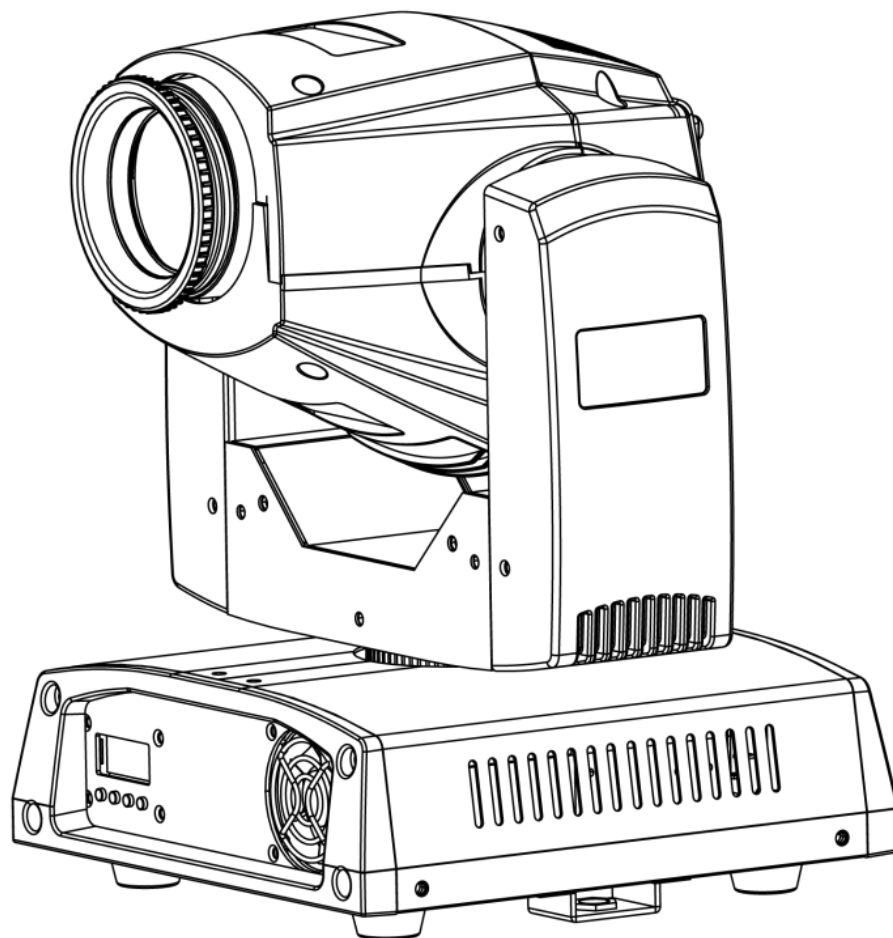


INTIMIDATOR™

SPOT LED 250

User Manual



CHAUVET®

TABLE OF CONTENTS

1. Before You Begin	3
What Is Included	3
Unpacking Instructions.....	3
Claims	3
Text Conventions	3
Symbols	3
Disclaimer	3
Product at a Glance	4
Safety Notes.....	4
2. Introduction	5
Product Overview	5
Product Dimensions	6
3. Setup	7
AC Power	7
Fuse Replacement.....	7
Power Linking.....	7
Mounting	8
Orientation	8
Rigging.....	8
4. Operation	9
Control Panel Operation.....	9
Menu Map	9
Configuration (DMX)	10
Starting Address.....	10
DMX Personalities.....	10
DMX Channel Assignments and Values	11
13-CH.....	11
DMX Channel Assignments and Values (cont.).....	12
8-CH.....	13
DMX Channel Assignments and Values (cont.).....	13
Configuration (Standalone)	14
Sound-Active Mode.....	14
Automatic Mode	14
Manual Pan/Tilt Operation	14
Pan/Tilt Angle Range	14
Display Orientation.....	15
Master/Slave Mode	15
Reset Software.....	15
Password Channel.....	16
Changing Gobos	17
5. Technical Information	18
Product Maintenance	18
6. Technical Specifications	19
Returns.....	20
Contact Us	21

1. BEFORE YOU BEGIN

What Is Included

- Intimidator™ Spot LED 250
- 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 document are subject to change without notice. Chauvet assumes no responsibility or liability for any errors or omissions. Chauvet reserves the right to revise this manual or create a new one to correct any errors or omissions.

You can download the latest version of this document from www.chauvetlighting.com.

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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

Please read the following Safety Notes carefully before working with the product. The Notes include important safety information about installation, usage, and maintenance.



- 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 power 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 cord 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.



