FXarray Q5

User Manual

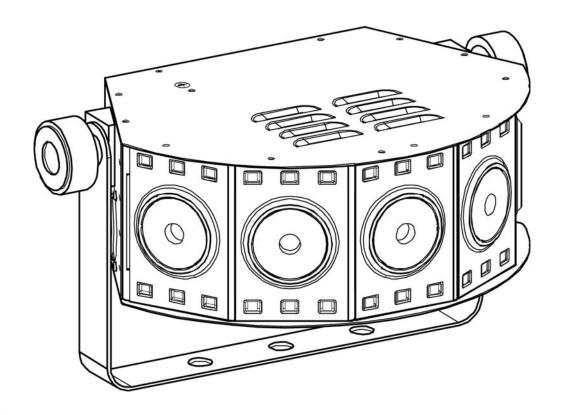






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1. BEFORE YOU BEGIN

What Is Included

- FXarray Q5
- 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	50/60 A set of values of which only one can be chosen	
Settings	A menu option not to be modified	
<enter> A key to be pressed on the product's control panel</enter>		
ON	A value to be entered or selected	

Symbols

SYMBOL	MEANING
A	Electrical warning. Not following these instructions may cause electrical damage to the product, accessories, or the user.
\triangle	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.

Disclaimer

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Product at a Glance

Use on Dimmer	\Diamond	Auto Programs	~
Outdoor Use	\Diamond	Auto-ranging Power Supply	~
Sound-Active	~	Replaceable Fuse	~
DMX	~	User-Serviceable	0
Master/Slave	~		

Safety Notes

- 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 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.
- 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. Please 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.

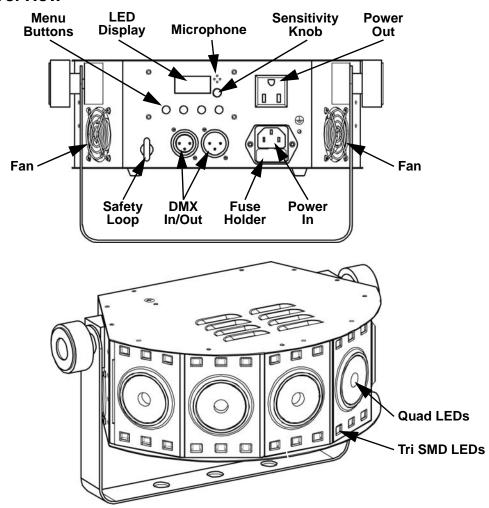


Keep this User Manual for future use. If you sell the product to someone else, be sure that they also receive this document.

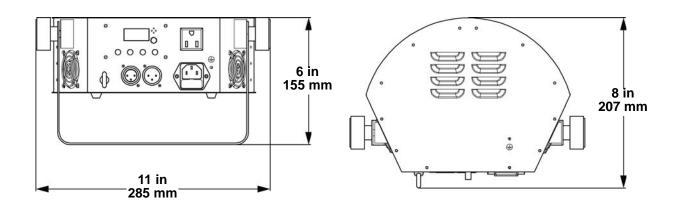


2. Introduction

Product Overview



Product Dimensions





3. SETUP

AC Power

The FXarray Q5 has an auto-ranging power supply and it can work with an input voltage range of 100 to 240 VAC, 50/60 Hz. To determine the product's power requirements (circuit breaker, power outlet, and wiring), use the current value listed on the label affixed to the product's back panel, or refer to the product's specifications chart. The listed current rating indicates the product's average current draw under normal conditions.



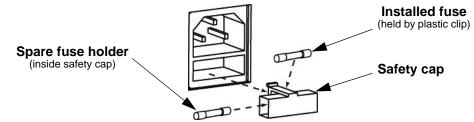
- Always connect the product to a protected circuit (a circuit breaker or fuse).
 Make sure the product has an appropriate electrical ground to avoid the risk of electrocution or fire.
- To eliminate unnecessary wear and improve its lifespan, during periods of nonuse completely disconnect the product 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. Wedge the tip of a flat-head screwdriver into the slot of the fuse holder.
- 2. Pry the fuse holder out of the housing.
- 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 and reconnect power.



