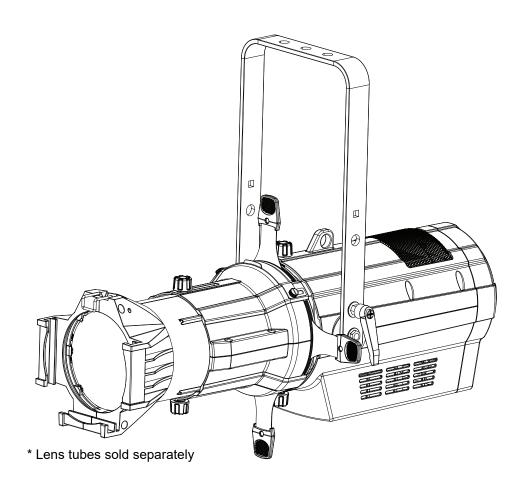


User Manual







Edition Notes

The Ovation E-910FC User Manual includes a description, safety precautions, installation, programming, operation and maintenance instructions for the Ovation E-910FC.

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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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Document Revision

This Ovation E-910FC User Manual is the 10th edition of this document. Go to www.chauvetprofessional.com for the latest version.



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1. Before You Begin

What Is Included

- Ovation E-910FC
- Neutrik[®] powerCON[®] power cord
- Soft focus filter
- 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 customer's 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				
50/60	50/60 A set of values of which only one can be chosen			
<set> A button on the product's control panel</set>				
Settings	A product function or a menu option			

Symbols

Symbol	Meaning
A	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.
i	Important installation or configuration information. The product may not function correctly if this information is not used.
	Useful information.



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

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.



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! Do not operate this product outdoors or in any location where dust, excessive heat, water, or humidity may affect it (IP20).
- Do not leave any flammable material within 50 cm of this product while operating or connected to power.
- 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.
- When hanging this product, always secure to a fastening device using a safety cable.
- Use only the hanging/mounting bracket to carry this product.

Power and Wiring

- Ensure that the power cord is not crimped or damaged.
- Always ensure that the product is connected to proper voltage in accordance with the specifications in this manual or on the product's specification label.
- Make sure to replace the fuse with another of the same type and rating.
- Never connect the 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 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.
- The minimum startup temperature is -4°F (-20°C). Do not start the product at lower temperatures.
- The minimum ambient temperature is -22°F (-30°C). Do not operate the product at lower 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 E-910FC is a high-performance ERS-style fixture with full RGBAL color mixing and color temperature presets of 2800 K to 6500 K that match the output of a tungsten source to perfection. Control options include full 16-bit dimming (per color and master), selectable PWM, RDM, and on-board dimming curve selection. Chauvet's Virtual Color Wheel, which matches popular gel colors, is also accessible.

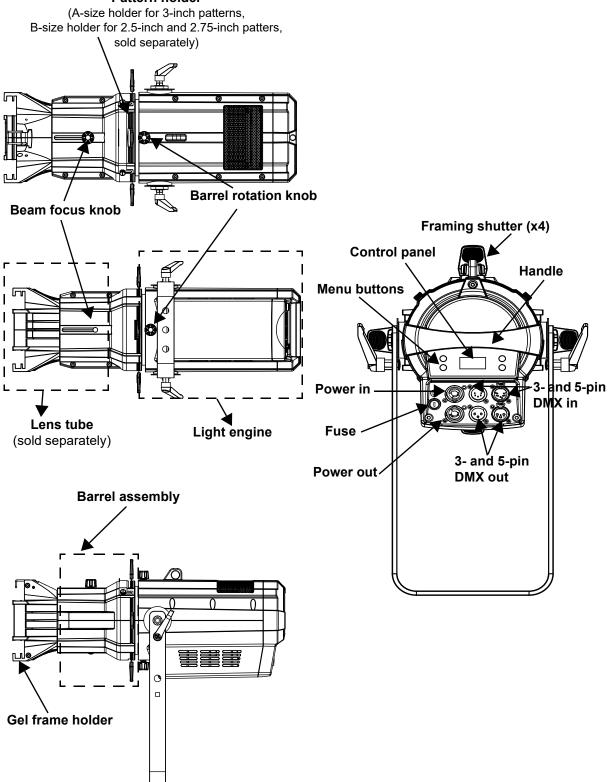
Features

- · Operating modes:
 - HSV: hue, saturation, value control
 - 4-channel: dimmer, virtual color wheel, color temperature, red shift
 - 5-channel: RGBAL control
 - 8-channel: RGBAL control, dimmer, strobe, red shift
 - 11-channel: RGBAL control, 16-bit dimmer, strobe, virtual color wheel, color temperature, red shift
 - 13-channel: RGBAL control, dimmer, strobe, virtual control wheel, color temperature, red shift, auto programs, auto speed, dimmer speed mode,
 - 14-channel: 16-bit RGBAL and dimmer, strob, red shift
 - 16-channel: 16-bit RGBAL and dimmer, strobe, virtual color wheel, color temperature, red shift
- Full-color LED (RGBAL) ERS-style lighting product for theater, film, and production
- Ultra-smooth 16-bit dimming of master dimmer and individual colors
- · Flat, even field of light with superior color mixing
- · Virtual color wheel with color matched to popular gel colors
- Color temperature presets from 2800 K to 6500 K with high CRI and CQS
- 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 theater applications
- · Works perfectly with industry-standard lens tubes and accessories



