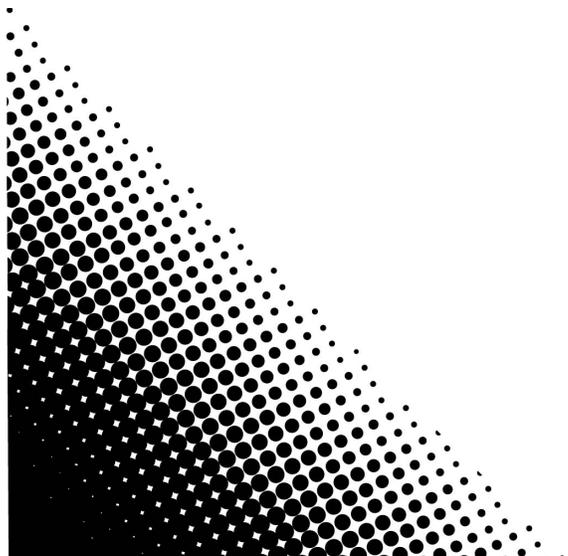
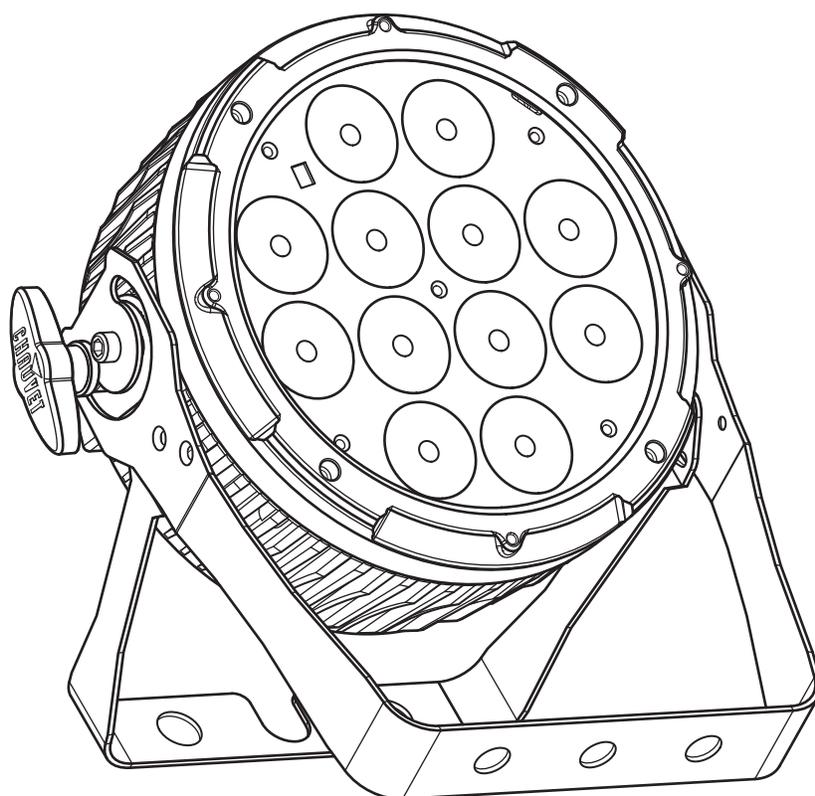


# Slim **PAR PRO H**

User Manual

**USB** 



  
**CHAUVET** 

**TABLE OF CONTENTS**

<b>1. Before You Begin .....</b>	<b>1</b>
What Is Included .....	1
Unpacking Instructions .....	1
Claims .....	1
Text Conventions .....	1
Symbols .....	1
Disclaimer .....	1
Intellectual Property .....	1
Safety Notes.....	2
<b>2. Introduction.....</b>	<b>3</b>
Product Overview.....	3
Product Dimensions.....	3
<b>3. Setup.....</b>	<b>4</b>
AC Power .....	4
Fuse Replacement.....	4
Power Linking.....	4
Mounting .....	5
Orientation.....	5
Rigging .....	5
Gel Frame Holder.....	5
<b>4. Operation.....</b>	<b>6</b>
Control Panel Operation.....	6
Menu Map .....	6
Configuration (DMX) .....	6
Starting Address.....	6
D-Fi USB Connectivity .....	7
Configuration (D-Fi USB) .....	7
D-Fi USB DIP Switch Channels.....	7
DMX Channel Assignments and Values .....	8
12CH.....	8
7-CH.....	8
6-CH.....	8
Configuration (Standalone) .....	9
Automatic Program .....	9
Auto Program Speed .....	9
Sound-Active Program .....	9
Sound Sensitivity .....	9
Static Color Mode.....	9
Custom Color Mixing.....	9
Dimmer Speed Mode .....	9
IRC-6 Infrared Remote Control .....	10
IRC-6 Operation .....	10
Master/Slave Mode (Wired) .....	11
Master/Slave Mode (D-Fi USB).....	11
<b>5. Maintenance.....</b>	<b>12</b>
Product Maintenance .....	12
<b>6. Technical Specifications.....</b>	<b>13</b>
<b>Returns .....</b>	<b>14</b>
<b>Contact Us.....</b>	<b>15</b>