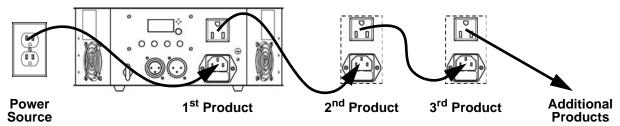


Disconnect the product from the power outlet before replacing the fuse.

Power Linking

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

Power Linking Diagram





You can power link up to 15 FXarray Q5 products on 120 VAC or up to 27 FXarray Q5 products on 230 VAC.



The power linking diagram 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.

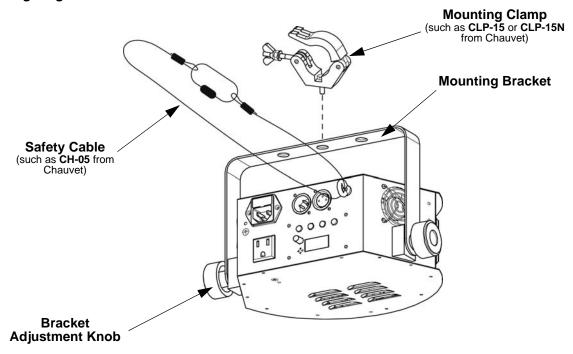
Orientation

The FXarray Q5 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 adequate ventilation is provided around the product.
- Make sure that the structure or surface onto which you are mounting the product can support the product's weight. (see the Technical Specifications)
- When mounting the product overhead, always use a safety cable. Mount the product securely to a rigging point, whether an elevated platform or a truss.
- When rigging the product onto a truss, use a mounting clamp of appropriate weight capacity.
- When power linking multiple products, mount the products close enough for power linking cables to reach.
- The bracket adjustment knobs allow for directional adjustment when aiming the product to the desired angle. Only loosen or tighten the bracket knobs manually. Using tools could damage the knobs.

Mounting Diagram





4. OPERATION

Control Panel Operation

To access the control panel functions, use the four buttons located underneath the display. Please refer to the <u>Product Overview</u> to see the button locations on the control panel.

Виттом	FUNCTION
<menu> Press to find an operation mode or to back out of the current me</menu>	
<up></up>	Press to scroll up the list of options or to find a higher value
<down></down>	Press to scroll down the list of options or to find a lower value
<enter></enter>	Press to activate a menu option or a selected value

Menu Map

Mode	Programming Levels		DESCRIPTION	
	3Ch	d001–510	3-channel DMX mode	
DMX Mode	X Mode 10Ch d001-503	10-channel DMX mode		
	30Ch	d001-483	30-channel DMX mode	
Static Colors	C	C 1–22	Static Colors	
Automatic Programs	P	P 1–7	Automatic programs	
Auto Speed	S	S 1–100	Program speed for P1–10	
Auto Dimmer	diM	L 1–255	Quad LED dimmer for P1–5	
Sound-Active Snd Snd1-5		Snd1-5	Sound-active programs	
		r 0–255		
0		g 0–255	Custom static colors Combine red, green, blue, and UV	
Custom Color Mixing	u	b 0–255	Note: Only three can be used at once	
		u 0–255		
		S 0–100	SMD strobe speed	
Infrared	SEt	on	Turns infrared on or off	
Mode	JL!	oFF		

Configuration (DMX)

The FXarray Q5 works with a DMX controller. Information about DMX is in the CHAUVET DMX Primer, which is available from the Chauvet website http://www.chauvetlighting.com/downloads/ DMX Primer rev05 WO.pdf.

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 FXarray Q5 uses up to 30 DMX channels, which defines the highest configurable address as **483**. If you are not familiar with the DMX protocol, download the DMX Primer from www.chauvetdj.com. To select the starting address, do the following:

- 1. Press <MENU> repeatedly until 3Ch, 10Ch, or 30Ch shows on the display.
- 2. Press **<ENTER>**.
- 3. Use **<UP>** or **<DOWN>** to select the starting address, from **d 1–510**.
- Press < ENTER >.