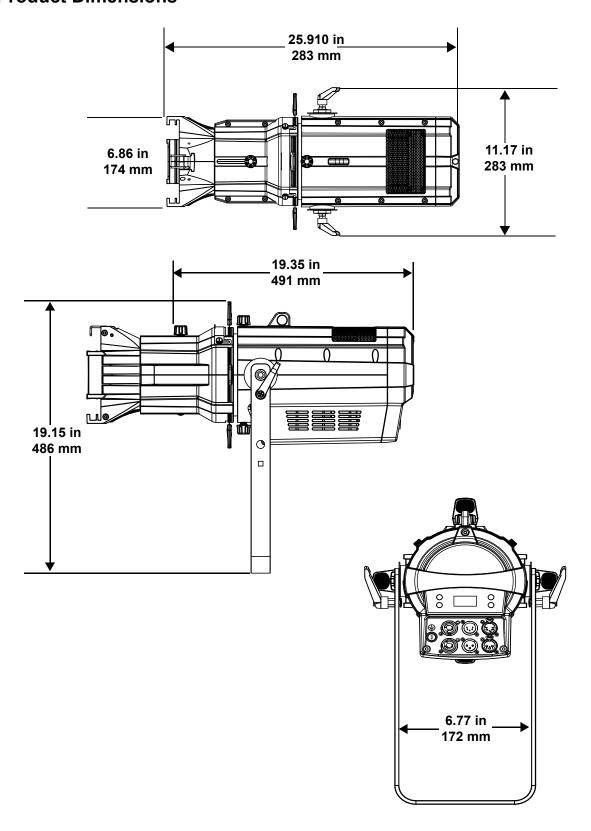
Product Overview

Pattern holder





Product Dimensions





3. Setup

AC Power

Each Ovation E-910FC 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-910FC, refer to the label affixed to the product or to the <u>Technical Specifications</u> 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.



- 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.

AC Plug

The Ovation E-910FC 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 the product has no plug, or if the plug needs to be changed, 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. It is possible to power link up to 6 products at 120 V, up to 11 products at 208 V, or up to 12 products at 230 V. This product comes with a power input cord. Power-linking cables are available for purchase from Chauvet.

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

The Ovation E-910FC can be linked to a DMX controller using a 3- and 5-pin DMX connection. If using other DMX-compatible products with this product, it is possible to control each individually with a single DMX controller.

DMX Personalities

The Ovation E-910FC uses a 3- and 5-pin DMX data connection for the **HSV**, **4Ch**, **5Ch**, **8Ch**, **11Ch**, **13Ch**, **14Ch**, and **16Ch** DMX personalities.

- Refer to the Introduction for a brief description of each DMX personality.
- Refer to the <u>Operation</u> chapter to learn how to configure the Ovation E-910FC to work in these personalities.
- The <u>DMX Values</u> section provides detailed information regarding the DMX personalities.



For 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 with the manufacturer or the DMX controller's User Manual, as not all DMX controllers have this capability. The Ovation E-910FC supports RDM protocol that allows feedback to make changes to menu map options.



Master/Slave Connectivity

The Master/Slave mode allows an Ovation E-910FC (the master) to control one or more Ovation E-910FC products (the slaves) without a DMX controller. One Ovation E-910FC becomes the master when running an auto or custom program, or in Static mode.

Each slave's control panel must be configured 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 <u>Operation</u> section of this manual provides detailed instructions on how to configure the master and slaves.
- For 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 the product, read and follow the safety recommendations indicated in the <u>Safety Notes</u>. For CHAUVET Professional line of mounting clamps, go to: http://trusst.com/products/.

Orientation

Always mount this product in a safe position, ensuring that there is adequate room for ventilation, configuration, and maintenance.

Rigging

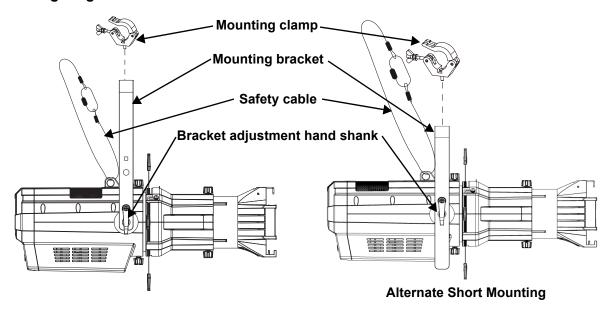
Chauvet recommends using the following general guidelines when mounting this product:

- 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 the product will be mounted can support the product's weight. See the <u>Technical Specifications</u> 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 E-910FC comes with a double-bracketed yoke that can be used as a floor stand or to which mounting clamps can be attached for hanging. Mounting clamps must be purchased separately. Ensure that the clamps can support the weight of this product. Use at least one mounting point per product where necessary.

Mounting Diagram





Manual Beam Focus Control

The Ovation E-910FC has a manual focus, which is adjusted as follows:

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



To avoid changing menu settings while focusing the Ovation E-910FC, 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-910FC allows manual rotation of the barrel assembly, as follows:

- Locate the barrel rotation knobs at the top and bottom of the light engine.
- 2. Loosen the knobs by turning them counterclockwise. (**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 locks the barrel's position.

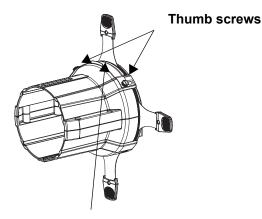


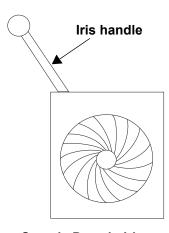
Ensure that the barrel assembly is oriented with the pattern holder and accessory slots at the top of the product.