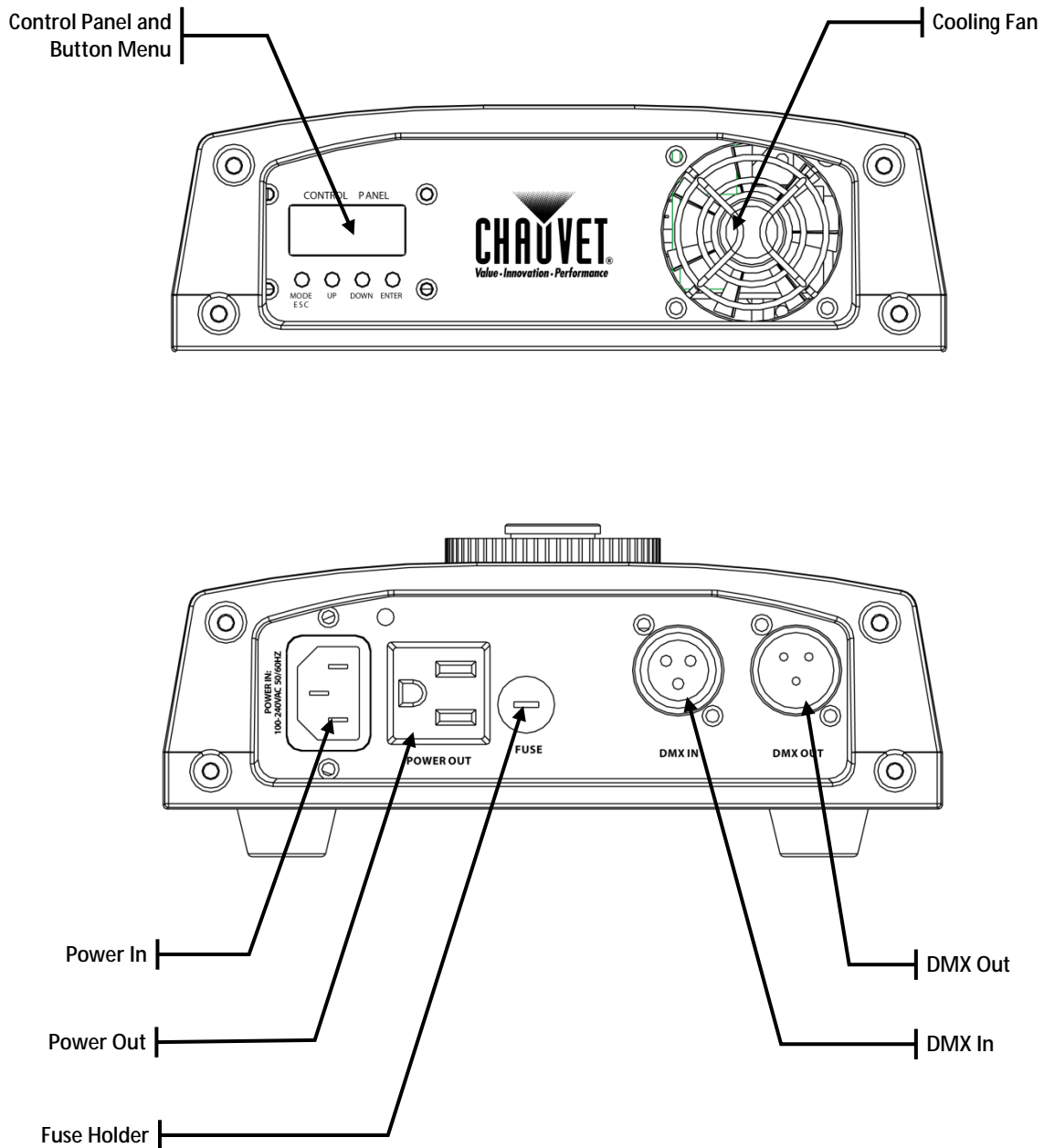
- Always make sure that the voltage of the outlet to which you are connecting the product is within the range stated on the decal or rear panel of the product.
- The product is for indoor use only! (IP20) To prevent risk of fire or shock, do not expose the product to rain or moisture.
- Always install 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.
- 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.



