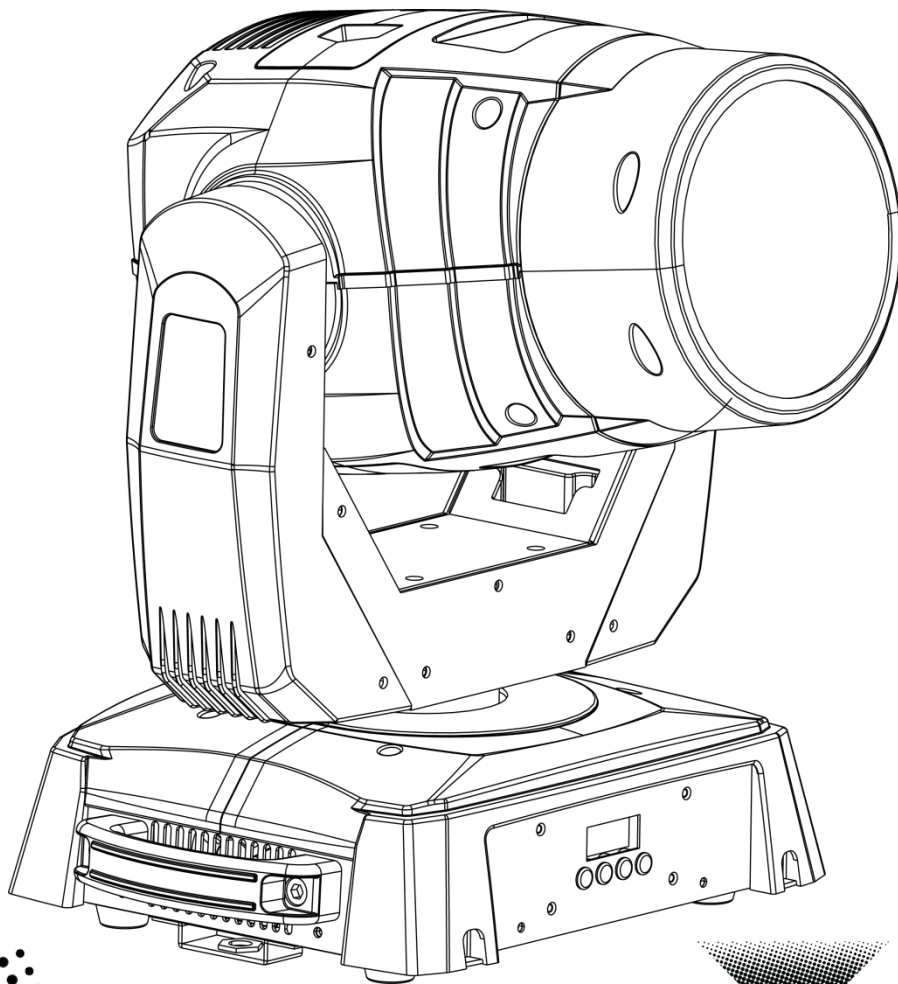


INTIMIDATOR™ FX 350

User Manual



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1. BEFORE YOU BEGIN

What Is Included

- Intimidator™ FX 350
- Hanging bracket with mounting hardware
- Power cord
- Warranty card
- 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
1–512	A range of values
50/60	A set of values of which only one can be chosen
Settings	A menu option not to be modified
Menu > Settings	A sequence of menu options to be followed
<ENTER>	A key to be pressed on the product's control panel
ON	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

The information and specifications contained in this User Manual are subject to change without notice. Chauvet assumes no responsibility or liability for any errors or omissions, and reserves the right to revise or recreate this manual at any time. Download the latest version from www.chauvetlighting.com.

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Electronically published by Chauvet in the United States of America.

Author	Date	Editor	Date
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Product at a Glance

Use on Dimmer	X	Auto Programs	P
Outdoor Use	X	Auto-ranging Power Supply	P
Sound-Activated	P	Replaceable Fuse	P
DMX	P	User-Serviceable	X
Master/Slave	P		

Safety Notes

These notes include important information about the mounting, usage, and maintenance of this product; read before using the product.



- 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.