# 1. Before You Begin

## What Is Included

- SlimPAR PRO H USB
- Gel Frame
- Gel Frame Holder
- Power Cord
- 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
<b>1–512</b>	A range of values
<b>50/60</b>	A set of values of which only one can be chosen
<b>Settings</b>	A menu option not to be modified
<b>&lt;ENTER&gt;</b>	A key to be pressed on the product’s control panel
<b>ON</b>	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.

## Disclaimer

Chauvet believes that the information contained in this manual is accurate in all respects. However, Chauvet assumes no responsibility and specifically disclaims any and all liability to any party for any loss, damage or disruption caused by any errors or omissions in this document, whether such errors or omissions result from negligence, accident or any other cause. Chauvet reserves the right to revise the content of this document without any obligation to notify any person or company of such revision, however, Chauvet has no obligation to make, and does not commit to make, any such revisions. Download the latest version from [www.chauvetdj.com](http://www.chauvetdj.com).

## Intellectual Property

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### Safety Notes



- 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 the power source 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.



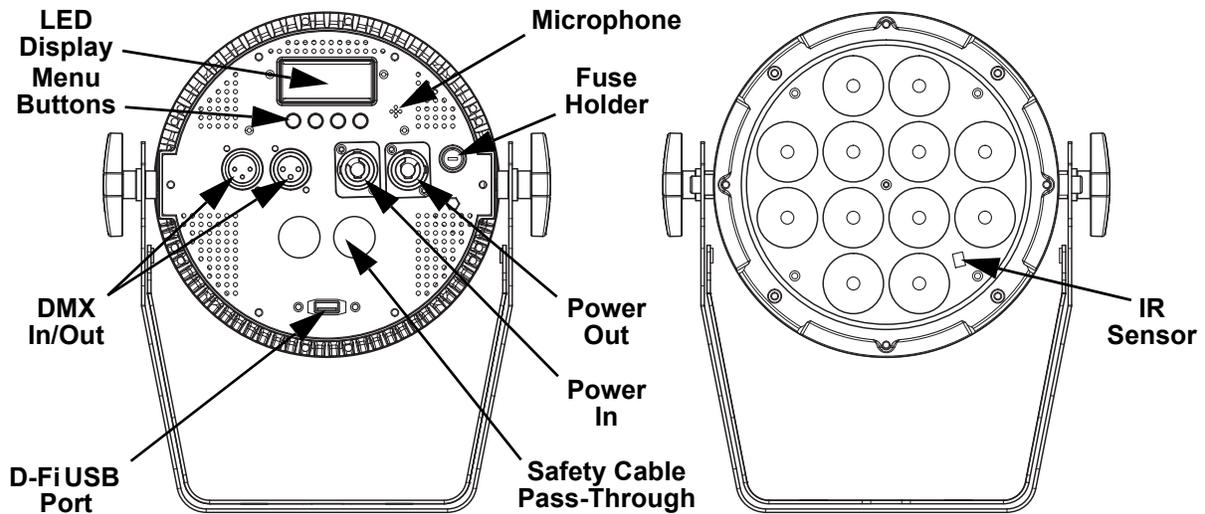
- The voltage of the outlet to which you are connecting this product must be within the range stated on the decal or rear panel of the product.
- The product is for indoor use only! (IP20) To prevent risk of fire or shock, do not expose the product to rain or moisture.
- Always install the product in 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 or rheostat.
- 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 bracket.
- The maximum ambient temperature is 104 °F (40 °C). Do not operate this product at higher temperatures.
- In the event of a serious operating problem, stop using the product immediately.
- Do not open this product. It contains no user-serviceable parts.
- 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.