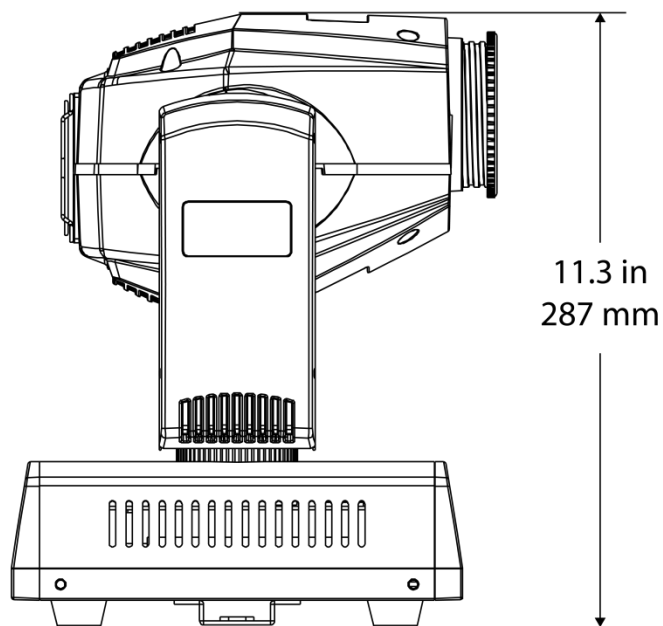
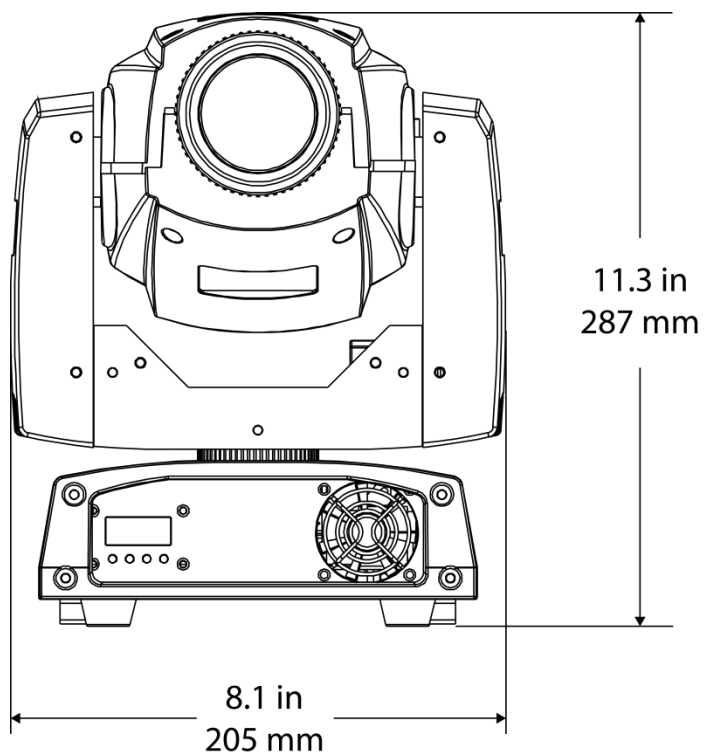
Keep this User Manual for future consultation. If you sell the product to another user, be sure that they also receive this document.

2. INTRODUCTION

Product Overview



Product Dimensions



3. SETUP

AC Power The Intimidator™ Spot LED 250 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.**

- **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

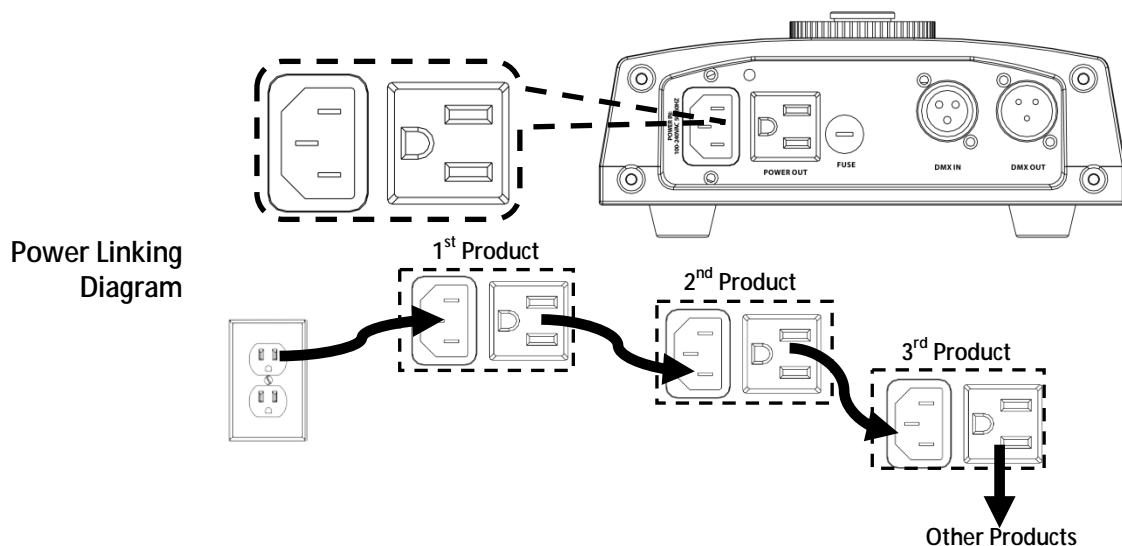
1. Disconnect product from power.
2. Using a flat-head screwdriver, unscrew the fuse holder from the back of the product.
3. Remove the blown fuse from the holder and replace with a fuse of the exact same type and rating.
4. Insert the fuse holder back in place, re-tighten, and reconnect power.