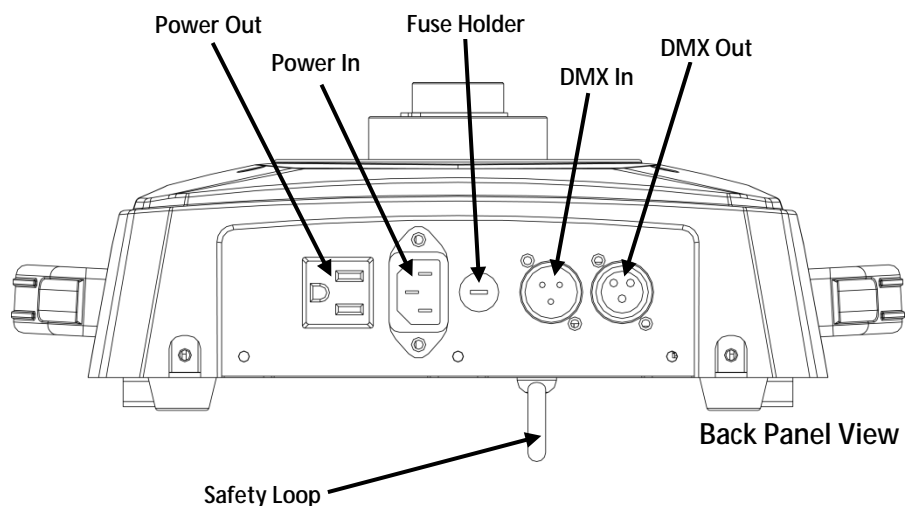
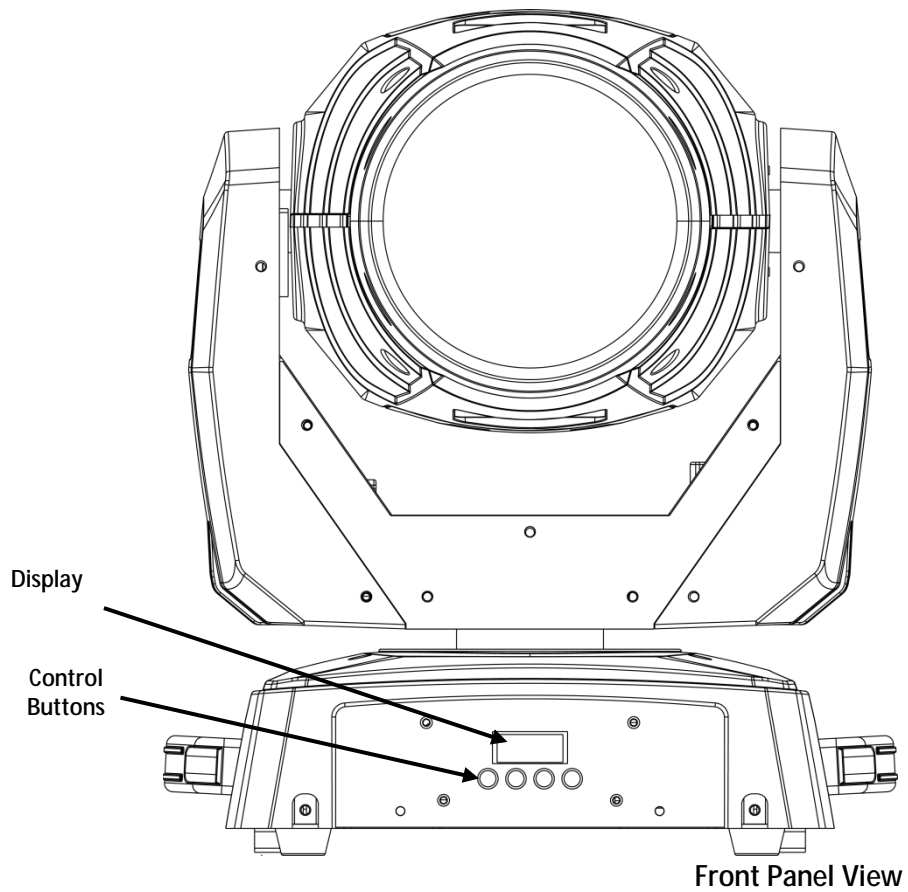
- Always make sure that the voltage of the outlet to which you are connecting the product is within the range stated on the decal or rear panel of the product.
- The product is for indoor use only! (IP20) To prevent risk of fire or shock, do not expose the product to rain or moisture.
- Always install 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.
- 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 hanging/mounting bracket or the handles.
- The maximum ambient temperature (Ta) is 104 °F (40 °C). Do not operate the product at higher temperatures.
- In the event of a serious operating problem, stop using the product immediately.
- Never try to repair the product. Repairs carried out by unskilled people can lead to damage or malfunction. Contact the nearest authorized technical assistance center.
- This product is not intended for permanent installation.
- 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



