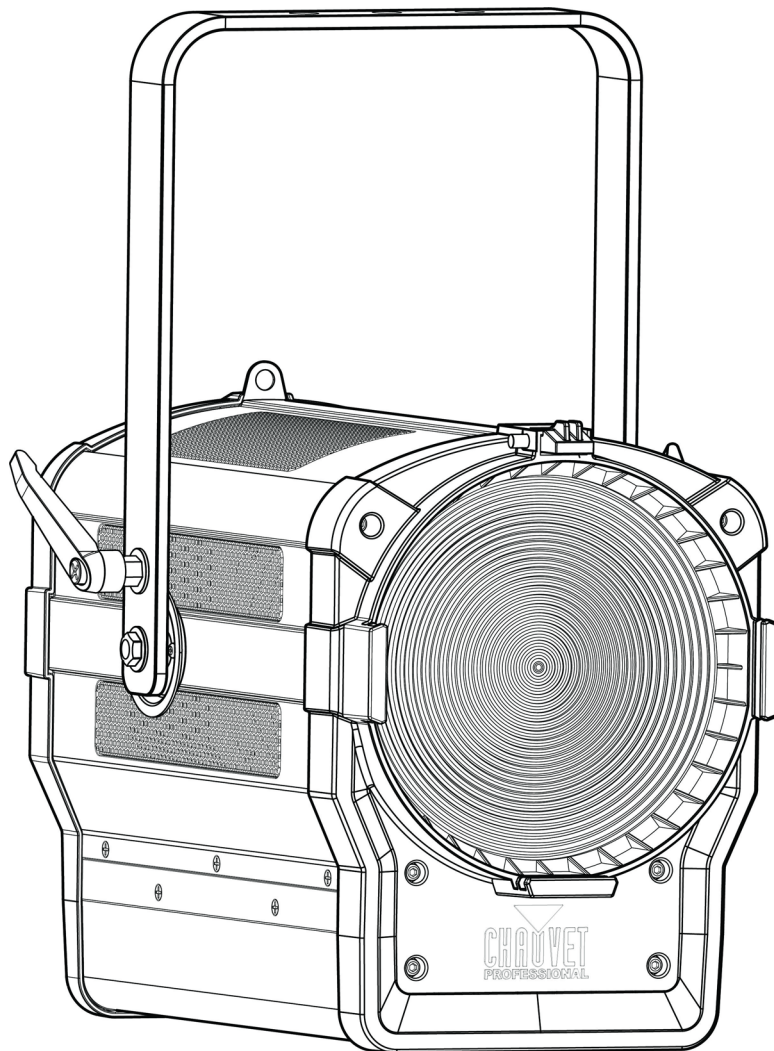


# Ovation

## F-265WW

### User Manual



  
**CHAUVET**  
PROFESSIONAL

## Edition Notes

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

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## Manual Use

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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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## FCC Compliance

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

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

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

## Document Revision

This Ovation F-265WW User Manual is the 4<sup>th</sup> edition of this document. Go to [www.chauvetprofessional.com](http://www.chauvetprofessional.com) for the latest version.

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# 1. Before You Begin

## What Is Included

- Ovation F-265WW
- Neutrik® powerCON® power cord
- Gel frame
- 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
<b>1–512</b>	A range of values
<b>50/60</b>	A set of values of which only one can be chosen
<b>&lt;SET&gt;</b>	A button on the product's control panel
<b>Settings</b>	A product function or a menu option