Disconnect the product from power before replacing the fuse.

Power Linking

The product provides power linking via the Edison outlet located in the back of the unit. Please see the diagram below for further explanation.



You can power link up to 6 Intimidator™ Spot LED 250 units on 120 VAC or up to 11 Intimidator™ Spot LED 250 units on 230 VAC.



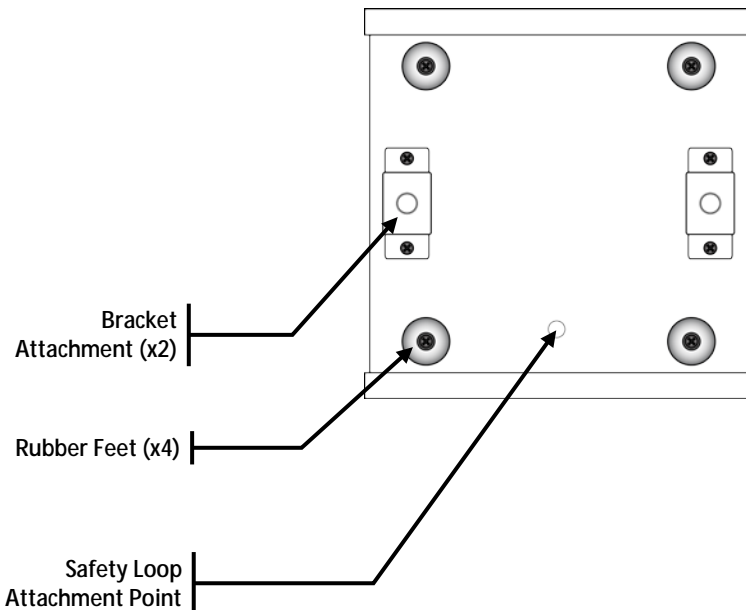
The power linking diagram shown above corresponds to the North American version of the product ONLY! If using the product in other markets, you must consult with the local Chauvet distributor as power linking connectors and requirements may differ in your country or region.

Mounting Before mounting the product, read and follow the [Safety Notes](#).

Orientation The Intimidator™ Spot LED 250 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 purposes.
 - 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, you should use a mounting clamp of appropriate weight capacity. The bracket has a 13-mm hole, which is 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 rubber feet also serve as floor supports. When mounting the product on the floor, make sure that the product and cables are away from people and vehicles.

Mounting Diagram

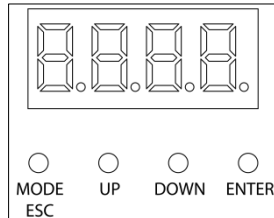


When using only one mounting clamp with this fixture, you must use a clamp with a captive bolt to prevent accidental loosening.

4. OPERATION

Control Panel Operation

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



Button	Function
<MODE/ESC>	Press to find an operation mode or to back out of the current menu option
<UP>	Press to scroll up the list of options or to find a higher value
<DOWN>	Press to scroll down the list of options or to find a lower value
<ENTER>	Press to activate a menu option or a selected value

Menu Map

Mode	Programming Steps		Description
DMX Mode	001–512		Sets the DMX starting address
Operation Modes	SLAv (Son)		Slave operating mode
	NASL (SLoU)		Automatic mode, slow program
	NAFA (FAST)		Automatic mode, fast program
	NStS (SrUn)		Sound-Active mode
Pan	Normal Pan	PAn	Normal pan operation
	Inverse Pan	r PAn	Inverse pan operation
Tilt	Normal Tilt	tiL	Normal tilt operation
	Inverse Tilt	r tiL	Inverse tilt operation
Display	Normal Display	diS	Change the LCD display text position
	Inverse Display	r diS	
Channel Mode	13-Channel Mode	13CH	Selects the DMX personality
	8-Channel Mode	8CH	
Manual Pan Range	Pan 540	PA54	Select pan angle range
	Pan 360	PA36	
	Pan 180	PA18	
Manual Tilt Range	Tilt 270	Ti27	Select tilt angle range
	Tilt 180	Ti18	
	Tilt 90	Ti 9	
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. Turn the product on.
3. Connect a DMX cable from the DMX output of the DMX controller to the DMX input socket 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™ Spot LED 250 uses up to 13 DMX channels in its 13-channel DMX mode, which defines the highest configurable address to **500**.

If you are not familiar with the DMX protocol, download the DMX Primer from www.chauvetlighting.com.

To select the starting address, do the following:

1. Press **<MODE/ESC>** repeatedly until **001** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to select the starting address.
4. Press **<ENTER>**.