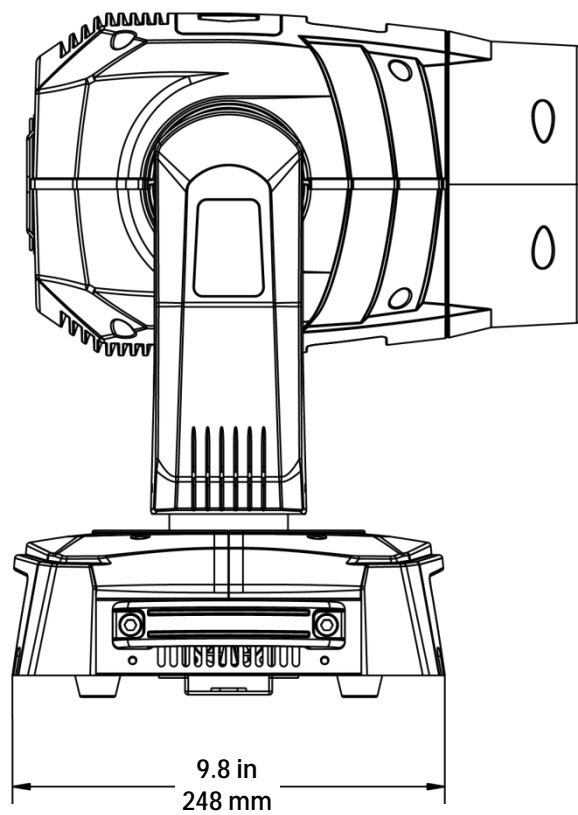
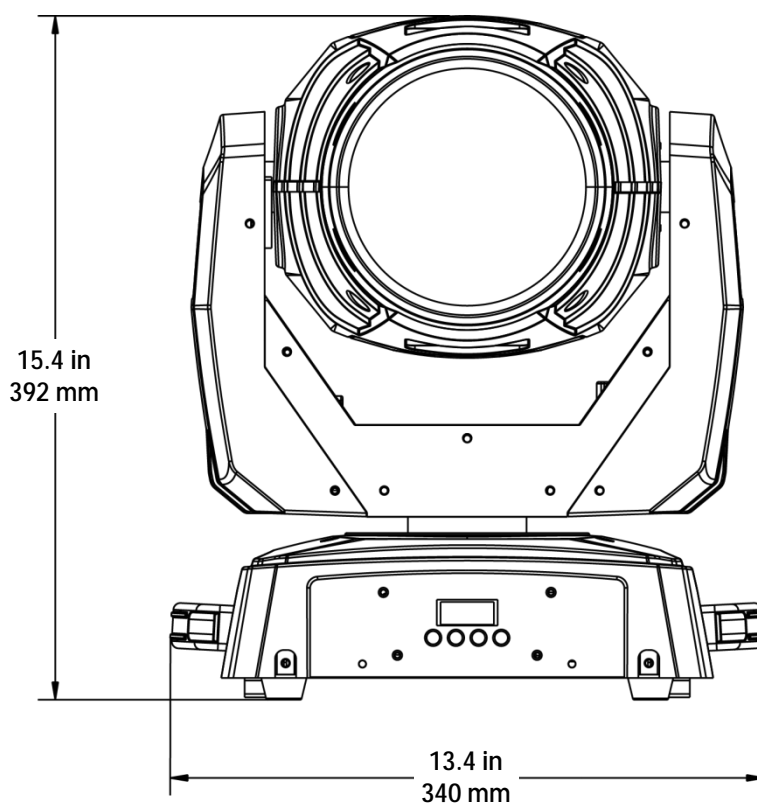
Keep this User Manual for future use. If you sell the product to another user, be sure to give this document to the next owner.

2. INTRODUCTION

Overview



Dimensions



3. SETUP

AC Power The Intimidator™ FX 350 has an auto-ranging power supply and it can work with an input voltage range of 100–240 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 (circuit breaker or fuse). Make sure the product has an appropriate electrical ground to avoid the risk of electrocution or fire.