## Symbols

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



**Any reference to power connections in this manual assumes the use of Neutrik® powerCON® cables.**



**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

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

## Power and Wiring

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

## Operation

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



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

## Expected LED Lifespan

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

## 2. Introduction

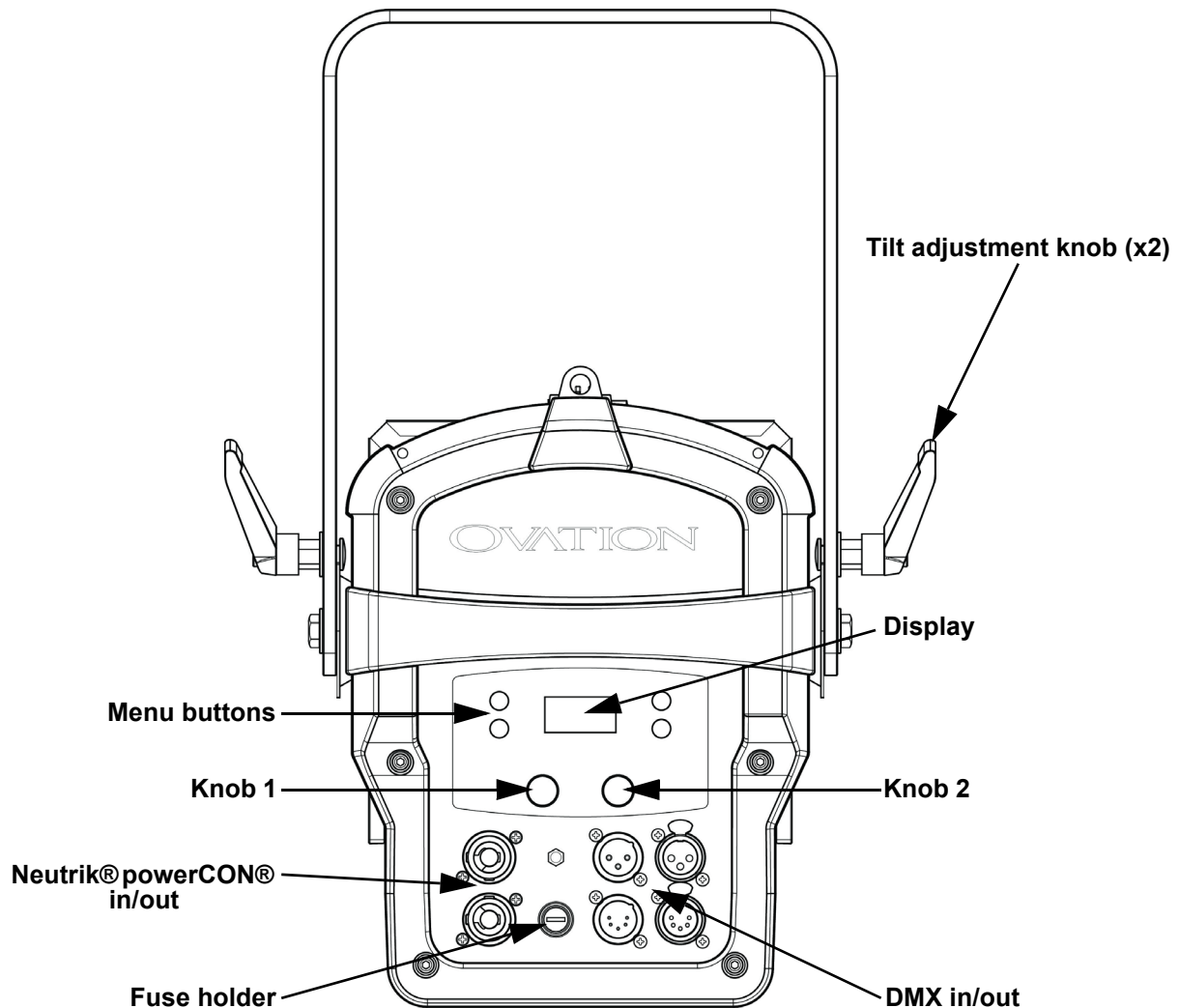
### Description

The Ovation F-265WW is a warm white Fresnel-style LED lighting fixture with 16-bit dimming resolution for smooth fades. It delivers a beautiful flat, even field of light. Its motorized zoom, with a range between 27° and 68°, can be controlled either manually or via DMX. Simple and complex DMX channel profiles offer programming versatility. Virtually quiet operation makes it ideal for use in any situation.