Keep this User Manual for future use. If the product is sold to someone else, be sure that they also receive this document.

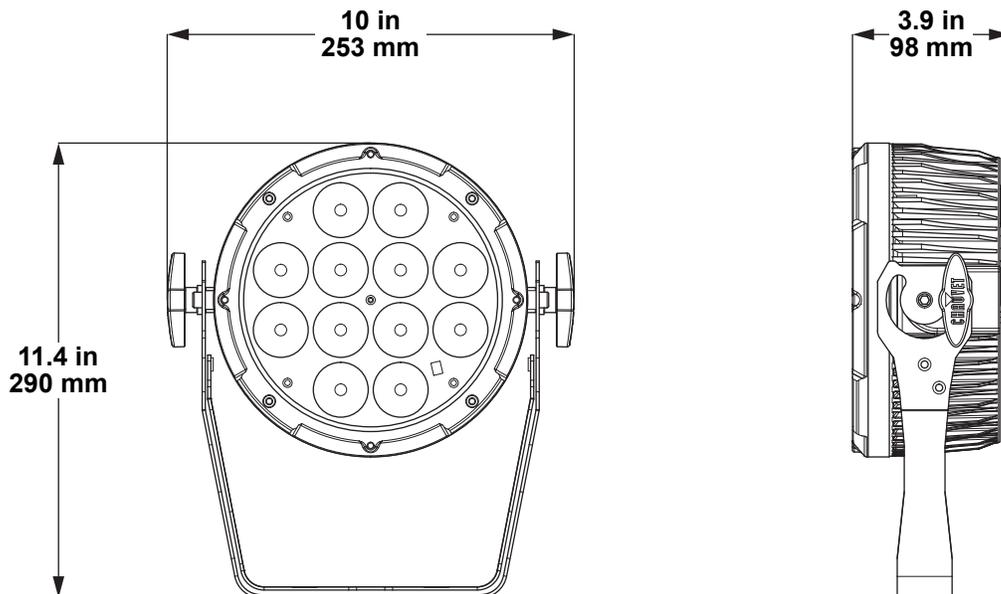
## 2. Introduction

### Product Overview



**WARNING! DO NOT** plug anything other than a D-Fi USB into the USB port. Doing so may cause damage to the product.

### Product Dimensions



### 3. Setup

#### AC Power

The SlimPAR PRO H USB has an auto-ranging power supply and it can work with an input voltage range of 100 to 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 (a 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.**

#### Fuse Replacement

1. Disconnect the product from power.
2. Using a flat-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.

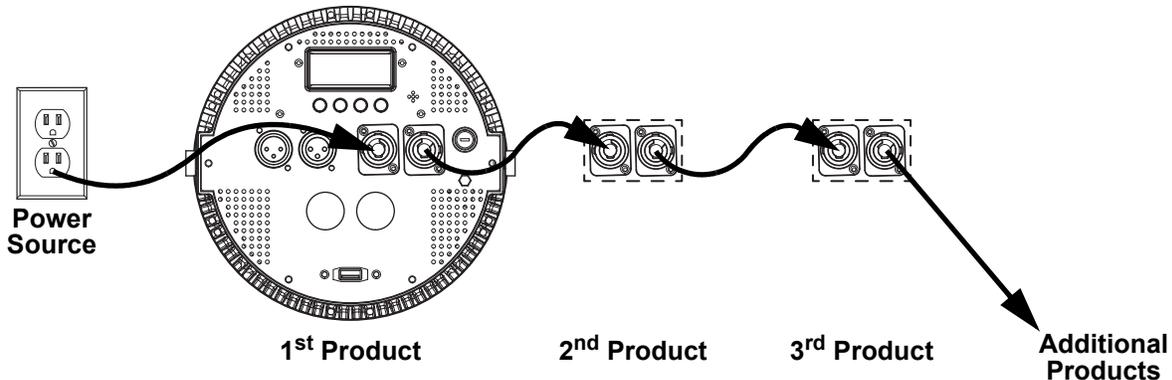


**Disconnect the product from the power outlet before replacing the fuse.**

#### Power Linking

The product provides power linking via the outlet located in the back of the product. See the diagram below for further explanation.