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



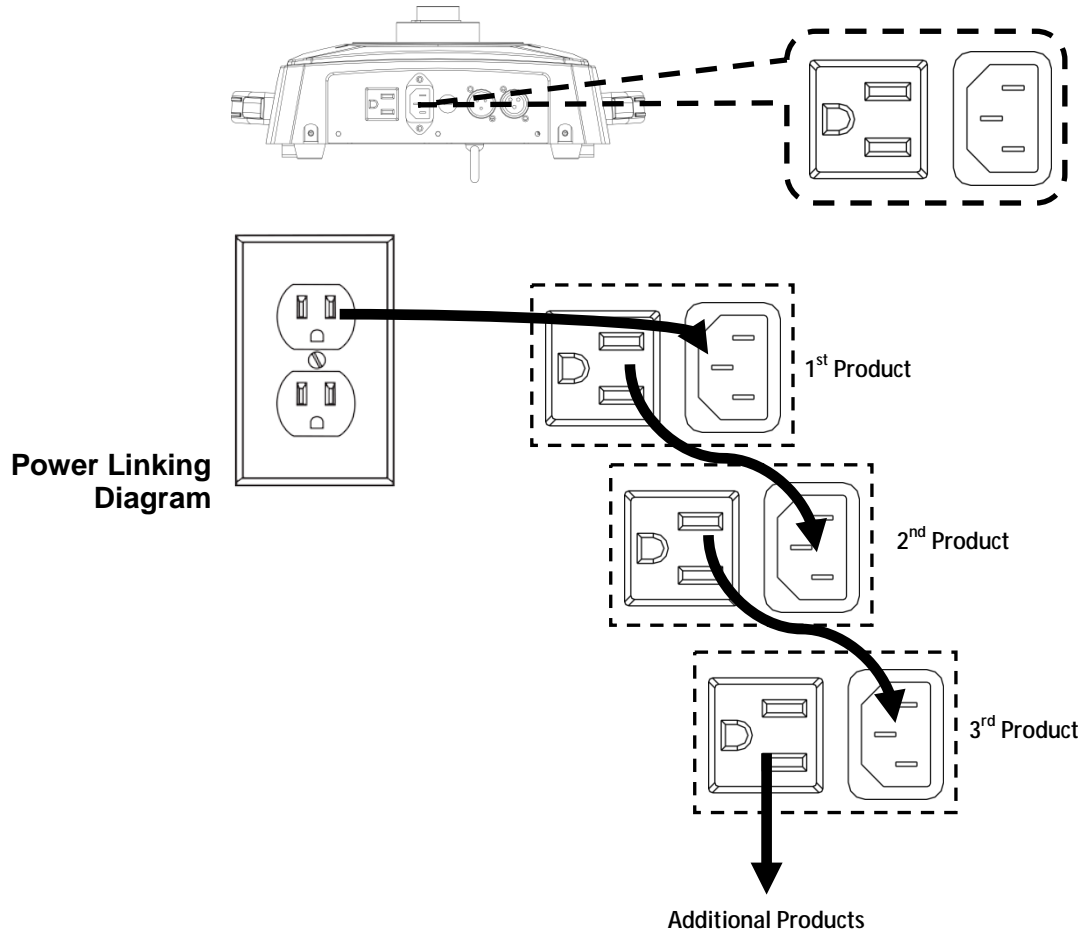
Disconnect the product from power before replacing the fuse.

1. Disconnect the product from power.
2. Use a flathead screwdriver to 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.



Always replace a blown fuse with another of the same type and rating.

Power Linking The product provides power linking via the Edison/IEC outlet located in the front/back of the unit.



You can power link up to 3 Intimidator™ FX 350 units on 120 VAC or up to 7 Intimidator™ FX 350 units on 230 VAC.



The power linking diagram shown above corresponds to the North American version of the product ONLY! If using the product in other markets, you must consult with the local Chauvet distributor as power linking connectors and requirements may differ in your country or region.

Mounting

Before mounting the product, read and follow the safety recommendations indicated in the Safety Notes. For our Chauvet line of mounting clamps, go to www.chauvetlighting.com/cables-clamps-main.html/.