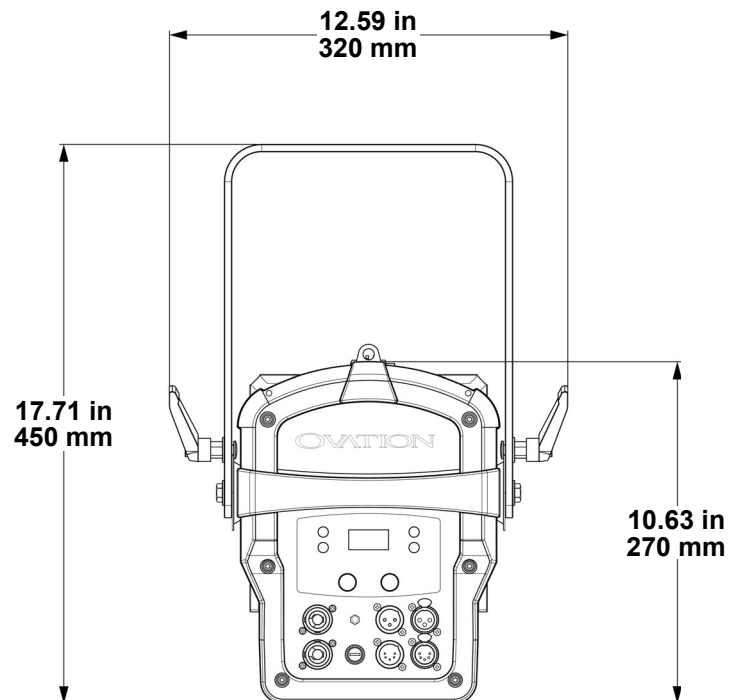
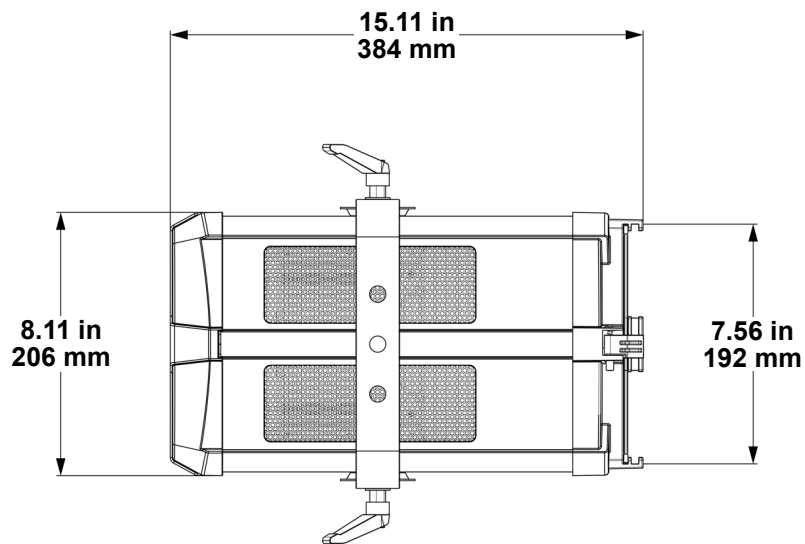
### Features

- Operating modes:
  - 1Ch: 8bit Dim: dimmer control
  - 2Ch: 16bit Dim: dimmer and fine dimmer control
  - 2Ch: 8bit Dim+Zoom: dimmer and zoom control
  - 5Ch: 16bit-Full: dimmer, fine dimmer, zoom, strobe, and motor reset control
- Warm white Fresnel with output comparable to an 8", 2,000 W Fresnel
- 16-bit dimming resolution for smooth fades
- Soft and even field of light
- Virtually silent operation for use in any situation
- Motorized zoom angle between 27° and 68°, manually or via DMX

### Product Overview



## Product Dimensions





## 3. Setup

### AC Power

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

The listed current rating indicates the maximum current draw during normal operation. For more information, download Sizing Circuit Breakers from the Chauvet website: [www.chauvetprofessional.com](http://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 F-265WW comes with a power input cord terminated with a Neutrik® powerCON® 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 12 at 208 V, or up to 13 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 F-265WW 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 F-265WW uses a 3- or 5-pin DMX data connection for the **1Ch: 8bit Dim**, **2Ch: 16bit Dim**, **2Ch: 8bit Dim+Zoom**, and **5Ch: 16bit-Full** 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 Ovation F-265WW to work in these personalities.
- The [DMX Values](#) section provides detailed information regarding the control 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).**

### 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 F-265WW supports RDM protocol that allows feedback to make changes to menu map options.