DMX Channel Assignments and Values 30Ch

CHANNEL	FUNCTION	VALUE	PERCENT/SETTING	
		000 ⇔ 005	No function	
		006 ⇔ 040	Auto/Sound-active program 1	
		041 ⇔ 075	Auto/Sound-active program 2	
1	Auto/Sound-Active	076 ⇔ 110	Auto/Sound-active program 3	
	Programs		Auto/Sound-active program 4	
		146 ⇔ 180	Auto/Sound-active program 5	
		181 ⇔ 215	Auto Program 6/Sound-active program 5	
			Auto Program 7/Sound-active program 5	
2	Program Speed	000 ⇔ 250	Speed, slow to fast	
2	Program Speed	251 ⇔ 255	Sound-active program	
3	Quad LED Dimmer for	000	No function	
3	Programs 1–5	001 ⇔ 255	0–100%	
4	Quad LED 1 Red		0-100% (note: only 3 colors at once)	
5	Quad LED 1 Green	000 ⇔ 255	0-100% (note: only 3 colors at once)	
6	Quad LED 1 Blue	000 ⇔ 255	0-100% (note: only 3 colors at once)	
7	Quad LED 1 UV	000 ⇔ 255	0-100% (note: only 3 colors at once)	
		000	No function	
8	Quad LED 1 Strobe		Strobe, slow to fast	
		251 ⇔ 255	Sound-active strobe	
9	Quad LED 2 Red		0-100% (note: only 3 colors at once)	
10	Quad LED 2 Green		0-100% (note: only 3 colors at once)	
11	Quad LED 2 Blue		0-100% (note: only 3 colors at once)	
12 Quad LED 2 UV		000 ⇔ 255	0-100% (note: only 3 colors at once)	
		000	No function	
13			Strobe, slow to fast	
			Sound-active strobe	
14	Quad LED 3 Red		0-100% (note: only 3 colors at once)	
15	Quad LED 3 Green		0-100% (note: only 3 colors at once)	
16	Quad LED 3 Blue		0-100% (note: only 3 colors at once)	
17	Quad LED 3 UV		0-100% (note: only 3 colors at once)	
		000	No function	
18	Quad LED 3 Strobe		Strobe, slow to fast	
			Sound-active strobe	
19	Quad LED 4 Red		0-100% (note: only 3 colors at once)	
20			0-100% (note: only 3 colors at once)	
21	Quad LED 4 Blue		0-100% (note: only 3 colors at once)	
22	Quad LED 4 UV		0-100% (note: only 3 colors at once)	
		000	No function	
23	Quad LED 4 Strobe		Strobe, slow to fast	
		251 ⇔ 255	Sound-active strobe	



30Ch (cont.)

CHANNEL	FUNCTION	VALUE	PERCENT/SETTING	
24	Quad LED 5 Red	000 ⇔ 255	0-100% (note: only 3 colors at once)	
25	Quad LED 5 Green	000 ⇔ 255	0-100% (note: only 3 colors at once)	
26	Quad LED 5 Blue	000 ⇔ 255	0-100% (note: only 3 colors at once)	
27	Quad LED 5 UV	000 ⇔ 255	0-100% (note: only 3 colors at once)	
		000	No function	
28	Quad LED 5 Strobe	001 ⇔ 250	Strobe, slow to fast	
		251 ⇔ 255	Sound-active strobe	
		000 ⇔ 005	No function	
		006 ⇔ 021	Red	
		022 ⇔ 037	Green	
		038 ⇔ 053	Blue	
		054 ⇔ 069	Yellow	
		070 ⇔ 101	Magenta	
	29 SMD Color/Program 118 134 150 166 182 198 214	102 ⇔ 117	Cyan	
29		118 ⇔ 133	White	
23		134 ⇔ 149	Auto-Sound-active program 1	
			Auto-Sound-active program 2	
			Auto-Sound-active program 3	
			Auto-Sound-active program 4	
			Auto-Sound-active program 5	
			Auto-Sound-active program 6	
			Auto-Sound-active program 7	
			Auto-Sound-active program 8	
	SMD Strobe (When Ch. 29 is		Strobe, slow to fast	
30	006 \$\phi\$ 133) `		Sound-active strobe	
•	SMD Program Speed (When Ch. 29 is 134 ⇔ 255)		Slow to fast	
		251 ⇔ 2 5 5	Sound-active program	

10Ch

CHANNEL	FUNCTION	VALUE	PERCENT/SETTING
		000 ⇔ 005	No function
		006 ⇔ 040	Auto/Sound-active program 1
		041 ⇔ 075	Auto/Sound-active program 2
1	Programs 1	076 ⇔ 110	Auto/Sound-active program 3
•		111 ⇔ 145	Auto/Sound-active program 4
		146 ⇔ 180	Auto/Sound-active program 5
		181 ⇔ 215	Auto Program 6/Sound-active program 5
		216 ⇔ 255	Auto Program 7/Sound-active program 5
2	Program Speed	000 ⇔ 250	Speed, slow to fast
2		251 ⇔ 255	Sound-active program
3	Quad LED Dimmer for Programs 1–5	000	No function
3		001 ⇔ 255	0–100%



10Ch (cont.)