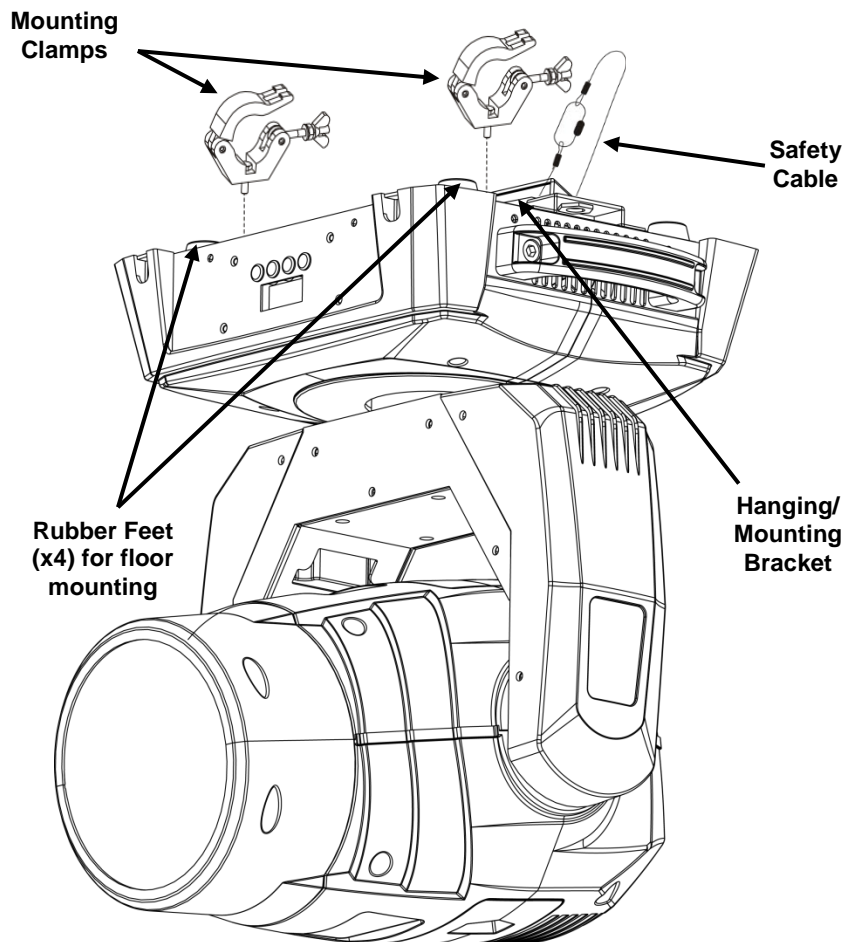
Orientation

The Intimidator™ FX 350 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 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 (such as **CH-05** from Chauvet). Mount the product securely to a rigging point, such as an elevated platform or a truss.
- When rigging the product onto a truss, you should use mounting clamps (such as **CLP-15** from Chauvet) of appropriate weight capacity. The bracket has 13-mm holes, which are appropriate for this purpose.
- When power linking multiple products, you must always consider the length of the power linking cable and mount the products close enough for the cable to reach.
- The mounting bracket also allows for surface mounting. When mounting the product on the floor, make sure that the product and cables are away from people and vehicles.

Mounting Diagram



When using only one mounting clamp with this fixture, you must use a clamp with a captive bolt to prevent accidental loosening.

4. OPERATION

Control Panel Operation

To access the control panel functions, use the four buttons located underneath the display.

Button	Function
<MENU>	Selects an operation mode or backs out of the current menu option
<UP>	Scrolls up the list of options or selects a higher value
<DOWN>	Scrolls down the list of options or selects a lower value
<ENTER>	Activates a menu option or a selected value

Menu Map

Mode	Programming Levels	Description
DMX Mode	d001–d512	Sets the DMX starting address
Operating Mode	NASL (SLoU)	Automatic mode, slow program
	NAFA (FASt)	Automatic mode, fast program
	NStS (SrUn)	Sound-Active mode
	SLAv (Son)	Slave operating mode
Pan	PAn	Normal pan operation
	rPAn	Inverse pan operation
Tilt	tit	Normal tilt operation
	rtit	Inverse tilt operation
Display	diS	Normal display
	rdiS	Inverse display
Channel Mode	15CH	Selects the 15-channel DMX personality
	7CH	Selects the 7-channel DMX personality
Manual Pan Range	PA54	Selects the 540° pan angle range
	PA36	Selects the 360° pan angle range
	PA18	Selects the 180° pan angle range
	ti27	Selects the 270° tilt angle range
Manual Tilt Range	ti18	Selects the 180° tilt angle range
	ti 9	Selects the 90° tilt angle range
Reset	rESt	Resets fixture
Load	LoAd	Load factory defaults

Configuration (DMX)

Set the product in DMX mode to control with a DMX controller.

1. Connect the product to a suitable power outlet.
2. Connect a DMX cable from the DMX output of the DMX controller to the DMX input on the product.

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 Intimidator™ FX 350 uses up to 15 DMX channels in its 15-channel personality, which defines the highest configurable address to 498.

If unfamiliar with DMX, download the DMX Primer from www.chauvetlighting.com.

To select the starting address, do the following:

1. Press <MENU> repeatedly until **d001–d512** shows on the display.
2. Use <UP> or <DOWN> to select the starting address.
3. Press <ENTER>.

DMX Personalities





















The Intimidator™ FX 350 has two DMX personalities, a 7-channel personality and a 15-channel personality.

To choose which DMX personality to use, follow the steps below:

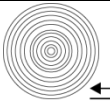


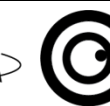



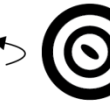

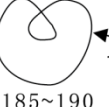

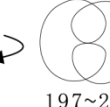



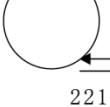
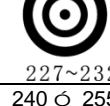
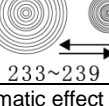
1. Press <MENU> repeatedly until either **15CH** (to choose the 15-channel personality) or **7CH** (to choose the 7-channel personality) shows on the display.
2. Use <UP> or <DOWN> to select the desired personality.
3. Press <ENTER>.