## Master/Slave Connectivity

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

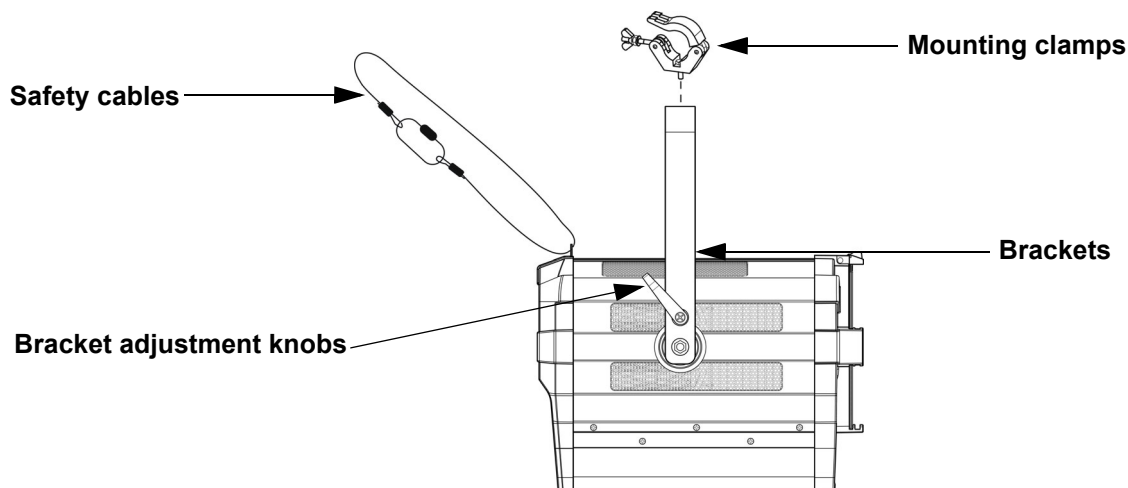
Chauvet recommends using the following general guidelines when mounting this product.

- 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 F-265WW comes with a bracket to which you can attach a mounting clamp directly. 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



## 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
Knob 1	Push then turn to increase or decrease the dimmer
Knob 2	Push then turn to increase or decrease the zoom

### Control Options

Set the Ovation F-265WW starting address in the 001–512 DMX range. This enables control of up to 102 products in the 5-channel **5Ch: 16bit-Full** personality.

### Programming

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

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

### Configuration (DMX)

Use 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 **Personality** main level.
2. Select the desired personality (see table below).

Personality	Channels
1Ch: 8bit Dim	1
2Ch: 16bit Dim	2
2Ch: 8bit Dim+Zoom	2
5Ch: 16bit-Full	5



- 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
1Ch: 8bit Dim	512
2Ch: 16bit Dim	511
2Ch: 8bit Dim+Zoom	511
5Ch: 16bit-Full	508

## Menu Map

Main Level	Programming Levels		Description
DMX Address	001–512		Selects DMX address (highest channel restricted to personality chosen)
DMX Personality	1Ch: 8bit Dim		1-channel: 8-bit dimmer
	2Ch: 16bit Dim		2-channel: 16-bit dimmer
	2Ch: 8bit Dim+Zoom		2-channel: 8-bit dimmer, zoom
	5Ch: 16bit-Full		5-channel: 16-bit dimmer, zoom, strobe, motor reset
Static	Dimmer	0–255	Controls intensity
	Zoom	0–255	Controls zoom
	Strobe	0–255	Controls strobe rate
Master/Slave	Master		DMX mode (Master)
	Slave		Slave mode
Dimmer Curve	Linear		Sets the dimmer curve
	Square		
	I Square		
	SCurve		
Dimmer Mode	Off		Linear dimmer
	Dimmer 1–3		Dimming curves <b>Dimmer 1</b> (fast) to <b>Dimmer 3</b> (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		Turns the fan off
	Silent		Sets the fan to silent
Back Light	10S		Turns off display backlight after 10 seconds of inactivity
	30S		Turns off display backlight after 30 seconds of inactivity
	2Min		Turns off display backlight after 2 minutes of inactivity
	Always On		Display backlight always on
Information	Fixture Hours	____H	Shows total hours the product has been powered on
	Version	V_._	Shows current firmware version
	UID	_____	Shows product UID
Reset Zoom w/ Power	No		Resets zoom settings when product is turned off
	Yes		
Reset Factory	No		Resets the product to factory default settings
	Yes		