DMX Personalities

The Intimidator™ Spot LED 250 has two DMX personalities, an 8-channel personality and a 13-channel personality.

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

1. Press **<MODE/ESC>** repeatedly until either **13CH** (to choose the 13-channel personality) or **8CH** (to choose the 8-channel personality) shows on the display.
2. Press **<ENTER>**.

DMX Channel Assignments and Values

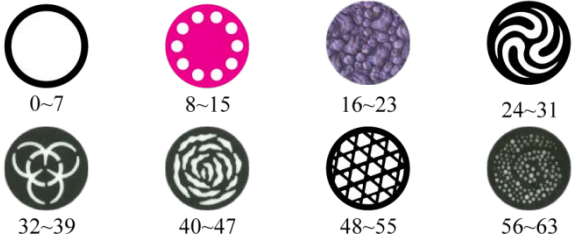
13-CH	Channel	Function	Value	Setting		
	1	Pan	000 ◌ 255	0–540°		
	2	Fine Pan	000 ◌ 255	Fine control of panning		
	3	Tilt	000 ◌ 255	0–270°		
	4	Fine Tilt	000 ◌ 255	Fine control of tilting		
	5	Speed	000 ◌ 255	Pan/Tilt speed (fast to slow)		
	6	Color Wheel	000 ◌ 006	White		
007 ◌ 013			Yellow			
014 ◌ 020			Pink			
021 ◌ 027			Green			
028 ◌ 034			Red			
035 ◌ 041			Light Blue			
042 ◌ 048			Kelly Green			
049 ◌ 055			Orange			
056 ◌ 064			Dark Blue			
065 ◌ 071			White + Yellow			
072 ◌ 078			Yellow + Pink			
079 ◌ 085			Pink + Green			
086 ◌ 092			Green + Red			
093 ◌ 099			Red + Light Blue			
100 ◌ 106			Light Blue + Kelly Green			
107 ◌ 113			Kelly Green + Orange			
114 ◌ 120			Orange + Dark Blue			
121 ◌ 127			Dark Blue + White			
128 ◌ 191			Color cycling rainbow with increasing speed			
192 ◌ 255			Reverse color cycling rainbow with increasing speed			
	7	Gobo Wheel	<div> 0~7</div> <div> 8~15</div> <div> 16~23</div> <div> 24~31</div> <div> 32~39</div> <div> 40~47</div> <div> 48~55</div> <div> 56~63</div>		064 ◌ 071	Gobo 7 shake, from slow to fast
072 ◌ 079			Gobo 6 shake, from slow to fast			
080 ◌ 087			Gobo 5 shake, from slow to fast			
088 ◌ 095			Gobo 4 shake, from slow to fast			
096 ◌ 103			Gobo 3 shake, from slow to fast			
104 ◌ 111			Gobo 2 shake, from slow to fast			
112 ◌ 119			Gobo 1 shake, from slow to fast			
120 ◌ 127			Open			
128 ◌ 191			Cycle effect with increasing speed			
192 ◌ 255			Reverse cycle effect with increasing speed			

DMX Channel Assignments and Values (cont.)

13-CH (cont.)

Channel	Function	Value	Setting
8	Gobo Rotation	000 ○ 119	Rotation effect with increasing speed
		120 ○ 231	Reverse rotation effect with increasing speed
		232 ○ 255	Gobo bounce
9	Prism	000 ○ 015	Open
		016 ○ 255	Prism on
10	Dimmer	000 ○ 255	0–100%
11	Shutter	000 ○ 003	Closed
		004 ○ 007	Open
		008 ○ 215	Strobe effect with increasing speed
		216 ○ 255	Open
12	Control Functions	000 ○ 007	No function
		008 ○ 027	Blackout while pan/tilt moving
		028 ○ 047	Blackout while moving gobo wheel
		048 ○ 067	Disable blackout while pan/tilt/moving gobo wheel
		068 ○ 087	Blackout while moving color wheel
		088 ○ 107	Disable blackout while pan/tilt/moving color wheel
		108 ○ 127	Disable blackout while moving gobo/color wheel
		128 ○ 147	Disable blackout while pan/tilt/moving gobo/moving color wheel
		148 ○ 157	Reset pan
		158 ○ 167	Reset tilt
		168 ○ 177	Reset color wheel
		178 ○ 187	Reset gobo wheel
		188 ○ 197	Reset prism
		198 ○ 207	Reset all channels
13	Movement Macros	208 ○ 255	No function
		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

DMX Channel Assignments and Values (cont.)