CHANNEL FUNCTION		VALUE	PERCENT/SETTING	
4			0-100% (note: only 3 colors at once)	
5	Quad LED Green	000 ⇔ 255	0-100% (note: only 3 colors at once)	
6	Quad LED Blue	000 ⇔ 255	0-100% (note: only 3 colors at once)	
7	Quad LED UV	000 ⇔ 255	0-100% (note: only 3 colors at once)	
		000	No function	
8	Quad LED Strobe	001 ⇔ 250	Strobe, slow to fast	
		251 ⇔ 255	Sound-active strobe	
		000 ⇔ 005	No function	
		006 ⇔ 021	Red	
		022 ⇔ 037	Green	
		038 ⇔ 053	Blue	
		054 ⇔ 069	Cyan	
		070 ⇔ 101	Magenta	
	9 SMD Color/Program 118 ⇔ 134 ⇔ 150 ⇔ 166 ⇔ 182 ⇔ 198 ⇔	102 ⇔ 117	Yellow	
۵		118 ⇔ 133	White	
3		134 ⇔ 149	Auto-Sound-active program 1	
			Auto-Sound-active program 2	
		166 ⇔ 181	Auto-Sound-active program 3	
		182 ⇔ 197	Auto-Sound-active program 4	
		198 ⇔ 213	Auto-Sound-active program 5	
		214 ⇔ 229	Auto-Sound-active program 6	
			Auto-Sound-active program 7	
		246 ⇔ 255	Auto-Sound-active program 8	
	SMD Strobe (When Ch. 9 is		Strobe, slow to fast	
10	006 ⇔ 133) SMD Program Speed (When	251 ⇔ 255	Sound-active strobe	
10		000 ⇔ 250	Slow to fast	
		251 ⇔ 255	Sound-active program	

3Ch

CHANNEL	FUNCTION	VALUE	PERCENT/SETTING
		000 ⇔ 005	No function
		006 ⇔ 040	Auto/Sound-active program 1
		041 ⇔ 075	Auto/Sound-active program 2
1	Programs	076 ⇔ 110	Auto/Sound-active program 3
•		111 ⇔ 145	Auto/Sound-active program 4
		146 ⇔ 180	Auto/Sound-active program 5
		181 ⇔ 215	Auto/Sound-active program 6
		216 ⇔ 255	Auto/Sound-active program 7
2	2 Program Speed	000 ⇔ 250	Speed, slow to fast
2		251 ⇔ 255	Sound-active program
3	Quad LED Dimmer	000	No function
3		001 ⇔ 255	0–100%



Configuration (Standalone)

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



Never connect a product that is operating in any standalone mode to a DMX string connected to a DMX controller. Products in standalone mode may transmit DMX signals that could interfere with the DMX signals from the controller.

Automatic Programs

To run the FXarray Q5 in automatic mode, follow the instructions below:

- 1. Press <MENU> repeatedly until P-- shows on the display.
- 2. Press <ENTER>.
- 3. Use **<UP>** or **<DOWN>** to select an automatic program, from **P 1–7**.
- 4. Press <ENTER>.

Auto-Program Speed

To change the auto-program speed on the FXarray Q5, do the following:

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

Auto-Program Dimmer

To control the output intensity of the Quad-LEDs while running an auto-program, follow the instructions below:

- 1. Press <MENU> repeatedly until diM shows on the display.
- Press <ENTER>.
- 3. Use **<UP>** or **<DOWN>** to increase or decrease the Quad-LED intensity, from L 1–255.