#### Power Linking Diagram



**You can power link up to 5 SlimPAR PRO H USB products on 120 VAC or up to 10 SlimPAR PRO H USB products on 230 VAC.**

## Mounting

Before mounting the product, read and follow the safety recommendations indicated in the [Safety Notes](#).

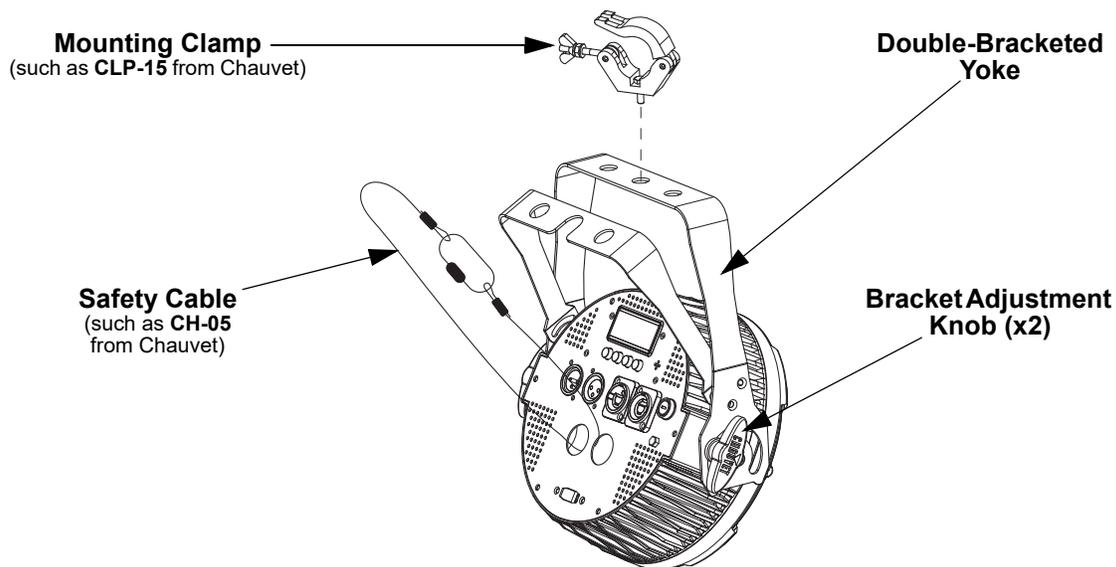
### Orientation

The SlimPAR PRO H USB may be mounted in any position; however, make sure adequate ventilation is provided around the product.

### Rigging

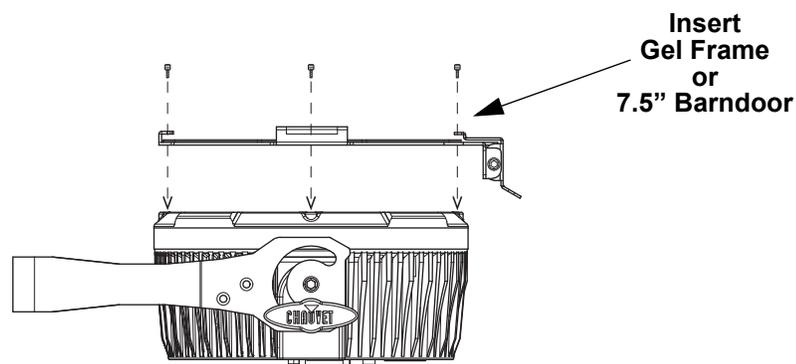
- Before deciding on a location, always make sure there is easy access to the product for maintenance and programming.
- Make sure adequate ventilation is provided around the product.
- Make sure that the structure or surface onto which you are mounting the product can support the product's weight. (see the [Technical Specifications](#))
- 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.

### Mounting Diagram



## Gel Frame Holder

The SlimPAR PRO H USB comes with a gel frame and a gel frame holder, which can be attached with the included screws. The gel frame holder can easily fit 7.5 inch barn doors, such as the Ovation 7.5" Barndoor from CHAUVET Professional.



## 4. Operation

### Control Panel Operation

To access the control panel functions, use the four buttons located underneath the display. Refer to the [Product Overview](#) to see the button locations on the control panel.