Accessory Slot

The Ovation E-910FC has an accessory slot, which holds a drop-in iris, a motorized pattern device, or various other optional accessories (sold separately).

- Loosen the thumbscrews on the slot cover. (Note: Do not remove the thumbscrews).
- 2. Slide to cover forward.
- Insert an accessory. (Note: Make sure to insert the accessory correctly. i.e., 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.
- Tighten the thumbscrews to secure the cover.





Accessory Slot Cover

Sample Drop-in Iris



- 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-910FC.



4. Operation

Control Panel Operation

Button	Function
<menu></menu>	Exits from the current menu or function
<enter></enter>	Enables the currently displayed menu or sets the currently selected value in to the current function
<up></up>	Navigates upward through the menu list or increases the numeric value when in a function
<down></down>	Navigates downward through the menu list or decreases the numeric value when in a function

Control Options

Set the Ovation E-910FC starting address in the 001-512 DMX range. This enables control of up to 12 products in the 16-channel personality.

Programming

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

- To go to the desired main level, press **<MENU>** repeatedly until the option shows on the display. Press **<ENTER>** to select. This will show 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. This will show either the first option if
 there is another programming level, or the selected value.
- Press <MENU> repeatedly to exit to the previous main level.

Configuration (DMX)

Use DMX configurations to operate the product with a DMX controller.

DMX Personalities

This setting allows the user to choose a particular DMX personality.

- 1. Go to the **DMX Channel** main level.
- Select the desired personality (4Ch, 5Ch, 8Ch, 11Ch, 13Ch, 14Ch, 16Ch, and HSV).



- See the <u>Starting Address</u> section for the highest starting address suggested for each personality.
- Make sure that the starting addresses on the various products do not overlap due to the new personality setting.

Starting Address

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. Go to the **DMX Address** main level.
- 2. Set 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
HSV	510	11Ch	502
4Ch	509	13Ch	500
5Ch	508	14Ch	499
8Ch	505	16Ch	497



Menu Map

Main Level		Programming Levels		Description	
DMX Address		001–512*		Selects DMX address (*highest channel restricted to personality chosen)	
		4Ch		4-channel: dimmer, virtual color wheel, color temperature, red shift	
		5Ch		5-channel: RGBAL control	
		8Ch		8-channel: dimmer, RGBAL control, strobe, red shift	
		11Ch		11-channel: 16-bit dimmer, RGBAL control, strobe, virtual color wheel, color temperature, red shift	
DMX Channel		13Ch		13-channel: dimmer, RGBAL control, strobe, virtual color wheel, color temperature, red shift, auto program, auto speed, dimmer speed mode	
		14Ch		14-channel: 16-bit dimmer, 16-bit RGBAL control, strobe, red shift	
		16Ch		16-channel: 16-bit dimmer, 16-bit RGBAL control, strobe, virtual color wheel, color temperature, red shift	
		HSV		3-channel: hue, saturation, value	
		C3050 - Md Yellow			
		C3040 - Lt Yellow			
		C3240 - Amb Yellow C2340 - VLt Amber			
		C2340 - VLt Amber C2040 - Lt Amber			
		C2040 - Lt Amber	-		
	C	C2060 - Md Amber			
		C1050 - Lt Red			
		C1080 - Md Red			
		C1020 - NC Pink			
		C1030 - Md Pink			
	C	C1630 - Dk Pink			
		C1250 - Md Red Amber			
		C1060 - Dk Red Amber			
Virtual		C1650 - Magenta		Virtual Color Wheel simulates the output	
Color	Virtual Color Wheel	C6170 - Dk Magenta	Dimmer	of each gel color. Refer to the Virtual	
Wheel	vvrieei	C6020 - Lt Lavender	0–255	Color Wheel Chart for specific values.	
		C5030 - Lt Blue			
		C5020 - VLt Blue			
		C5430 - Lt Blue 2			
		C5070 - Blue			
		C5050 - Md Blue			
		C5060 - Dk Blue			
		C5690 - Indigo			
		C5080 - VDk Blue			
		C5081 - VDk Blue 2			
		C4370 - Yel Green			
		C4070 - Green			
		C4550 - Turquoise			
		C4560 - Aqua C4570 - Blue Green			
		C43/U - Diue Green			