Sound-Active Mode

To run the FXarray Q5 in sound-active mode, do the following:

- 1. Press <MENU> repeatedly until Snd shows on the display.
- 2. Press <ENTER>.
- 3. Use **<UP>** or **<DOWN>** to select a sound-active program, from **Snd1–5**.
- 4. Press <ENTER>.
- 5. Turn the sensitivity knob up until the product responds to the beat of the music.



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

Preset Color Mode

To run the FXarray Q5 on a static color, follow the instructions below:

- 1. Press <MENU> repeatedly until C-- shows on the display.
- 2. Press <ENTER>.
- 3. Use **<UP>** or **<DOWN>** to select a static color, from **C 1–22**.
- Press **<ENTER>**.

Custom Color Mixing

To custom mix a static color, do the following:

- 1. Press **<MENU>** repeatedly until **u--** shows on the display.
- Press **<ENTER>** and one of the following will show on the display:
 - **r**___ (red)
 - **g**___ (green)
 - **b**_ _ _ (blue)
 - **u**___(UV)
 - **S**_ _ _ (SMD strobe speed)
- Press **<ENTER>** to cycle through the settings.
- 4. When the desired setting shows on the display, use **<UP>** or **<DOWN>** to increase or decrease the value, from **0–255** for red, green, blue, or UV, or from **0–100** for SMD strobe speed.
- 5. Repeat steps 3 and 4 until the product outputs as desired.



Of the four colors (red, green, blue, and UV), only three may be used at one time.

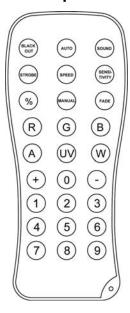


IRC-6 Infrared Remote Control

The FXarray Q5 is compatible with the IRC-6 infrared remote control from Chauvet. To activate IR mode, follow the instructions below:

- 1. Press <MENU> repeatedly until SEt shows on the display.
- Press **<ENTER>** to accept.
- 3. Press **<UP>** or **<DOWN>** to select **on** or **oFF**.
- 4. Press **<ENTER>**.

IRC-6 Operation



Automatic Mode

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

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

To adjust the speed of the automatic program:

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

Sound-Active Mode

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

To turn on Sound-Active mode:

- Press **<SOUND>** on the IRC-6.
- 2. Press <+> or <-> to select a sound-active program.

Manual Color Control

To choose a specific color with the IRC-6:

- 1. Press any number between <0>~<9> to choose your color.
- 2. Press <A> to cycle through preset static colors.

To manually control the RGB percentage:

- Press <R> (red), <G> (green), (blue), or <UV>/<P> (UV) to choose your color.
- 2. Press <+> or <-> to increase or decrease the percentage of each color.

NOTE: Only three colors can be used at once.

To set all LEDs to full intensity:

1. Press **<W>** on the IRC-6.

Miscellaneous Operation

To adjust the output level of the Quad LEDs in an auto program:

- 1. Press <%> on the IRC-6.
- 2. Press <+> or <-> to increase or decrease the output level.

To adjust the strobe rate of the static color:

- 1. Press **<STROBE>** on the IRC-6.
- 2. Press <+> or <-> to increase or decrease the strobe rate.
- 3. Set to **S 0** to turn off the strobe.

To select a fading program:

 Press <FADE> on the IRC-6. Press it repeatedly to cycle through fading programs.

To black out the lights:

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

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

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



Master/Slave Mode

The Master/Slave mode allows a single FXarray Q5 product (the "master") to control the actions of one or more FXarray Q5 products (the "slaves") without the need of a DMX controller. The master product will be set to operate in either Stand-Alone mode or with the IRC-6, while the slave products will be set to operate in Slave mode. Once set and connected, the slave products will operate in unison with the master product. Configure the products as indicated below.

Slave products:

- 1. Press <MENU> repeatedly until 3Ch, 10Ch, or 30Ch shows on the display.
- 2. Press **<ENTER>** to accept.
- 3. Set the DMX address to d 1.
- 4. Connect the DMX input of the first slave product to the DMX output of the master product.
- Connect the DMX input of the subsequent slave products to the DMX output of the previous slave product.
- 6. Finish setting and connecting all the slave products.

Master product:

- 1. Set the master product to operate in Stand-Alone mode or with the IRC-6.
- 2. Make the master product the first product in the DMX daisy chain.
 - Configure all the slave products before connecting the master to the daisy chain.