8-CH	Channel	Function	Value	Setting
	1	Pan	000 ◊ 255	0–540°
	2	Tilt	000 ◊ 255	0–270°
	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 Green
			049 ◊ 055	Orange
			056 ◊ 064	Dark Blue
			065 ◊ 071	White + Yellow
			072 ◊ 078	Yellow + Pink
			079 ◊ 085	Pink + Green
			086 ◊ 092	Green + Red
			093 ◊ 099	Red + Light Blue
			100 ◊ 106	Light Blue + Kelly Green
			107 ◊ 113	Kelly Green + Orange
			114 ◊ 120	Orange + Dark Blue
			121 ◊ 127	Dark Blue + White
			128 ◊ 191	Color cycling rainbow with increasing speed
			192 ◊ 255	Reverse color cycling rainbow with increasing speed
	4	Gobo Wheel		
			064 ◊ 071	Gobo 7 shake, from slow to fast
			072 ◊ 079	Gobo 6 shake, from slow to fast
			080 ◊ 087	Gobo 5 shake, from slow to fast
			088 ◊ 095	Gobo 4 shake, from slow to fast
			096 ◊ 103	Gobo 3 shake, from slow to fast
			104 ◊ 111	Gobo 2 shake, from slow to fast
			112 ◊ 119	Gobo 1 shake, from slow to fast
			120 ◊ 127	Open
			128 ◊ 191	Cycle effect with increasing speed
			192 ◊ 255	Reverse cycle effect with increasing speed
	5	Gobo Rotation	000 ◊ 119	Rotation effect with increasing speed
			120 ◊ 231	Reverse rotation effect with increasing speed
			232 ◊ 255	Gobo bounce
	6	Prism	000 ◊ 015	Open
			016 ◊ 255	Prism on
	7	Dimmer	000 ◊ 255	0–100%
	8	Shutter	000 ◊ 003	Closed
			004 ◊ 007	Open
			008 ◊ 215	Strobe effect with increasing speed
			216 ◊ 255	Open

Configuration (Standalone)

Set the product in one of the standalone modes to control without a DMX controller.

1. Connect the product to a suitable power outlet.
2. Turn the product on.



Never connect a product that is operating in any standalone mode (either Static, Automatic, or Sound) 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 **<MODE/ESC>** repeatedly until one of the following shows on the display:
NASi, NAFA, NStS, SLAv.
2. Press **<UP>** or **<DOWN>** to select **NStS**.
3. Press **<ENTER>**.



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

Automatic Mode

To enable the Automatic mode, follow the instructions below:

1. Press **<MODE/ESC>** repeatedly until one of the following shows on the display:
NASi, NAFA, NStS, SLAv
2. Press **<UP>** or **<DOWN>** to select **NASi** (for a slow light show) or **NAFA** (for a fast light show).
3. Press **<ENTER>**.

Manual Pan/Tilt Operation

To select whether you want the Intimidator™ Spot LED 250 to operate with normal panning or inverted panning, do the following:

1. Press **<MODE/ESC>** repeatedly until **PAn** shows on the display.
2. Press **<UP>** or **<DOWN>** to select normal pan operation (**PAn**) or inverse pan operation (**r PAn**).
3. Press **<ENTER>**.

To select whether you want the Intimidator™ Spot LED 250 to operate with normal tilting or inverted tilting, do the following:

1. Press **<MODE/ESC>** repeatedly until **tiL** shows on the display.
2. Press **<UP>** or **<DOWN>** to select normal pan operation (**tiL**) or inverse pan operation (**r tiL**).
3. Press **<ENTER>**.

Pan/Tilt Angle Range

You are able to select the range for the pan and tilt angles on the Intimidator™ Spot LED 250 to achieve the effect you like.

To select which pan angle to use, do the following:

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

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

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

Display Orientation You are able to flip the LED display for easy readability in any mounting situation.
To select your display angle:

1. Press **<MODE/ESC>** repeatedly until **diS** shows on the display.
2. Press **<UP>** or **<DOWN>** to select normal display mode (**diS**) or inverse display mode (**r diS**).
3. Press **<ENTER>**.

Master/Slave Mode The Master/Slave mode allows a single Intimidator™ Spot LED 250 unit (the “master”) to control the actions of one or more Intimidator™ Spot LED 250 units (the “slaves”) without the need of a DMX controller. The master unit will be set to operate in either Automatic or Sound-Active mode, while the slave units will be set to operate in Slave mode. Once set and connected, the slave units will operate in unison with the master unit.

Configure the units as indicated below.

Slave units:

1. Press **<MODE/ESC>** repeatedly until **SLAv** shows on the display.
2. Press **<ENTER>** to accept.
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™ Spot LED 250, do the following:

1. Press **<MODE/ESC>** repeatedly until **rESt** shows on the display.
2. Press **<ENTER>**. The product will reset all settings in the software to the default factory settings.

Password Channel

The Intimidator™ Spot LED 250 contains a passcode-protected mode which allows you to calibrate and troubleshoot any small issues you may have during normal operation.