## DMX Values

### 5Ch: 16bit-Full

Channel	Function	Value	Percent/Setting
1	Dimmer	000 ⇔ 255	0–100%
2	Dimmer Fine	000 ⇔ 255	0–100%
3	Zoom	000 ⇔ 255	0–100%
4	Strobe	000 ⇔ 009	Open
		010 ⇔ 099	Strobe, slow to fast
		100 ⇔ 109	Open
		110 ⇔ 179	Lightning effect, slow to fast
		180 ⇔ 189	Open
		190 ⇔ 255	Random strobe, slow to fast
5	Motor Reset	000 ⇔ 200	No function
		201 ⇔ 220	Motor reset
		221 ⇔ 255	No function

### 2Ch: 8bit Dim+Zoom

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

### 2Ch: 16bit Dim

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

### 1Ch: 8bit Dim

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, zoom, and strobe presets without a DMX controller.

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

### Master/Slave

The Master/Slave mode allows a group of Ovation F-265WW products (the slaves) to simultaneously duplicate the output of another Ovation F-265WW (the master) without a DMX controller.

To set each of the slaves:

1. Go to the **Master/Slave** main level
2. Select **Slave**.

To set the master:

1. Go to the **Master/Slave** main level
2. Select **Master**.
3. Select a static setting.



- The master is the one that runs a program whether in Auto 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.
- The master should be the first product in the daisy chain.

### Dimmer Curve

To set the dimmer curve, follow the instructions below:

1. Go to the Dimmer Curve main level.
2. Select the desired option (**Linear**, **Square**, **I Square**, or **SCurve**).

### Dimmer Profiles

This setting determines how fast the output of the Ovation F-265WW 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, DIM1 being the fastest.

### LED Frequency

This option changes the Pulse Width Modulation (PWM) frequency of the LEDs on the Ovation F-265WW.

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

## Operation

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### Fan Mode

This setting determines how the fan speed on the Ovation F-265WW is set.

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



**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.**



**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.**

### Back Light

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

1. Go to the **Back Light** main level.
2. Select **10S** (10 seconds), **30S** (20 seconds), **2Min**(2 minutes), or **Always On** (remains on).

### 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**.

### Zoom Reset

This setting determines whether the zoom resets when power is applied to the Ovation F-265WW.

1. Go to the **Reset Zoom w/ Power** main level.
2. Select **No** (zoom stays in last command position when power is removed) or **Yes** (zoom resets when power is applied to the product).

### Factory Reset

This option restores the Ovation F-265WW 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.**



**Do not spin the cooling fan using compressed air because you could damage it.**



## 6. Technical Specifications

### Dimensions and Weight

Length	Width	Height	Weight
15.11 in (384 mm)	12.59 in (320 mm)	17.71 in (450 mm)	17.2 lb (7.9 kg)

**Note:** Dimensions in inches rounded to the nearest decimal digit.

### Power

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

Parameter	120 V, 60 Hz	208 V, 60 Hz	230 V, 50 Hz
Consumption	227 W	234 W	235 W
Operating current	1.88 A	1.11 A	1.01 A
Power-linking current (products)	13.6 A (7 products)	13.6 A (12 products)	13.6 A (13 products)

Power I/O	U.S./Worldwide	UK/Europe
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	Color	Quantity	Power	Current	Lifespan
LED	Warm white	1	230 W	3.6 A	50,000 hours