Main Level		Programming Levels		Description		
	2800K					
		32	00K	-		
		35	00K	Dimmer	Preset white color temperatures.	
	Oalan	40	00K			
	Color Temperature	45	00K	0-255	specified color temperature. Refer to the	
Virtual	Temperature		00K		Color Temperature Chart for specific values.	
Color			00K		values.	
Wheel	_		00K			
			00K			
			led	-		
	Manual		een lue	0-255	Combines red, green, blue, amber, and	
	Color Mixer		nber	0-255	lime to make a custom color (0–100%)	
			me	_		
					Selects automatic programs and auto	
Auto Show	Auto	1–5	1–10	00	program speed	
Red Shift		On Off			Mimics halogen lamp dimming	
Master/ Slave		Mast	er		Receives DMX signal from the DMX controller (master)	
Jiave	Slave			Receives DMX signal from the master unit		
		Line				
Dimmer Curve	Square			Sets the dimmer curve		
Curve	I Square SCurve				-	
	. Off				Linear dimmer	
Dimmer Mode	Dimmer 1–3			Dimming curves, from fast (Dimmer 1) to slow (Dimmer 3)		
	Off			Uses factory default white setting		
	Red		led		Sets red LED maximum value	
_White	Manual		Green Sets green LED maximum value			
Balance			lue	125–255 Sets blue LED maximum value		
			nber		Sets amber LED maximum value	
		Lime 600Hz			Sets lime LED maximum value	
	1200Hz 2000Hz			_		
LED						
Frequency	4000Hz			Sets the PWM frequency		
. ,		60001				
	25KHz					
-		Auto			Sets the fan to auto mode	
Fan Mode		On			Sets the fan to always on	
1 all Mode		Off			Sets the fan to always off	
		Siler	nt		Sets the fan to silent	
	108			Turns off display backlight after 10 seconds of inactivity		
Back Light		30\$			Turns off display backlight after 30 seconds of inactivity	
	2Min			Turns off display backlight after 2 minutes of inactivity		
		Always	o Oli		Display backlight remains on Shows total hours the product has been	
Information	Fixture	Hours		_H	powered on	
Information	Versi	— —			Shows current firmware version	
	UII)	l		Shows product UID	



Configuration (Standalone)

Use standalone configuration to operate the product without a DMX controller.

Focus Mode

Focus mode allows for focusing of the Ovation E-910FC without changing any menu settings.

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

Virtual Color Wheel

- 1. Go to the Virtual Color Wheel main level.
- 2. Select Virtual Color Wheel.
- 3. Select the desired gel color (see Virtual Color Wheel Chart).
- 4. Select the desired output level (000-255).

Color Temperature

To select a color temperature, do the following:

- 1. Go to the Virtual Color Wheel main level.
- 2. Select Color Temperature.
- 3. Select the desired color temperature (see Color Temperature Chart).
- 4. Select the desired output level (000–255).

Manual Color Mixer

To do color mixing without a DMX controller, follow the instructions below:

- 1. Go to the Virtual Color Wheel main level.
- 2. Select Manual Color Mixer.
- 3. Select the color to edit (Red, Green, Blue, Amber, or Lime Green).
- 4. Select the desired output level for that color (000-255).
- 5. Repeat steps 3 and 4 until product outputs as desired.

Auto Programs

Auto programs allow for dynamic RGBAL color mixing without a DMX controller.

- 1. Go to **Auto Show** main level.
- 2. Select the desired auto program (Auto 1-5).
- 3. Select the desired speed (1–100).

Red Shift

The Red Shift function causes the amber LEDs to imitate the appearance of a halogen lamp when dimming. To adjust the Red Shift function, do the following:

- 1. Go to the **Red Shift** main level.
- Select On or Off.

Master/Slave

The Master/Slave mode allows a group of Ovation E-910FC products (the slaves) to simultaneously duplicate the output of another Ovation E-910FC (the master) without a DMX controller. To set each of the slaves:

- 1. Go to the Master/Slave main level
- Select Slave.

To set the master:

- 1. Go to the Master/Slave main level
- Select Master.
- 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 Squa, or SCurve).



Dimmer Profiles

This setting determines how fast the output of the Ovation E-910FC changes when the output value is modified. It provides four different options to simulate the dimming curve of an incandescent lighting product. To select a specific dimmer profile, do the following:

- 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, **Dimmer 1** being the fastest.



For optimum control of the 16-bit dimming channels in the 10Ch, 13Ch, and 15Ch personalities, ensure that the dimming curves in Dimmer Mode are set to Off.

White Balance

This setting determines the maximum output values for each color, which affects the appearance of a full output white.

- 1. Go to the White Balance main level.
- 2. Select **Off** (the product will use a default setting) or **Manual**.
- 3. For Manual mode, select the color value to edit (Red, Green, Blue, Amber, or Lime Green).
- Set the maximum value for the selected color (125–255).
- 5. Repeat steps 3 and 4 until the product outputs as desired.

LED Frequency

This option changes the Pulse Width Modulation (PWM) frequency of the LEDs on the Ovation E-910FC. To do so, follow the instructions below:

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

Fan Mode

This setting determines how the fan speed on the Ovation E-910FC is set.

- 1. Go to the Fan Mode main level
- 2. Select **Auto** (fan speed will increase or decrease based on product temperature), **Off** (fan will stay off. Product output will decrease based on product temperature), **Silent** (fan will maintain a constant silent speed), or **On** (fan speed will always be at maximum).



NOTICE: When operating in Fan Mode: Off, the 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 E-910FC'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 (30 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, LED Hours, Version, or UID.



Virtual Color Wheel (VCW)

The Ovation E-910FC includes a feature called the Virtual Color Wheel (VCW). This feature is available as a standalone control mode for manual use and as a control channel in select DMX personalities. More than 30 premixed colors, custom blended by Chauvet engineers, are available to call up for easier programming. The DMX values used to mix these colors are provided below. The overall intensity of the Ovation fixture can be adjusted to more closely replicate familiar industry-standard colors. A chart is available at www.chauvetprofessional.com to compare Chauvet's premixed colors with popular gel colors. This chart is for comparison purposes only and is not an assertion that Chauvet's premixed colors match any of the gel colors listed.