In order to access this mode, do the following:

1. Press and hold **<MODE/ESC>** for at least 10 seconds.
2. Use the **<UP>** and **<DOWN>** buttons to enter the passcode: **2323**.
3. Press **<ENTER>**.

In this mode you have several options for adjustment.

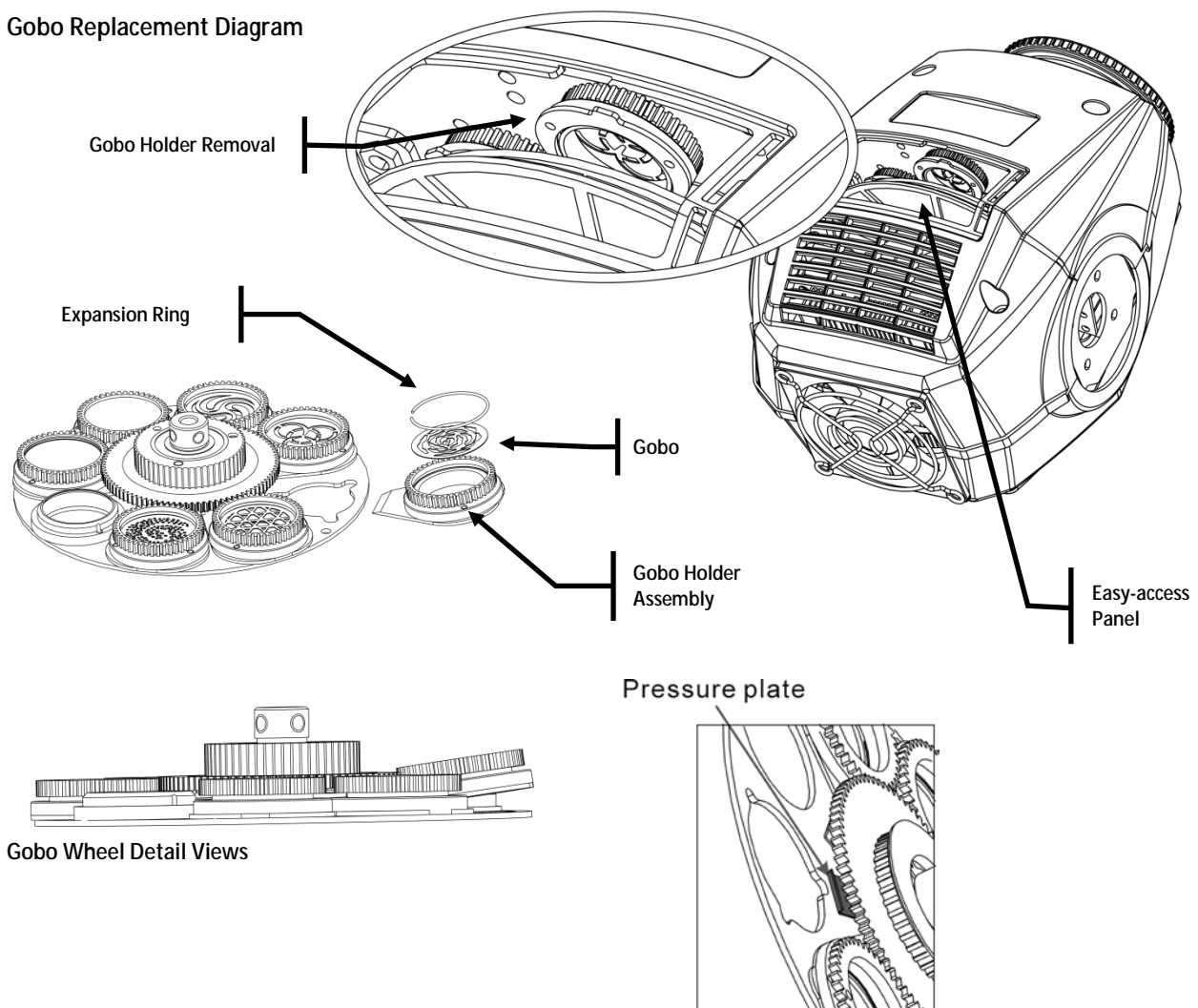
Parameter	Programming Steps	Description
Pan Adjust	P128	Manually adjust the pan angle
Tilt Adjust	t128	Manually adjust the tilt angle
Gobo Wheel Adjust	G128	Manually adjust the gobo wheel
Color Wheel Adjust	C128	Manually adjust the color wheel
Prism Adjust	L128	Manually adjust the prism
Lamp Brightness Adjust	d000	Manually adjust the starting brightness of the lamp
Pan Switch Strength	P--0	Adjust the strength of pan switch
Tilt Switch Strength	t--0	Adjust the strength of tilt switch

Changing Gobos

To change the gobos in the Intimidator™ Spot LED 250, you do not need to remove the gobo wheel.