DMX Channel Modes, Assignments, and Values

15-Channel		Channel	Function	Value	Setting
		1	Pan	000 ∅ 255	0–540°
		2	Fine Pan	000 ∅ 255	Fine control of panning
		3	Tilt	000 ∅ 255	0–270°e
		4	Fine Tilt	000 ∅ 255	Fine control of tilting
		5	Speed	000 ∅ 255	Pan/Tilt speed (fast to slow)
		6	Color Wheel	000 ∅ 006 007 ∅ 013 014 ∅ 020 021 ∅ 027 028 ∅ 034 035 ∅ 041 042 ∅ 048 049 ∅ 055 056 ∅ 063 064 ∅ 070 071 ∅ 077 078 ∅ 084 085 ∅ 091 092 ∅ 098 099 ∅ 105 106 ∅ 112 113 ∅ 119 120 ∅ 127 128 ∅ 191 192 ∅ 255	White Yellow Pink Green Red Light Blue Kelly Orange Dark Blue White + Yellow Yellow + Pink Pink + Green Green + Red Red + Light Blue Light Blue + Kelly Kelly + Orange Orange + Dark Blue Dark Blue + White Color cycling rainbow with increasing speed Reverse color cycling rainbow with increasing speed
		7	Prism	000 ∅ 007 008 ∅ 012 013 ∅ 130 131 ∅ 247 248 ∅ 255	Open Prism effect Prism rotation with increasing speed Reverse prism rotation with increasing speed Prism effect
		8	Dimmer	000 ∅ 255	0–100%
		9	Shutter	000 ∅ 003 004 ∅ 007 008 ∅ 076 077 ∅ 145 146 ∅ 215 216 ∅ 255	Closed Open Strobe with increasing speed Pulse strobe Random shutter Open
		10	Control Functions	000 ∅ 007 008 ∅ 015 016 ∅ 023 024 ∅ 031 032 ∅ 039 040 ∅ 047 048 ∅ 055 056 ∅ 087 088 ∅ 095 096 ∅ 103 104 ∅ 111 112 ∅ 119 120 ∅ 127 128 ∅ 135 136 ∅ 143 144 ∅ 151 152 ∅ 159 160 ∅ 255	No function Blackout while panning/tilting Blackout while moving color wheel Blackout while moving light patterns Disable blackout while panning/tilting/ moving color wheel Disable blackout while panning/tilting/ moving light patterns Disable blackout while moving all options Reserved for future use Reserved for future use Reset pan Reset tilt Reset color wheel Reset light patterns Reserved for future use Reset prism Reserved for future use Reset all channels No function

15-Channel (cont.)		Channel	Function	Value	Setting
		11	Movement Macros	000 ○ 007 No function 008 ○ 023 Automatic movement 1 024 ○ 039 Automatic movement 2 040 ○ 055 Automatic movement 3 056 ○ 071 Automatic movement 4 072 ○ 087 Automatic movement 5 088 ○ 103 Automatic movement 6 104 ○ 119 Automatic movement 7 120 ○ 135 Automatic movement 8 136 ○ 151 Sound-Active movement 1 152 ○ 167 Sound-Active movement 2 168 ○ 183 Sound-Active movement 3 184 ○ 199 Sound-Active movement 4 200 ○ 215 Sound-Active movement 5 216 ○ 231 Sound-Active movement 6 232 ○ 247 Sound-Active movement 7 248 ○ 255 Sound-Active movement 8	
		12	Light Patterns	000 ○ 007 No function  11~16  17~22  23~28  29~34  35~40  41~46  47~52  53~58  59~64  65~70  71~76  77~82  83~88  89~94  95~100  101~106  107~112  113~118  119~124  125~130	








































15-Channel (cont.)

Channel	Function	Value	Setting
12 (cont.)	Light Patterns (cont.)	 131~136	 137~142
		 143~148	 149~154
		 155~160	 161~166
		 167~172	 173~178
		 179~184	 185~190
		 191~196	 197~202
		 203~208	 209~214
		 215~220	 221~226
		 227~232	 233~239
		240 ○ 255	Automatic effect pattern
13	Speed	000 ○ 255	Light patterns speed, slow to fast
14	Effect Motor 1	000	No function
		001 ○ 127	Forward, slow to fast
		128 ○ 255	Inverted, slow to fast
15	Effect Motor 2	000	No function
		001 ○ 127	Forward, slow to fast
		128 ○ 255	Inverted, slow to fast

7-Channel

Channel	Function	Value	Setting
1	Pan	000 ○ 255	0–540°
2	Tilt	000 ○ 255	0–270°e
3	Color Wheel	000 ○ 006	White
		007 ○ 013	Yellow
		014 ○ 020	Pink
		021 ○ 027	Green
		028 ○ 034	Red
		035 ○ 041	Light Blue
		042 ○ 048	Kelly
		049 ○ 055	Orange
		056 ○ 063	Dark Blue
		064 ○ 070	White + Yellow
		071 ○ 077	Yellow + Pink
		078 ○ 084	Pink + Green
		085 ○ 091	Green + Red
		092 ○ 098	Red + Light Blue
		099 ○ 105	Light Blue + Kelly
		106 ○ 112	Kelly + Orange
		113 ○ 119	Orange + Dark Blue
		120 ○ 127	Dark Blue + White
		128 ○ 191	Color cycling rainbow with increasing speed
		192 ○ 255	Reverse color cycling rainbow with increasing speed
4	Prism	000 ○ 007	Open
		008 ○ 012	Prism effect
		013 ○ 130	Prism rotation with increasing speed
		131 ○ 247	Reverse prism rotation with increasing speed
		248 ○ 255	Prism effect

7-Channel (cont.)