Button	Function
<MENU>	Exits from the current menu or function
<UP>	Navigates upwards through the menu list or increases a selected numeric value
<DOWN>	Navigates downwards through the menu list or decreases a selected numeric value
<ENTER>	Enables the currently displayed menu or sets a selected value into the selected function

### Menu Map

Main Level	Programming Levels		Description
DMX Mode	6-CH	d001–512	6-channel DMX mode
	7-CH		7-channel DMX mode
	12CH		12-channel DMX mode
Static Colors	C--	C 1–63	Static colors
Automatic Programs	P--	P1	6-color program (snap)
		P2	6-color program (pulse)
		P3	32-color program (snap)
		P4	32-color program (fading)
Speed	S--	S--1–100	Program speed for P 1–4
Sound-Active Programs	Snd	Snd1	6-color sound-active program
		Snd2	32-color sound-active program
Sensitivity	SEnS	u--0–100	Sound sensitivity
Custom Color Mixing	U--	r000–255	Custom static colors Combine red, green, blue, amber, white, and ultraviolet
		g000–255	
		b000–255	
		A000–255	
		W000–255	
		P000–255	
Dimmer Speed Mode	dIM	OFF	Linear dimmer
		dIM1	Dimmer speed settings: dIM1 (slow) to dIM1 (fast)
		dIM2	
		dIM3	
Infrared Mode	SEr	On	Enables or disables infrared control
		OFF	

### Configuration (DMX)

The SlimPAR PRO H USB works with a DMX controller. Information about DMX is in the CHAUVET DMX Primer, which is available from the Chauvet website [http://www.chauvetlighting.com/downloads/DMX\\_Primer\\_rev05\\_WO.pdf](http://www.chauvetlighting.com/downloads/DMX_Primer_rev05_WO.pdf).

#### 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 SlimPAR PRO H USB uses up to 12 DMX channels, which defines the highest configurable address as **501**.

If you are not familiar with the DMX protocol, download the DMX Primer from [www.chauvetdj.com](http://www.chauvetdj.com).

To select the starting address, do the following:

1. Press <MENU> repeatedly until **6-CH**, **7-CH**, or **12CH** shows on the display.
2. Press <ENTER>.
3. Use <UP> or <DOWN> to select the starting address, from **d001–512**.
4. Press <ENTER>.

## D-Fi USB Connectivity

The SlimPAR PRO H USB is able to become a D-Fi wireless receiver/transmitter with the use of the D-Fi USB from Chauvet DJ. Simply set the product's DMX Personality and DMX Address, set the DIP switch D-Fi receiving/transmitting channel, then plug it into the D-Fi USB port.



**WARNING! DO NOT plug anything other than a D-Fi USB into the USB port. Doing so may cause damage to the product.**



Once plugged in, the D-Fi USB will take over the product. Wired DMX and manual display control / menu buttons will be unavailable until you unplug the D-Fi USB. The priority levels are:

- 1. D-Fi USB
- 2. Wired DMX
- 3. Manual Digital Display/Menu Buttons

### Configuration (D-Fi USB)

1. Set the DMX Personality and DMX address on the SlimPAR PRO H USB.
2. Use the Chart provided to set **BOTH**:
  - the Channel, and then
  - The Receiving or Transmitting option

**NOTE: DIP Switch 5 is for Transmitting OR Receiving, please choose carefully.**

### D-Fi USB DIP Switch Channels

	RECEIVING					TRANSMITTING				
	1	2	3	4	T/R	1	2	3	4	T/R
Channel 1	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Channel 2	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Channel 3	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Channel 4	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Channel 5	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Channel 6	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Channel 7	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Channel 8	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Channel 9	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Channel 10	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Channel 11	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Channel 12	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Channel 13	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Channel 14	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Channel 15	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Channel 16	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