Virtual Color Wheel Chart

Viitual Color Villeer Chart							
DMX Channel Value	Display Readout	Red Value	Green Value	Blue Value	Amber Value	Lime Value	
000 ⇔ 005		000	000	000	000	000	
006 ⇔ 013	C3050 - Md Yellow	233	163	020	123	255	
014 ⇔ 021	C3040 - Lt Yellow	224	158	047	255	231	
022 \Leftrightarrow 028	C3240 - Amb Yellow	180	060	000	245	255	
029 🖨 035	C2340 - VLt Amber	245	107	081	255	213	
036 ⇔ 043	C2040 - Lt Amber	230	130	062	255	155	
044 ⇔ 051	C2050 - Md Amber	255	000	025	255	194	
052 🖨 059	C2060 - Dk Amber	255	000	024	255	150	
060 ⇔ 067	C1050 - Lt Red	255	037	027	030	038	
068 ⇔ 075	C1080 - Md Red	255	004	017	000	000	
076 ⇔ 083	C1020 - NC Pink	238	135	129	255	255	
084 ⇔ 091	C1030 - Md Pink	255	131	120	255	195	
092 ⇔ 099	C1630 - Ma T IIIk	255	165	123	255	210	
100 ⇔ 107	C1250 - Md Red Amber	255	000	041	195	055	
100 \$\times 107 108 \$\times 115	C1250 - Mu Red Amber	255	000	045	120	030	
116 ⇔ 113	C1650 - Magenta	255	050	115	255	115	
122 🖘 130	C6170 - Dk Magenta	255	035	117	000	000	
122 ↔ 130 131 ⇔ 138	C6020 - Lt Lavender	127	122	142	251	255	
131 ↔ 136	C5030 - Lt Blue	000	255	197	100	255 255	
139 ↔ 140 147 ⇔ 154	C5030 - Lt Blue	158	255 255	189	000	255 255	
155 ⇔ 162	C5430 - Lt Blue 2	000	255 255	180	000	243	
163 ⇔ 170	C5070 - Blue	043	255 255	210	043	036	
103 ↔ 170 171 ⇔ 178	C5070 - Blue	000	255 255	218	000	181	
171 ↔ 176	C5060 - Md Blue	000	210	206	000	118	
179 ↔ 160 187 ⇔ 194	C5060 - Dk Blue C5690 - Indigo	065	000	210	040	055	
195 ⇔ 202	C5080 - Indigo	000	203	230	000	040	
203 \$\times 210		040			000	045	
	C5081 - VDk Blue2	040	199 255	240			
211 <code-block></code-block>	C4370 - Yel Green			028	016	104	
219 ⇔ 226	C4070 - Green	049	255	055	120	090 245	
227 ⇔ 234	C4550 - Turquoise	060	230	109	000		
235 ⇔ 242	C4560 - Aqua	020	240	126	036	255	
243 ⇔ 250	C4570 - Blue Green	000	255	079	030	053	
251 ⇔ 255		000	000	000	000	000	



Note: The colors above are simulated renditions of the color output produced compared with other similar incandescent products. Chauvet makes no guarantee of the color output accuracy.

Color Temperature Chart

DMX Channel Value	Display Readout	Red Value	Green Value	Blue Value	Amber Value	Lime Value
000 🗇 005		000	000	000	000	000
006 ⇔ 025	2800K	255	199	107	253	255
026 ⇔ 050	3200K	253	247	129	255	255
051 ⇔ 075	3500K	234	255	141	253	255
076 ⇔ 100	4000K	204	255	156	243	255
101 ⇔ 125	4500K	181	248	166	224	255
126 ⇔ 150	5000K	160	255	180	241	255
151 ⇔ 175	5600K	138	255	191	241	255
176 ⇔ 200	6000K	147	255	193	203	255
201 ⇔ 225	6500K	142	251	197	187	255
226 ⇔ 255		000	000	000	000	000



Note: The color temperatures above are simulated renditions of the color output produced compared with a tungsten lamp at the specified color temperature. Chauvet makes no guarantee of the color output accuracy.



DMX Values

16Ch

Channel	Function	Value	Percent/Setting
1	Dimmer	000 ⇔ 255	0–100%
2	Dimmer fine	000 ⇔ 255	0–100%
3	Red	000 ⇔ 255	0–100%
4	Red fine	000 ⇔ 255	0–100%
5	Green	000 ⇔ 255	0–100%
6	Green fine	000 ⇔ 255	0–100%
7	Blue	000 ⇔ 255	0–100%
8	Blue fine	000 ⇔ 255	0–100%
9	Amber	000 ⇔ 255	0–100%
10	Amber fine	000 ⇔ 255	0–100%
11	Lime	000 ⇔ 255	0–100%
12	Lime fine	000 ⇔ 255	0–100%
13	Strobe	000 ⇔ 010	No function
13		011 ⇔ 255	Strobe, slow to fast
14	Virtual color wheel	000 ⇔ 255	Refer to Virtual Color Wheel Chart
15	Color temperature	000 ⇔ 255	Refer to Color Temperature Chart
		000 ⇔ 010	No function
16	6 Red shift	011 ⇔ 127	On
		128 ⇔ 255	Off

14Ch

Channel	Function	Value	Percent/Setting
1	Dimmer	000 ⇔ 255	0–100%
2	Dimmer fine	000 ⇔ 255	0–100%
3	Red	000 ⇔ 255	0–100%
4	Red fine	000 ⇔ 255	0–100%
5	Green	000 ⇔ 255	0–100%
6	Green fine	000 ⇔ 255	0–100%
7	Blue	000 ⇔ 255	0–100%
8	Blue fine	000 ⇔ 255	0–100%
9	Amber	000 ⇔ 255	0–100%
10	Amber fine	000 ⇔ 255	0–100%
11	Lime	000 ⇔ 255	0–100%
12	Lime fine	000 ⇔ 255	0–100%
13	Strobe	000 😂 010	No function
13	Strobe	011 ⇔ 255	Strobe, slow to fast
		000 😂 010	No function
14	Red shift	011 <code-block></code-block>	On
		128 ⇔ 255	Off