Channel	Function	Value	Setting
5	Shutter	000 ○ 003 004 ○ 007 008 ○ 076 077 ○ 145 146 ○ 215 216 ○ 255	Closed Open Strobe with increasing speed Pulse strobe Random shutter Open
6	Light Patterns	000 ○ 007  11~16  17~22  23~28  29~34  35~40  41~46  47~52  53~58  59~64  65~70  71~76  77~82  83~88  89~94  95~100  101~106  107~112  113~118  119~124  125~130  131~136  137~142  143~148  149~154  155~160  161~166  167~172  173~178  179~184  185~190  191~196  197~202  203~208  209~214  215~220  221~226  227~232  233~239  240 ○ 255	No function Automatic effect pattern
7	Speed	000 ○ 255	Light patterns speed, slow to fast

Configuration (Standalone)

Set the product in one of the standalone modes to control [it](#) without a DMX controller.
Connect the product to a suitable power outlet.



Never connect a product that is operating in any standalone mode (Static, Automatic, or Sound-Active) 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.

Sound-Active Mode

To enable the Sound-Active mode, do the following:

1. Press **<MENU>** repeatedly until one of the following shows on the display:
NASL, NAFA, NStS, SLAv
2. Use **<UP>** or **<DOWN>** to select **NStS**.
3. Press **<ENTER>** and **SrUn** shows on the display.



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

Automatic Mode

To enable the Automatic mode, do the following:

1. Press **<MENU>** repeatedly until one of the following shows on the display:
NASL, NAFA, NStS, SLAv
2. Use **<UP>** or **<DOWN>** to select **NASL** (for a slow light show) or **NAFA** (for a fast light show).
3. Press **<ENTER>** and **SLou** shows on the display for the slow light show or **FASt** shows on the display for the fast light show.

Manual Pan/Tilt Operation

To select whether you want the Intimidator™ FX 350 to operate with normal panning or inverted (reverse) panning, do the following:

1. Press **<MENU>** repeatedly until **PAn** or **rPAn** shows on the display.
2. Use **<UP>** or **<DOWN>** to select normal pan operation (**PAn**) or inverted pan operation (**rPAn**).
3. Press **<ENTER>**.

To select whether you want the Intimidator™ FX 350 to operate with normal tilting or inverted (reverse) tilting, do the following:

1. Press **<MENU>** repeatedly until **tit** or **rtit** shows on the display.
2. Use **<UP>** or **<DOWN>** to select normal pan operation (**tit**) or inverted pan operation (**rtit**).
3. Press **<ENTER>**.

Manual Pan/Tilt Angle Range

To select the range for the pan and tilt angles on the Intimidator™ FX 350, do the following:

1. Press **<MENU>** repeatedly until **PA54**, **PA36**, or **PA18** shows on the display.
2. Use **<UP>** or **<DOWN>** to select 540° (**PA54**), 360° (**PA36**), or 180° (**PA18**).
3. Press **<ENTER>**.

To select which tilt angle range to use, do the following:

1. Press **<MENU>** repeatedly until **Ti27**, **Ti18**, or **Ti 9** shows on the display.
2. Use **<UP>** or **<DOWN>** to select 270° (**Ti27**), 180° (**Ti18**), or 90° (**Ti 9**).
3. Press **<ENTER>**.

Display

You can flip the LED display for easy readability in any mounting situation.

To select your display angle:

1. Press **<MENU>** repeatedly until **diS** or **rdiS** shows on the display.
2. Use **<UP>** or **<DOWN>** to select normal display mode (**diS**) or inverted display mode (**rdiS**).
3. Press **<ENTER>**.

Master/Slave Mode

The Master/Slave mode allows a single Intimidator™ FX 350 unit (the master) to control the actions of one or more Intimidator™ FX 350 units (the slaves) without a DMX controller. The master unit operates in either Automatic or Sound-Active mode, while the slave units operate in Slave mode. Once set and connected, the slave units will operate in unison with the master unit.

Configure the units as described below.