1. Turn off and disconnect product from power.
2. Place the product on a flat, level surface with the front facing up.
3. Open the gobo-access plate by pushing it in the direction of the arrow.
4. Rotate the gobo wheel until the gobo that needs replacing is accessible.
5. Separate the gobo holder assembly away from the gobo wheel by pushing it forward and up. Be careful not to push the gobo out of the gobo plate.
6. Extract the gobo holder by pulling it backwards out of the product.
7. On a flat surface, remove the expansion ring that holds the gobo in place and remove the gobo from the gobo plate.
8. Insert a new gobo and hold it in place with the expansion ring.
9. To re-insert the new gobos, slide the tip of the gobo holder under the pressure plate near the center of the gobo wheel.
10. Push the gobo holder assembly inwards. DO NOT force the gobo holder into the gobo wheel slot. Slightly move the holder from side-to-side if needed to get it to seat properly. If correctly installed, the bottom of the holder will be flush with the gobo wheel.
11. Push cover back into position.

Gobo Replacement Diagram



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. To maintain optimum performance and minimize wear, you should clean your lighting products at least twice a month. However, be aware that usage and environmental conditions may lead to more frequent cleaning.

To clean the product, follow the instructions below:

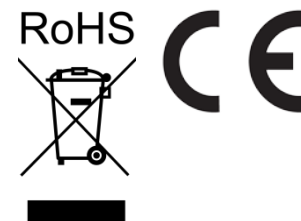
1. Unplug the product from power.
2. Wait until the product is at room temperature.
3. Use a vacuum (or dry compressed air) and a soft brush to remove dust collected on the external surface/vents.
4. Clean all glass/transparent surfaces with a mild soap solution, ammonia-free glass cleaner, or isopropyl alcohol.
5. Apply the solution directly to a soft, lint-free cotton cloth or a lens cleaning tissue.
6. Softly drag any dirt or grime to the outside edges of the glass/transparent surface.
7. Gently polish the glass/transparent surfaces until they are free of haze and lint.



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

6. TECHNICAL SPECIFICATIONS

Dimensions and Weight	Length	Width	Height	Weight
	9.3 in (236 mm)	8.1 in (205 mm)	11.3 in (287 mm)	12.6 lb (5.7 kg)
	Note: Dimensions in inches rounded to the nearest decimal digit.			
Power	Power Supply Type	Range	Voltage Selection	
	Switching (internal)	100 to 240 V, 50/60 Hz	Auto-ranging	
	Parameter	120 V, 60 Hz	230 V, 50 Hz	
	Consumption	150 W	157 W	
	Operating	1.3 A	0.7 A	
	Power linking units	6 units	11 units	
	Fuse	F 2 A, 250 V	F 2 A, 250 V	
	Power I/O	US/Worldwide	UK/Europe	
	Power input connector	IEC	IEC	
	Power output connector	Edison	IEC	
Power Cord plug	Edison (US)	Local plug		
Light Source	Type	Power	Lifespan	
	LED	50 W	50,000 hours	
	Color	Quantity	Current	
	White	1	14.4 A	
Photometrics	Parameter			
	Illuminance @ 2 m	5,970 lx		
	Beam angle	17°		
	Strobe Rate	0–20 Hz		
	Pan & Tilt	540°	270°	
	Pan/Tilt Ranges	540°, 360°, 180° Pan	270°, 180°, 90° Tilt	
	Gobo Size	24 mm outside 20 mm image 1.1 mm thickness		
Thermal	Maximum External Temp.	Cooling System		
	104 °F (40 °C)	Fan-assisted convection		
DMX	I/O Connectors	Connector Type	Channel Range	
	3-pin XLR	Sockets	8 or 13	
Ordering	Product Name	Item Code	UPC Number	
	Intimidator™ Spot LED 250	08010462	781462208141	



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 Mexico, contact Chauvet Mexico.
- If you are located in Benelux, contact Chauvet Europe BVBA.
- If you are located in any other country, DO NOT contact Chauvet. Instead, contact your local distributor. See www.chauvetlighting.com for distributors outside the U.S., UK, Ireland, Mexico, or Benelux.



If you are located outside the U.S., UK, Ireland, Mexico, or Benelux, contact your distributor of record and follow their instructions on how to return Chauvet products to them. Visit our website www.chauvetlighting.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.

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

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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Technical Support

Email: servicio@chauvet.com.mx

World Wide Web www.chauvet.com.mx

CHAUVET EUROPE - Chauvet Europe BVBA

General Information

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9770 Kruishoutem
Belgium
Voice: +32 9 388 93 97

Technical Support

Email: Eutech@chauvetlighting.eu

World Wide Web www.chauvetlighting.eu

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