13Ch

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	Lime	000 ⇔ 255	0–100%		
7	Strobe	000 👄 010	No function		
•		011 ⇔ 255	Strobe, slow to fast		
8	Virtual color wheel	000 ⇔ 255	Refer to Virtual Color Wheel Chart		
9	Color temperature	000 ⇔ 255	Refer to Color Temperature Chart		
		000 ⇔ 010	No function		
10	Red shift	011 ⇔ 127	On		
		128 ⇔ 255	Off		
		000 ⇔ 010	No function		
		011 ⇔ 060	Auto program 1		
11	Auto programs	061 ⇔ 110	Auto program 2		
••	Auto programs	111 ⇔ 160	Auto program 3		
		161 ⇔ 210	Auto program 4		
		211 ⇔ 255	Auto program 5		
12	Auto speed	000 ⇔ 255	0–100%		
	Diameter design	000 ⇔ 051	No function		
	Dimmer speed mode (Hold for 3 seconds: Overrides and changes menu selection)	052 ⇔ 101	Linear dimmer		
13		102 ⇔ 152	Nonlinear dimming curve 1 (fastest)		
		153 ⇔ 203	Nonlinear dimming curve 2		
	,	204 ⇔ 255	Nonlinear dimming curve 3		

11Ch

Function	Value	Percent/Setting
Dimmer	000 ⇔ 255	0–100%
Dimmer fine	000 ⇔ 255	0–100%
Red	000 ⇔ 255	0–100%
Green	000 ⇔ 255	0–100%
Blue	000 ⇔ 255	0–100%
Amber	000 ⇔ 255	0–100%
Lime	000 ⇔ 255	0–100%
Strobe	000 🖘 010	No function
Strobe	011 ⇔ 255	Strobe, slow to fast
Virtual color wheel	000 ⇔ 255	Refer to Virtual Color Wheel Chart
Color temperature	000 ⇔ 255	Refer to Color Temperature Chart
	000 🖘 010	No function
Red shift	011 ⇔ 127	On
	128 ⇔ 255	Off
	Dimmer Dimmer fine Red Green Blue Amber Lime Strobe Virtual color wheel Color temperature	Dimmer 000 ⇔ 255 Dimmer fine 000 ⇔ 255 Red 000 ⇔ 255 Green 000 ⇔ 255 Blue 000 ⇔ 255 Amber 000 ⇔ 255 Lime 000 ⇔ 255 Strobe 000 ⇔ 010 Virtual color wheel 000 ⇔ 255 Color temperature 000 ⇔ 255 Red shift 011 ⇔ 127



8Ch

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	Lime	000 ⇔ 255	0–100%
7	Strobe	000 👄 010	No function
•	Strobe	011 ⇔ 255	Strobe, slow to fast
		000 👄 010	No function
8	Red shift	011 ⇔ 127	On
		128 <code-block> 255</code-block>	Off

5Ch

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	Lime	000 ⇔ 255	0–100%

4Ch

Channel	Function	Value	Percent/Setting
1	Dimmer	000 ⇔ 255	0–100%
2	Virtual color wheel	000 ⇔ 255	Refer to Virtual Color Wheel Chart
3	Color temperature	000 ⇔ 255	Refer to Color Temperature Chart
		000 👄 010	No function
4	Red shift	011 <code-block></code-block>	On
		128 ⇔ 255	Off

HSV

Channel	Function	Value	Percent/Setting
1	Hue	000 ⇔ 255	0–100%
2	Saturation	000 ⇔ 255	0–100%
3	Value	000 ⇔ 255	0–100%



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.
- Use a vacuum (or dry compressed air) and a soft brush to remove dust collected on the external vents.
- 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

 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 hundredth.

Power

Power Supply Typ	pe F	Range	Voltage Selection
Switching (interna	l) 100 to 240	100 to 240 VAC, 50/60 Hz	
Parameter	120 V, 60 Hz	208 V, 60 Hz	230 V, 50 Hz
Consumption	240 W	234 W	234 W
Operating Current	2.006 A	1.2 A	1.1 A
Power-linking current (products)	13.6 A (6 products)	13.6 A (11 products)	13.6 A (12 products)

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

Туре	Color	Quantity	Power	Current	Lifespan
LED	Red Green Blue Amber	18 18 19 18	3 W	722 mA	50,000 hours
	Lime green	18			

Photometrics

Parameter	14°	19°	26°	36°	50°	15°-	-30°	25°-	·50°
Beam angle	11°	19°	24°	28°	41°	13°	24°	23°	36°
Field angle	14°	19°	26°	34°	51°	15°	29°	26°	50°
Illuminance @ 5 m	3,744 lux	3,017 lux	1,894 lux	1,137 lux	513 lux	4,459 lux	1,421 lux	1,923 lux	778 lux
Lumens	N/A	3,236	4,316	3,918	3,813	N/A	N/A	N/A	N/A