### Photometrics

Parameter	Value
Strobe rate	0 to 30 Hz
Color temperature (at full)	3142 K
Beam angle	16° to 46°
Field angle	27° to 68°
Zoom angle	27° to 68°
Illuminance @ 5 m (27°)	4,010 lux
Illuminance @ 5 m (59°)	1,162 lux

### Thermal

Maximum External Temperature	Cooling System
113 °F (45 °C)	Fan-assisted convection

### DMX

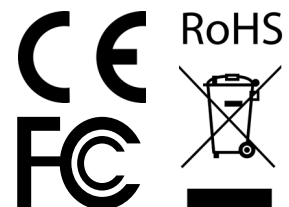
I/O Connector	Channel Range
3- and 5-pin XLR	1, 2, 2 or 5

### Ordering

Product Name	Item Name	Item Code	UPC Number
Ovation F-265WW	OVATIONF265WW	03031388	781462217365

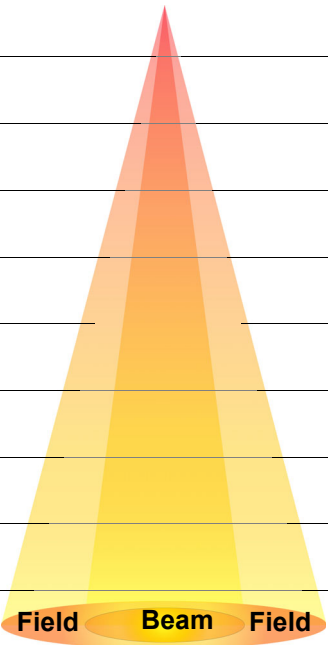


UL 1573  
CSA C22.2 No. 166  
E113093

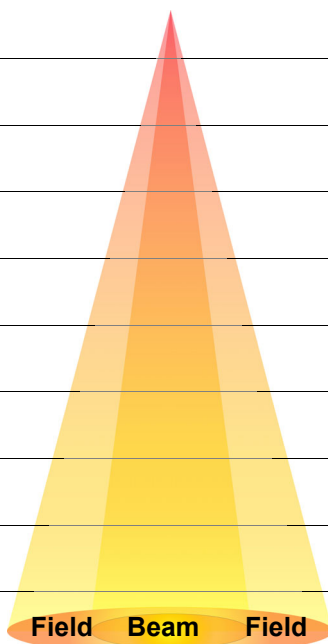


## Photometrics Charts

Distance	Narrow (27°)		Ovation F-265WW (Imperial)		Wide (68°)	
	Beam Diameter	Field Diameter	Footcandle	Footcandle	Beam Diameter	Field Diameter
15 ft	4.22 ft	7.20 ft	446	129	12.73 ft	20.24 ft
20 ft	5.62 ft	9.60 ft	251	73	16.98 ft	26.98 ft
30 ft	8.43 ft	14.40 ft	111	32	25.47 ft	40.47 ft
40 ft	11.24 ft	19.21 ft	63	18	33.96 ft	53.96 ft
50 ft	14.05 ft	24.01 ft	40	12	42.45 ft	67.45 ft
75 ft	21.08 ft	36.01 ft	18	5	63.67 ft	101.18 ft
100 ft	28.11 ft	48.02 ft	10	3	84.89 ft	134.90 ft
125 ft	35.14 ft	60.02 ft	6	2	106.12 ft	168.63 ft
150 ft	42.16 ft	72.02 ft	4	1	127.34 ft	202.35 ft



Distance	Narrow (27°)		Ovation F-265WW (Metric)		Wide (68°)	
	Beam Diameter	Field Diameter	Lux	Lux	Beam Diameter	Field Diameter
1 m	0.28 m	0.48 m	100,250	29,050	0.85 m	1.35 m
2 m	0.56 m	0.96 m	25,063	7,263	1.70 m	2.70 m
5 m	1.41 m	2.40 m	4,010	1,162	4.24 m	6.75 m
8 m	2.25 m	3.84 m	1,566	454	6.79 m	10.79 m
10 m	2.81 m	4.80 m	1,003	291	8.49 m	13.49 m
15 m	4.22 m	7.20 m	446	129	12.73 m	20.24 m
20 m	5.62 m	9.60 m	251	73	16.98 m	26.98 m
25 m	7.03 m	12.00 m	160	46	21.22 m	33.73 m
30 m	8.43 m	14.40 m	111	32	25.47 m	40.47 m