Slave units:

1. Press **<MENU>** repeatedly until **SLAv** shows on the display.
2. Press **<ENTER>** to accept and **Son** will show on the display.
3. Set the DMX address to **001**.
4. Connect the DMX input of the first slave unit to the DMX output of the master unit.
5. Connect the DMX input of the subsequent slave units to the DMX output of the previous slave unit.
6. Finish setting and connecting all the slave units.

Master unit:

1. Set the master unit to operate in either Automatic or Sound-Active mode.
2. Make the master unit the first unit in the DMX daisy chain.



- **Configure all the slave units before connecting the master unit to the DMX 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 unit.**
- **Do not connect more than 31 slave units to the master unit.**

Reset Software

To reset the software on the Intimidator™ FX 350, do the following:

1. Press **<MENU>** repeatedly until **rESt** shows on the display.
2. Press **<ENTER>**. The product will reset all settings in the software.

Factory Defaults

To load the factory defaults on the Intimidator™ FX 350, do the following:

1. Press **<MENU>** repeatedly until **LoAd** shows on the display.
2. Press **<ENTER>**. The product resets to factory default settings.

5. TECHNICAL INFORMATION

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 mechanical wear. To maintain optimum performance and minimize wear, clean the product at least twice a month. However, usage and environmental conditions contribute to increased 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 external optics and glass/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 wipe any dirt or grime to the outside edges of the external optics or glass/transparent surface.
7. Gently polish the external optics and glass/transparent surfaces until they are free of haze and lint.



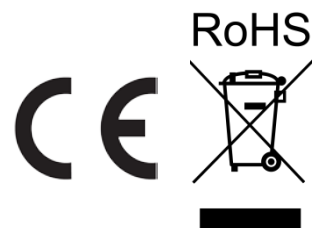
Always dry the external optics and glass/transparent surfaces carefully after cleaning them.



Do not spin the cooling fans using compressed air because you could damage them.

6. TECHNICAL SPECIFICATIONS

Dimensions and Weight	Length	Width	Height	Weight
	13.4 in (340 mm)	9.8 in (248 mm)	15.4 in (392 mm)	24.4 lb (11.2 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	230 V, 50 Hz	
	Consumption	239 W	251 W	
	Operating current	1 A	1 A	
	Power linking current (units)	8 A (3 units)	8 A (7 units)	
	Fuse	F 3 A, 250 V	F 3 A, 250 V	
	Power I/O	US/Canada	UK/Worldwide	
	Power input connector	IEC	IEC	
	Power output connector	Edison	IEC	
	Power Cord plug	Edison (US)	Local plug	
Light Source	Type	Power	Lifespan	
	LED	75 W	50,000 hours	
	Color	Quantity	Current	
	White	1	17 A	
Photo Optic	Parameter			
	Illuminance @ 2 m	18,830 lx		
	Beam angle	8°		
	Strobe rate	0 to 20 Hz		
Thermal	Maximum External Temp.	Cooling System		
	104 °F (40 °C)	Fan-cooled		
DMX	I/O Connectors	Connection Type	Channel Range	
	3-pin XLR	Sockets	7 or 15	
Ordering	Product Name	Item Code	UPC Number	
	Intimidator™ FX 350	08010754	781462211028	



RETURNS

To return a product or request support:

- In the U.S., contact Chauvet World Headquarters (see [Contact Us](#)).
- In the UK or Ireland, contact Chauvet Europe Ltd. (see [Contact Us](#)).
- In Mexico, contact Chauvet Mexico (see [Contact Us](#)).

In any other country, DO NOT contact Chauvet. Contact your distributor. See www.chauvetlighting.com for distributors outside the U.S., United Kingdom, Ireland, or Mexico.



If you live outside the U.S., United Kingdom, Ireland, or Mexico, contact your distributor of record and follow their instructions on how to return Chauvet products to them. Visit our website 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.

You must 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:

1. Your name
2. Your address
3. Your phone number
4. RMA number
5. 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

WORLD HEADQUARTERS - Chauvet

General Information

Address: 5200 NW 108th Avenue
Sunrise, FL 33351
Voice: (954) 577-4455
Fax: (954) 929-5560
Toll free: (800) 762-1084

Technical Support

Voice: (954) 577-4455 (Press 4)
Fax: (954) 756-8015
Email: tech@chauvetlighting.com

World Wide Web www.chauvetlighting.com

UNITED KINGDOM AND IRELAND - Chauvet Europe Ltd.

General Information

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NG16 6NT
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Technical Support

Email: uktech@chauvetlighting.com

World Wide Web www.chauvetlighting.co.uk

MEXICO - Chauvet Mexico

General Information

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Voice: +52 (728) 285-5000

Technical Support

Email: servicio@chauvet.com.mx

World Wide Web www.chauvet.com.mx

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