Thermal

Maximum External Temperature	Cooling System
113 °F (45 °C)	Convection

DMX

I/O Connector	Channel Range
3- and 5-pin XLR	4, 5, 8, 11, 13, 14, 16, or HSV

Ordering

Product Name	Item Code	UPC Number
Ovation E-910FC	03121116	781462214647







Photometrics Charts

Light Source 14° (Imperial)

Distance	11° Beam Diameter	14° Field Diameter	Footcandle			
15 ft	2.89 ft	3.68 ft	416			
20 ft	3.85 ft	4.91 ft	234			
30 ft	5.78 ft	7.37 ft	104			
40 ft	7.70 ft	9.82 ft	59			
50 ft	9.63 ft	12.28 ft	37			
75 ft	14.44 ft	18.42 ft	17			
100 ft	19.26 ft	24.56 ft	9			
125 ft	24.07 ft	30.70 ft	6			
150 ft	28.89 ft	36.84 ft	4			
				Field	Beam	Field

Light Source 14° (Metric)

Distance	11° Beam Diameter	14° Field Diameter	Lux			
1 m	0.19 m	0.25 m	93,600			
2 m	0.39 m	0.49 m	23,400	_		
5 m	0.96 m	1.23 m	3,744	_		
8 m	1.54 m	1.96 m	1,463	_		
10 m	1.93 m	2.46 m	936			
15 m	2.89 m	3.68 m	416			
20 m	3.85 m	4.91 m	234			
25 m	4.81 m	6.14 m	150			
30 m	5.78 m	7.37 m	104			
	1			Field	Beam	Field



Light Source 19° (Imperial)

Distance	19° Beam Diameter	19° Field Diameter	Footcandle					
15 ft	5.02 ft	5.02 ft	335					
20 ft	6.69 ft	6.69 ft	189					
30 ft	10.04 ft	10.04 ft	84					
8440 ft	13.39 ft	13.39 ft	47					
5047 ft	16.73 ft	16.73 ft	30					
75 ft	25.10 ft	25.10 ft	13					
100 ft	33.47 ft	33.47 ft	8					
125 ft	41.84 ft	41.84 ft	5					
150 ft	50.20 ft	50.20 ft	3					
	•			Fie	eld	Bea	am	Field

Light Source 19° (Metric)

Distance	19° Beam Diameter	19° Field Diameter	Lux				
1 m	0.33 m	0.33 m	75,425		A		
2 m	0.67 m	0.67 m	18,856				
5 m	1.67 m	1.67 m	3,017				
8 m	2.68 m	2.68 m	1,179				
10 m	3.35 m	3.35 m	754				
15 m	5.02 m	5.02 m	335				
20 m	6.69 m	6.69 m	189				
25 m	8.37 m	8.37 m	121				
30 m	10.04 m	10.04 m	84				
	1						

Field

Beam



Light Source 26° (Imperial)

Distance	24° Beam Diameter	26° Field Diameter	Footcandle			
15 ft	6.38 ft	6.93 ft	210			
20 ft	8.50 ft	9.23 ft	118			
30 ft	12.75 ft	13.85 ft	53			
40 ft	17.00 ft	18.47 ft	30			
50 ft	21.26 ft	23.09 ft	19			
75 ft	31.88 ft	34.63 ft	8			
100 ft	42.51 ft	46.17 ft	5			
125 ft	53.14 ft	57.72 ft	3			
150 ft	63.77 ft	69.26 ft	2			
	1		-	Field	Beam	Field

Light Source 26° (Metric)

Distance	24° Beam Diameter	26° Field Diameter	Lux				
1 m	0.43 m	0.46 m	47,350				
2 m	0.85 m	0.92 m	11,838				
5 m	2.13 m	2.31 m	1,894	_			
8 m	3.40 m	3.69 m	740				
10 m	4.25 m	4.62 m	474				
15 m	6.38 m	6.93 m	210				
20 m	8.50 m	9.23 m	118	_			
25 m	10.63 m	11.54 m	76	_			
30 m	12.75 m	13.85 m	53				
	1			Field	Bea	m	Field



Light Source 36° (Imperial)

Distance	28° Beam Diameter	34° Field Diameter	Footcandle				
15 ft	7.48 ft	9.17 ft	126				
20 ft	9.97 ft	13.00 ft	71				
30 ft	14.96 ft	18.34 ft	32				
40 ft	19.95 ft	24.46 ft	18				
50 ft	24.93 ft	30.57 ft	11				
75 ft	37.40 ft	45.86 ft	5				
100 ft	49.87 ft	61.15 ft	3				
125 ft	62.33 ft	76.43 ft	2				
150 ft	74.80 ft	91.72 ft	1				
	·			Field	d	Beam	Field

Light Source 36° (Metric)

Distance	 28° Beam Diameter	34° Field Diameter	Lux				
1 m	0.50 m	0.61 m	28,425				
2 m	1.00 m	1.22 m	7,106	_			
5 m	2.49 m	3.06 m	1,137	_			
8 m	3.99 m	4.89 m	444				
10 m	4.99 m	6.11 m	284	_			
15 m	7.48 m	9.17 m	126				
20 m	9.97 m	12.23 m	71				
25 m	12.47 m	15.29 m	45				
30 m	14.96 m	18.34 m	32				
	1			Field	D	eam	Field



Light Source 50° (Imperial)

Distance	41° Beam Diameter	51° Field Diameter	Footcandle			
15 ft	11.22 ft	14.31 ft	57			
20 ft	14.96 ft	19.08 ft	32			
30 ft	22.43 ft	28.62 ft	14			
40 ft	29.91 ft	38.16 ft	8			
50 ft	37.39 ft	47.70 ft	5			
75 ft	56.08 ft	71.55 ft	2			
100 ft	74.78 ft	95.40 ft	1			
125 ft	93.47 ft	119.24 ft	1			
150 ft	112.17 ft	143.09 ft	1			

