID # is used when using the RDM functionality of this product.
1. Go to the **Information** main level.
 2. Select **UID:** and the number will show on the screen.

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**).



- 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 Personalities](#).
 2. Set the running mode:
 - a. Go to the **Master/Slave** main level.
 - b. Select the **Master** programming level.
 3. 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	DMX Personality	DMX Address
1Ch	508	2Ch	503
6Ch	506	3Ch	500

DMX Values

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

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

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

6Ch	Channel	Function	Value	Percent/Setting
	1	Dimmer	000 ó 255	0–100%
	2	Dimmer Fine	000 ó 255	0–100%
	3	Strobe	000 ó 010 011 ó 255	No function Strobe (slow to fast)
	4	Auto Programs	000 ó 010 011 ó 070 071 ó 130 131 ó 190 191 ó 255	No function Auto 1 Auto 2 Auto 3 Auto 4
	5	Auto Speed	000 ó 255	Slow to fast
	6	Dimmer Speed	000 ó 051 052 ó 101 102 ó 152 153 ó 203 204 ó 255	Preset dimmer speed from display menu Dimmer speed mode off Dimmer speed mode 1 (fastest) Dimmer speed mode 2 Dimmer speed mode 3 (slowest)

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 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

Dimensions and Weight	Length	Width		Height		Weight				
	19.49 in (495 mm)	11.22 in (285 mm)		19.17 in (487 mm)		15.40 lb (7.1 kg)				
Note: Dimensions in inches rounded to the nearest decimal digit.										
Power	Power Supply Type		Range				Voltage Selection			
	Switching (internal)		100–240 VAC, 50/60 Hz				Auto-ranging			
	Parameter		120 VAC, 60 Hz				230 VAC, 50 Hz			
	Consumption		209 W				204 W			
	Current		1.655 A				0.925 A			
	Power linking current (products)		13.6 A (8 products)				13.6 A (14 products)			
	Fuse/Breaker		T 3.15 A, 250 V				T 3.15 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		202 W				50,000 hours			
	Color		Quantity				Current			
Warm White		1				3.6 A				
Photometrics	Parameter	19° Lens	26° Lens	36° Lens	50° Lens	15°–30° Lens		25°–50° Lens		
	Illuminance @ 5 m	9,256 lx	6,910 lx	4,053 lx	1,703 lx	12,430 lx	5,339 lx	4,997 lx	3,295 lx	
	Lumens	7,587	10,284	10,121	9,655	N/A	N/A	N/A	N/A	
	Beam angle	12°	16°	20°	26°	9°	13°	20°	24°	
	Field angle	18°	25°	33°	49°	22°	29°	29°	40°	
Thermal	Max. External Temperature		Cooling System							
	113 °F (45 °C)		Fan-Assisted Convection							
DMX	I/O Connectors		Connector Type				Channel Range			
	3- and 5-pin XLR		Sockets				1, 2, 3, 6			
Ordering	Product Name		Item Code				UPC Number			
	Ovation E-910FC		03121186				781462215347			



UL 1573
CSA C22.2 No. 166
E113093



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.



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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Sunrise, FL 33351

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Email: tech@chauvetlighting.com

World Wide Web www.chauvetlighting.com

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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.