## DMX Channel Assignments and Values

### 12CH

Channel	Function	Value	Percent/Setting
1	Dimmer	000 ⇔ 255	0–100%
2	Red	000 ⇔ 255	0–100%
3	Green	000 ⇔ 255	0–100%
4	Blue	000 ⇔ 255	0–100%
5	Amber	000 ⇔ 255	0–100%
6	White	000 ⇔ 255	0–100%
7	Ultraviolet	000 ⇔ 255	0–100%
8	Strobe	000 ⇔ 015	No function
		016 ⇔ 255	Strobe, slow to fast
9	Color Macros	000 ⇔ 015	No function
		016 ⇔ 255	Color macros
10	Automatic/Sound-Active Programs	000 ⇔ 031	No function
		032 ⇔ 063	Pulse strobe (0–100%)
		064 ⇔ 095	Pulse strobe (100–0%)
		096 ⇔ 127	Pulse strobe (0–100–0%)
		128 ⇔ 159	Auto fade transition
		160 ⇔ 191	Auto snap transition (6-color)
		192 ⇔ 223	Auto snap transition (32-color)
		224 ⇔ 249	Sound-active mode (6 colors)
250 ⇔ 255	Sound-active mode (32 colors)		
11	Auto Speed (when Ch. 10 is 032 ⇔ 223)	000 ⇔ 255	Auto program speed, slow to fast
	Sound Sensitivity (when Ch. 10 is 224 ⇔ 255)	000 ⇔ 010	Sound sensitivity Off
12	Dimmer Speed Mode	011 ⇔ 255	Sound sensitivity, low to high
		000 ⇔ 051	Dimmer speed set from display
		052 ⇔ 101	Dimmer speed mode off
		102 ⇔ 152	Dimmer speed mode 1 (fast)
		153 ⇔ 203	Dimmer speed mode 2 (medium)
204 ⇔ 255	Dimmer speed mode 3 (slow)		

### 7-CH

Channel	Function	Value	Percent/Setting
1	Dimmer	000 ⇔ 255	0–100%
2	Red	000 ⇔ 255	0–100%
3	Green	000 ⇔ 255	0–100%
4	Blue	000 ⇔ 255	0–100%
5	Amber	000 ⇔ 255	0–100%
6	White	000 ⇔ 255	0–100%
7	Ultraviolet	000 ⇔ 255	0–100%

### 6-CH

Channel	Function	Value	Percent/Setting
1	Red	000 ⇔ 255	0–100%
2	Green	000 ⇔ 255	0–100%
3	Blue	000 ⇔ 255	0–100%
4	Amber	000 ⇔ 255	0–100%
5	White	000 ⇔ 255	0–100%
6	Ultraviolet	000 ⇔ 255	0–100%

## Configuration (Standalone)

Set the product in the standalone mode to control without a DMX controller.



**Never connect a product that is operating in any standalone mode 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.**

### Automatic Program

To run a program on the SlimPAR PRO H USB, follow the instructions below.

1. Press **<MENU>** repeatedly until **P--** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to select an automatic program, from **P 1–4**.
4. Press **<ENTER>**.

### Auto Program Speed

To adjust the auto program speed on the SlimPAR PRO H USB, do the following:

1. Press **<MENU>** repeatedly until **S--** shows on the display.
2. Use **<UP>** or **<DOWN>** to increase or decrease the program speed, from **S--1–100**.
3. Press **<ENTER>**. The product will return to the last selected.

### Sound-Active Program

To run a sound-active program on the SlimPAR PRO H USB, follow the instructions below.

1. Press **<MENU>** repeatedly until **Snd-** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to select a sound-active program, from **Snd1–2**.
4. Press **<ENTER>**.

### Sound Sensitivity

To adjust the sound sensitivity on the SlimPAR PRO H USB, do the following:

1. Press **<MENU>** repeatedly until **SEnS** shows on the display.
2. Use **<UP>** or **<DOWN>** to increase or decrease the sound sensitivity, from **u--0–100**.
3. Press **<ENTER>**. The product will return to the last selected mode.



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

### Static Color Mode

To run the SlimPAR PRO H USB on a static color, follow the instructions below.

1. Press **<MENU>** repeatedly until **C--** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to select a static color, from **C 1–63**.
4. Press **<ENTER>**.

### Custom Color Mixing

To mix a custom color on the SlimPAR PRO H USB, do the following:

1. Press **<MENU>** repeatedly until **U--** shows on the display.
2. Press **<ENTER>** and one of the following will show on the display:
  - **r\_ \_ \_** (red)
  - **g\_ \_ \_** (green)
  - **b\_ \_ \_** (blue)
  - **A\_ \_ \_** (amber)
  - **W\_ \_ \_** (white)
  - **P\_ \_ \_** (ultraviolet)
3. Press **<ENTER>** to cycle through the colors.
4. Use **<UP>** or **<DOWN>** to increase or decrease the value of the selected color, from **000–255**.
5. Repeat steps 3 and 4 until the color is set as desired.