- Never connect a DMX controller to a DMX string configured for Master/Slave operation because the controller may interfere with the signals from the master.
- Do not connect more than 31 slaves to the master.



5. MAINTENANCE

Product Maintenance

Dust build-up reduces light output performance and can cause overheating. This can lead to reduction of the light source's life and/or mechanical wear. To maintain optimum performance and minimize wear, clean your lighting products at least twice a month. However, be aware that usage and environmental conditions could be contributing factors to increase the cleaning frequency.

To clean the product, follow the instructions below:

- 1. Unplug the product from power.
- 2. Wait until the product is at room temperature.
- Use a vacuum (or dry compressed air) and a soft brush to remove dust collected on the external surface/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.



Do not spin the cooling fans using compressed air because it may damage them.



6. TECHNICAL SPECIFICATIONS

Dimensions and Weight

LENGTH	WIDTH	HEIGHT	WEIGHT
11 in (285 mm)	8 in (207 mm)	6 in (155 mm)	3.4 lb (1.6 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	34 W	32 W
Operating Current	0.5 A	0.3 A
Power linking current (products)	8 A (15 products)	8 A (27 products)
Fuse	T 1 A, 250 V	T 1 A, 250 V
Power I/O	U.S./Worldwide	UK/Europe
Power input connector	IEC	IEC
Power output connector	Edison	IEC
Power Cord plug	Edison (U.S.)	Local Plug

Light Source

Түре	Color	QUANTITY	Power	CURRENT	LIFESPAN
LED	Quad-color RGB+UV	5	6 W	2.1 A	50,000 hours
SMD LED	Tri-color RGB	30	0.3 W	0.1 A	50,000 hours

Photometrics

STROBE RATE	BEAM ANGLE	FIELD ANGLE	ILLUMINANCE @ 2 M
0 to 19 Hz	22°	36°	314 lux (per pod)

Thermal

MAXIMUM EXTERNAL TEMPERATURE	COOLING SYSTEM
104 °F (40 °C)	Fan-assisted convection

DMX

I/O CONNECTOR	CHANNEL RANGE
3-pin XLR	3, 10 or 30

Ordering

PRODUCT NAME	ITEM CODE	UPC NUMBER
FXarray Q5	10051288	781462216368





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.chauvetdj.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.chauvetdj.com for contact details.

Call the corresponding Chauvet Technical Support office and request a Return Merchandise Authorization (RMA) number before shipping the product. Be prepared to provide the model number, serial number, and a brief description of the cause for the return.

To submit a service request online, go to www.chauvetdj.com/service-request.

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 Hoodquartors	
World Headquarters	
General Information	Technical Support
Address: 5200 NW 108th Ave.	Voice: (844) 393-7575
Sunrise, FL 33351	Fax: (954) 756-8015
Voice: (954) 577-4455	Email: chuavetcs@chauvetlighting.com
Fax: (954) 929-5560	Website
Toll Free: (800) 762-1084	www.chauvetlighting.com
EUROPE	
General Information	Technical Support
Address: Stokstraat 18	Email: eutech@chauvetlighting.eu
9770 Kruishoutem	
Belgium	Website
Voice: +32 9 388 93 97	www.chauvetlighting.eu
General Information	Technical Support
Address: Unit 1C	Email: <u>uktech@chauvetlighting.com</u>
Address: Unit 1C Brookhill Road Industrial Estate	Email: uktech@chauvetlighting.com
7.00.000.00	Email: uktech@chauvetlighting.com Website
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Brookhill Road Industrial Estate Pinxton, Nottingham, UK NG16 6NT Voice: +44 (0) 1773 511115 Fax: +44 (0) 1773 511110	Website www.chauvetlighting.co.uk
Brookhill Road Industrial Estate Pinxton, Nottingham, UK NG16 6NT Voice: +44 (0) 1773 511115 Fax: +44 (0) 1773 511110 MEXICO General Information	Website www.chauvetlighting.co.uk Technical Support
Brookhill Road Industrial Estate Pinxton, Nottingham, UK NG16 6NT Voice: +44 (0) 1773 511115 Fax: +44 (0) 1773 511110 MEXICO General Information Address: Av. de las Partidas 34 - 3B	Website www.chauvetlighting.co.uk Technical Support

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