# Returns

In case you need to get support or return a product:

- If you are located in the US, contact Chauvet World Headquarters.
- If you are located in the UK or Ireland, contact Chauvet Europe Ltd.
- If you are located in Benelux, contact Chauvet Europe BVBA.
- If you are located in France, contact Chauvet France.
- If you are located in Germany, contact Chauvet Germany.
- If you are located in Mexico, contact Chauvet Mexico.
- If you are located in any other country, DO NOT contact Chauvet. Instead, contact your local distributor. See [www.chauvetprofessional.com](http://www.chauvetprofessional.com) for distributors outside the U.S., UK, Ireland, Benelux, France, Germany, or Mexico.



**If you are located outside the US, UK, Ireland, Benelux, France, Germany, or Mexico, contact your distributor of record and follow their instructions on how to return Chauvet products to them. Visit our website [www.chauvetprofessional.com](http://www.chauvetprofessional.com) for contact details.**

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.

To submit a service request online, go to [www.chauvetprofessional.com/service-request](http://www.chauvetprofessional.com/service-request).

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

General Information	Technical Support
<b>Chauvet World Headquarters</b>	
Address: 5200 NW 108th Ave. Sunrise, FL 33351 Voice: (954) 577-4455 Fax: (954) 929-5560 Toll Free: (800) 762-1084	Voice: (844) 393-7575 Fax: (954) 756-8015 Email: <a href="mailto:chauvetcs@chauvetlighting.com">chauvetcs@chauvetlighting.com</a> Website: <a href="http://www.chauvetprofessional.com">www.chauvetprofessional.com</a>
<b>Chauvet Europe Ltd</b>	
Address: Unit 1C Brookhill Road Industrial Estate Pinxton, Nottingham, UK NG16 6NT Voice: +44 (0) 1773 511115 Fax: +44 (0) 1773 511110	Email: <a href="mailto:UKtech@chauvetlighting.eu">UKtech@chauvetlighting.eu</a> Website: <a href="http://www.chauvetprofessional.eu">www.chauvetprofessional.eu</a>
<b>Chauvet Europe BVBA</b>	
Address: Stokstraat 18 9770 Kruishoutem Belgium Voice: +32 9 388 93 97	Email: <a href="mailto:BNLtech@chauvetlighting.eu">BNLtech@chauvetlighting.eu</a> Website: <a href="http://www.chauvetprofessional.eu">www.chauvetprofessional.eu</a>
<b>Chauvet France</b>	
Address: 3, Rue Ampère 91380 Chilly-Mazarin France Voice: +33 1 78 85 33 59	Email: <a href="mailto:FRtech@chauvetlighting.fr">FRtech@chauvetlighting.fr</a> Website: <a href="http://www.chauvetprofessional.eu">www.chauvetprofessional.eu</a>
<b>Chauvet Germany</b>	
Address: Bruno-Bürgel-Str. 11 28759 Bremen Germany Voice: +49 421 62 60 20	Email: <a href="mailto:DEtech@chauvetlighting.de">DEtech@chauvetlighting.de</a> Website: <a href="http://www.chauvetprofessional.eu">www.chauvetprofessional.eu</a>
<b>Chauvet Mexico</b>	
Address: Av. de las Partidas 34 - 3B (Entrance by Calle 2) Zona Industrial Lerma Lerma, Edo. de México, CP 52000 Voice: +52 (728) 690-2010	Email: <a href="mailto:servicio@chauvet.com.mx">servicio@chauvet.com.mx</a> Website: <a href="http://www.chauvetprofessional.mx">www.chauvetprofessional.mx</a>

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