Light Source 50° (Metric)

Field

Field

Beam

Distance	41° Beam Diameter	51° Field Diameter	Lux				
1 m	0.75 m	0.95 m	12,825		A		
2 m	1.50 m	1.91 m	3,206				
5 m	3.74 m	4.77 m	513				
8 m	5.98 m	7.63 m	200				
10 m	7.48 m	9.54 m	128				
15 m	11.22 m	14.31 m	57				
20 m	14.96 m	19.08 m	32				
25 m	18.69 m	23.85 m	21				
30 m	22.43 m	28.62 m	14				
30 m	22.43 m	28.62 m	14				

Beam

Field



Narrow (15°)			Zoor	Zoomable Light Source (Imperial)										Wide (30°)		
Distance	13° Beam Diameter		Footcandle									Footcandle	24° Beam Diameter			
15 ft	3.42 ft	3.95 ft	495									158	6.38 ft	7.76 ft		
20 ft	4.56 ft	5.27 ft	279									89	8.50 ft	10.34 ft		
30 ft	6.84 ft	7.90 ft	124									39	12.75 ft	15.52 ft		
40 ft	9.11 ft	10.53 ft	70									22	17.00 ft	20.69 ft		
50 ft	11.39 ft	13.17 ft	45									14	21.26 ft	25.86 ft		
75 ft	17.09 ft	19.75 ft	20									5	31.88 ft	38.79 ft		
100 ft	22.79 ft	26.33 ft	11									4	42.51 ft	51.72 ft		
125 ft	28.48 ft	32.91 ft	7									2	53.14 ft	64.65 ft		
150 ft	34.18 ft	39.50 ft	5							\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \		2	63.77 ft	77.59 ft		
												-1		l		

Field

Beam

Field

Zoomable Light Source (Metric) Narrow (15°) Wide (30°) 13° Beam | 15° Field 24° Beam | 29° Field Distance Diameter Diameter Lux Lux Diameter Diameter 1 m 0.23 m 35,525 0.52 m 0.26 m 111,475 0.43 m 2 m 0.46 m 0.53 m 27,869 8,881 0.85 m 1.03 m 1,421 5 m 1.14 m 1.32 m 4,459 2.13 m 2.59 m 8 m 1.82 m 2.11 m 1,742 555 3.40 m 4.14 m 10 m 2.28 m 355 2.63 m 1,115 4.25 m 5.17 m 15 m 3.42 m 3.95 m 495 158 6.38 m 7.76 m 20 m 4.56 m 89 279 8.50 m 10.34 m 5.27 m 25 m 5.70 m 6.58 m 178 57 10.63 m 12.93 m 39 30 m 6.84 m 7.90 m 124 12.75 m 15.52 m

Field

Beam



	Narrov	Zoor	Zoomable Light Source (Imp									erial) Wide (50°)			
Distance	23° Beam Diameter		Footcandle									Footcandle	36° Beam Diameter		
15 ft	6.10 ft	6.93 ft	214									86	9.75 ft	13.99 ft	
20 ft	8.14 ft	9.23 ft	120									49	13.00 ft	18.65 ft	
30 ft	12.21 ft	13.85 ft	53									22	19.50 ft	24.98 ft	
40 ft	16.28 ft	18.47 ft	30									12	25.99 ft	37.30 ft	
50 ft	20.35 ft	23.09 ft	19									8	32.49 ft	46.63 ft	
75 ft	30.52 ft	34.63 ft	9									3	48.74 ft	69.95 ft	
100 ft	40.69 ft	46.17 ft	5									2	64.98 ft	93.26 ft	
125 ft	50.86 ft	57.72 ft	3									1	81.23 ft	116.58 ft	
150 ft	61.04 ft	69.26 ft	2									1	97.48 ft	139.89 ft	

Field

Field

Field

Beam

Beam

Narrow (25°)			Zoo	ma	Wide (50°)					
Distance	23° Beam Diameter	26° Field Diameter	Lux					Lux	36° Beam Diameter	
1 m	0.41 m	0.46 m	48,075					19,450	0.65 m	0.93 m
2 m	0.81 m	0.92 m	12,019					4,863	1.30 m	1.87 m
5 m	2.03 m	2.31 m	1,923					778	3.25 m	4.66 m
8 m	3.26 m	3.69 m	751					304	5.20 m	7.46 m
10 m	4.07 m	4.62 m	481					195	6.50 m	9.33 m
15 m	6.10 m	6.93 m	214					86	9.75 m	13.99 m
20 m	8.14 m	9.23 m	120					49	13.00 m	18.65 m
25 m	10.17 m	11.54 m	77					31	16.25 m	23.32 m
30 m	12.21 m	13.85 m	53					22	19.50 m	27.98 m



Returns

To get support or to return a product, contact:

- If you are located in the U.S., contact Chauvet World Headquarters.
- If you are located in the U.K. 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 for distributors outside the U.S., U.K., Ireland, Benelux, France, Germany, or Mexico.



If you are located outside the U.S., U.K., 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 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.

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

Visit the applicable website above to verify our contact information and instructions to request support. Outside the U.S., U.K., Ireland, France, Germany, Benelux, or Mexico, contact the dealer of record.