### Dimmer Speed Mode

To change the dimmer speed mode on the SlimPAR PRO H USB, follow the instructions below.

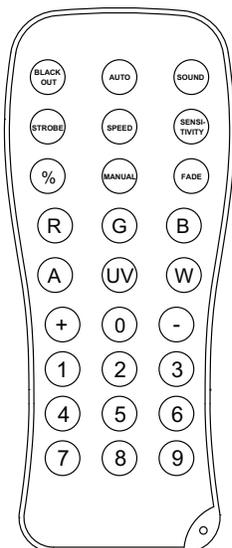
1. Press **<MENU>** repeatedly until **dIM** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to select the dimmer speed mode, from **OFF** (linear dimmer), **dIM1** (fast), **dIM2** (medium), or **dIM3** (slow).
4. Press **<ENTER>**.

## IRC-6 Infrared Remote Control

The SlimPAR PRO H USB is compatible with the IRC-6 infrared remote control from Chauvet. To set the SlimPAR PRO H USB to IR mode, follow the instructions below:

1. Press **<MENU>** repeatedly until **SEr** shows on the display.
2. Press **<ENTER>**.
3. Press **<UP>** or **<DOWN>** to select **On** or **OFF**.
4. Press **<ENTER>**.

## IRC-6 Operation



### Automatic Mode

Automatic mode will enable you to run the automatic programs on the product.

To turn on Automatic mode:

1. Press **<AUTO>** on the IRC-6.
2. Press **<+>** or **<->** to choose between the different auto programs.

To select a fading program:

1. Press **<FADE>** on the IRC-6.
2. Press **<+>** or **<->** to select **P2** or **P4**.

To adjust the speed of the automatic program:

1. Press **<SPEED>** on the IRC-6.
2. Press **<+>** or **<->** to increase or decrease the speed of the program.

### Sound-Active Mode

Sound-Active mode will enable the product to respond to the music.

To turn on Sound-Active mode:

1. Press **<SOUND>** on the IRC-6.
2. Press **<+>** or **<->** to select **Snd1** or **Snd2**.

To adjust the sound sensitivity in Sound-Active mode:

1. Press **<SENSITIVITY>** on the IRC-6.
2. Press **<+>** or **<->** to increase or decrease the sound sensitivity.

### Manual Color Control

To choose a specific color with the IRC-6:

1. Press **<MANUAL>** on the IRC-6.
2. Press any number between **<0>**~**<9>** to choose a preset color.

To manually control the RGB percentage:

1. Press **<R>** (red), **<G>** (green), **<B>** (blue), **<A>** (amber), **<UV>**/**<P>** (ultraviolet), or **<W>** (white) to choose the color.
2. Press **<+>** or **<->** to increase or decrease the value of each color.

### Miscellaneous Operation

To adjust the total output level:

1. Press **<%>** on the IRC-6.
2. Press **<+>** or **<->** to increase or decrease the sound sensitivity.

To activate or deactivate strobing:

1. Press **<STROBE>** on the IRC-6.
2. Press **<+>** or **<->** to increase or decrease the strobe rate.
3. Press **<STROBE>** again to turn off the strobe.

To black out the lights:

1. Press **<BLACK OUT>** on the IRC-6.

This will turn off all the lights until the button is pressed again.

NOTE: The IRC-6 will not respond to any inputs when Black Out is activated. If the remote does not respond when a button is pressed, try pressing **<BLACK OUT>**. You may have inadvertently activated Black Out.

## Master/Slave Mode (Wired)

The Master/Slave mode allows a single SlimPAR PRO H USB product (the “master”) to control the actions of one or more SlimPAR PRO H USB products (the “slaves”) without the need of a DMX controller. The master product will be set to operate in standalone or with the IRC-6, while the slave products will be set to operate in Slave mode. Once set and connected, the slave products will operate in unison with the master product.

Configure the products as indicated below.

### Slave products:

1. Press **<MENU>** repeatedly until **6-CH** shows on the display.
2. Press **<ENTER>**.
3. Set the DMX address to **d001**.
4. Connect the DMX input of the first slave product to the DMX output of the master product.
5. Connect the DMX input of the subsequent slave products to the DMX output of the previous slave product.
6. Finish setting and connecting all the slave products.

### Master product:

1. Set the master product to operate in standalone or IR mode.
2. Make the master product the first product in the DMX daisy chain.



- **Configure all the slave products before connecting the master to the 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.**
- **Do not connect more than 31 slaves to the master.**

## Master/Slave Mode (D-Fi USB)

The D-Fi USB allows a single SlimPAR PRO H USB product (the “master”) to control the actions of one or more SlimPAR PRO H USB products (the “slaves”) without the need of a DMX controller or DMX cables. The master (transmitter) product will be set to operate in standalone mode or with the IRC-6, while the slave (receiver) products will be set to operate in Slave mode. Once set and connected, the slave products will operate in unison with the master product.

Configure the products as indicated below.

### Slave products:

1. Press **<MENU>** repeatedly until **6-CH** shows on the display.
2. Press **<ENTER>** to accept.
3. Set the DMX address to **d001**.
4. Set the D-Fi USB to receive on a specific channel, 1–16.
5. Plug in the D-Fi USB.
6. Finish setting and connecting all the slave products.

### Master product:

1. Set the master product to operate in standalone or IR mode.
2. Set the D-Fi USB to transmit on the D-Fi channel the slaves are receiving on.
3. Plug in the D-Fi USB.



- **All products must be set to the same DMX personality, DMX address, and D-Fi channel.**
- **Configure all the slave products before configuring the master to transmit.**
- **Never connect a DMX controller to a D-Fi channel configured for Master/Slave operation because the controller may interfere with the signals from the master.**

## 5. Maintenance

### Product Maintenance

Dust build-up reduces light output performance and can cause overheating. This can lead to reduction of the light source's life and/or mechanical wear. To maintain optimum performance and minimize wear, 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 transparent surfaces with a mild soap solution, ammonia-free glass cleaner, or isopropyl alcohol.
5. Apply the solution directly to a soft, lint free cotton cloth or a lens cleaning tissue.
6. Softly drag any dirt or grime to the outside of the transparent surface.
7. Gently polish the transparent surfaces until they are free of haze and lint.



**Always dry the transparent surfaces carefully after cleaning them.**

## 6. Technical Specifications

### Dimensions and Weight

Length	Width	Height	Weight
10 in (253 mm)	3.9 in (98 mm)	11.4 in (290 mm)	7.2 lb (3.3 kg)

**Note:** Dimensions in inches are rounded.

### Power

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

Parameter	120 V, 60 Hz	230 V, 50 Hz
Consumption	99 W	96 W
Operating Current	1.4 A	0.8 A
Power Linking Current (products)	8 A (5 products)	8 A (10 products)
Fuse	F 2 A, 250 V	F 2 A, 250 V

Power I/O	U.S./Worldwide	UK/Europe
Power input connector	powerCON®-compatible	powerCON®-compatible
Power output connector	powerCON®-compatible	powerCON®-compatible
Power Cord plug	Edison (U.S.)	Local Plug

### Light Source

Type	Color	Quantity	Power	Current	Lifespan
LED	Hex-color RGBAW+UV	12	10 W	2.4 A	50,000 hours

### Photometrics

Strobe Rate	Beam Angle	Field Angle	Illuminance @ 2 m	Illuminance @ 5 m
0 to 31 Hz	24°	41°	3,218 lux	483 lux

### Thermal

Maximum External Temperature	Cooling System
104 °F (40 °C)	Convection

### DMX

I/O Connector	Channel Range
3-pin XLR	6, 7 or 12

### Ordering

Product Name	Item Code	UPC Number
SlimPAR PRO H USB (black)	03031132	781462214807
SlimPAR PRO H USB (white)	03031280	781462216283



UL 1573  
CSA C22.2 No. 166  
E113093



RoHS



## Returns

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

- If you are located in the U.S., 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.chauvetdj.com](http://www.chauvetdj.com) for distributors outside the U.S., UK, Ireland, Benelux, France, Germany, or Mexico.



**If you are located outside the U.S., 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.chauvetdj.com](http://www.chauvetdj.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.chauvetdj.com/service-request](http://www.chauvetdj.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.chauvetdj.com">www.chauvetdj.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.chauvetdj.eu">www.chauvetdj.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.chauvetdj.eu">www.chauvetdj.eu</a>
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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.chauvetdj.eu">www.chauvetdj.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.chauvetdj.mx">www.chauvetdj.mx</a>

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