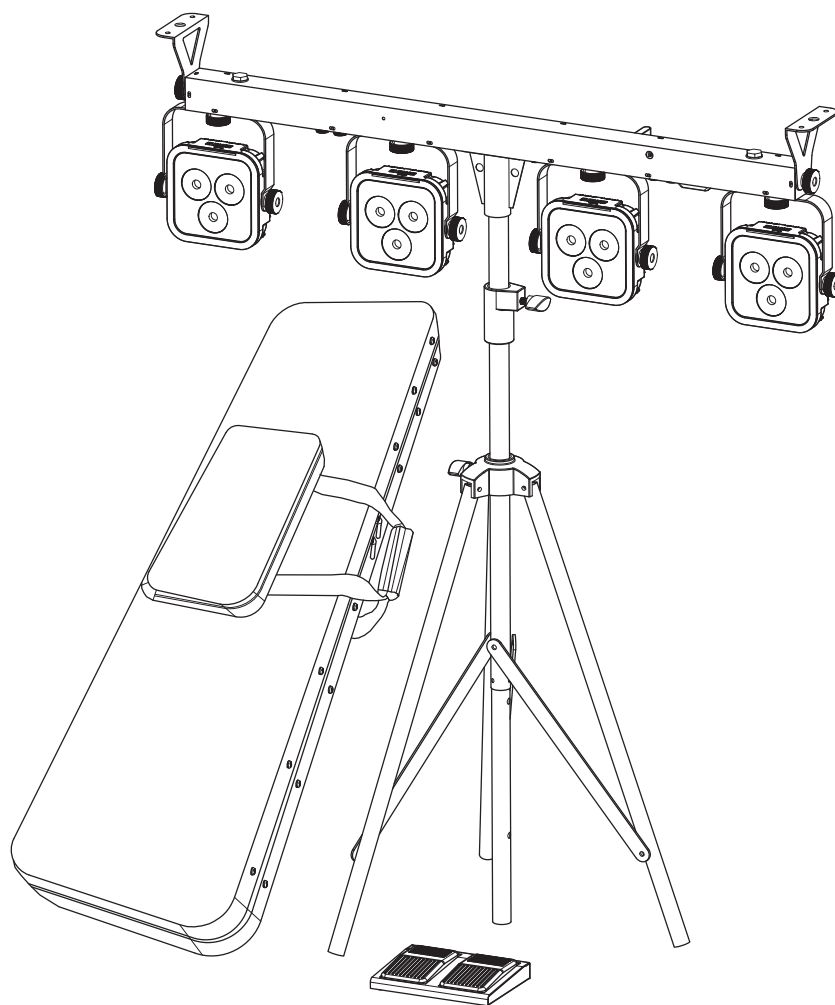


# 4BAR LT Quad BT

## User Manual



  
**CHAUVET**

## TABLE OF CONTENTS

<b>1. Before You Begin .....</b>	<b>1</b>
What Is Included .....	1
Unpacking Instructions.....	1
Claims .....	1
Text Conventions .....	1
Symbols .....	1
Disclaimer .....	1
Intellectual Property .....	1
Safety Notes.....	2
<b>2. Introduction.....</b>	<b>3</b>
Product Overview.....	3
Product Dimensions .....	3
<b>3. Setup.....</b>	<b>4</b>
AC Power .....	4
Fuse Replacement .....	4
Mounting .....	5
Orientation.....	5
Rigging .....	5
<b>4. Operation.....</b>	<b>6</b>
Control Panel Operation.....	6
Menu Map .....	6
Configuration (DMX) .....	6
Starting Address.....	6
D-Fi USB Connectivity .....	7
Configuration (D-Fi USB) .....	7
D-Fi USB DIP Switch Channels .....	7
DMX Channel Assignments and Values .....	8
19Ch.....	8
6Ch.....	8
4Ch.....	8
Configuration (Bluetooth) .....	9
Configuration (Standalone) .....	9
Automatic Programs.....	9
Auto-Program Speed .....	9
Sound-Active Mode.....	9
Dimmer.....	9
Custom Color Mixing.....	9
IRC-6 Infrared Remote Control .....	10
IRC-6 Operation .....	10
Footswitch Operation .....	11
Master/Slave Mode (Wired) .....	12
Master/Slave Mode (D-Fi USB).....	12
<b>5. Maintenance.....</b>	<b>13</b>
Product Maintenance .....	13
<b>6. Technical Specifications.....</b>	<b>14</b>
<b>Returns .....</b>	<b>15</b>
<b>Contact Us.....</b>	<b>16</b>

# 1. Before You Begin

## What Is Included

- 4BAR LT Quad BT
- Power cord
- Carrying bag
- Tripod
- Footswitch
- Hanging brackets
- Quick Reference Guide

## Unpacking Instructions

Carefully unpack the product immediately and check the container to make sure all the parts are in the package and are in good condition.

### Claims




If the box or the contents (the product and included accessories) appear damaged from shipping, or show signs of mishandling, notify the carrier immediately, not Chauvet. Failure to report damage to the carrier immediately may invalidate your claim. In addition, keep the box and contents for inspection.

For other issues, such as missing components or parts, damage not related to shipping, or concealed damage, file a claim with Chauvet within 7 days of delivery.

## Text Conventions

Convention	Meaning
<b>1–512</b>	A range of values
<b>50/60</b>	A set of values of which only one can be chosen
<b>Settings</b>	A menu option not to be modified
<b>&lt;ENTER&gt;</b>	A key to be pressed on the product's control panel
<b>ON</b>	A value to be entered or selected

## Symbols

Symbol	Meaning
	Critical installation, configuration, or operation information. Not following these instructions may make the product not work, cause damage to the product, or cause harm to the operator.
	Important installation or configuration information. The product may not function correctly if this information is not used.
	Useful information.

## Disclaimer

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

## Intellectual Property

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## Safety Notes



- This product is not intended for permanent installation.
- Always connect the product to a grounded circuit to avoid the risk of electrocution.
- Always disconnect the product from the power source before cleaning or replacing the fuse.
- Avoid direct eye exposure to the light source while the product is on.
- Make sure the power cord is not crimped or damaged.
- Never disconnect the product from power by pulling or tugging on the cord.
- If mounting the product overhead, always secure to a fastening device using a safety cable.
- Make sure there are no flammable materials close to the product when operating.
- Do not touch the product's housing when operating because it may be very hot.



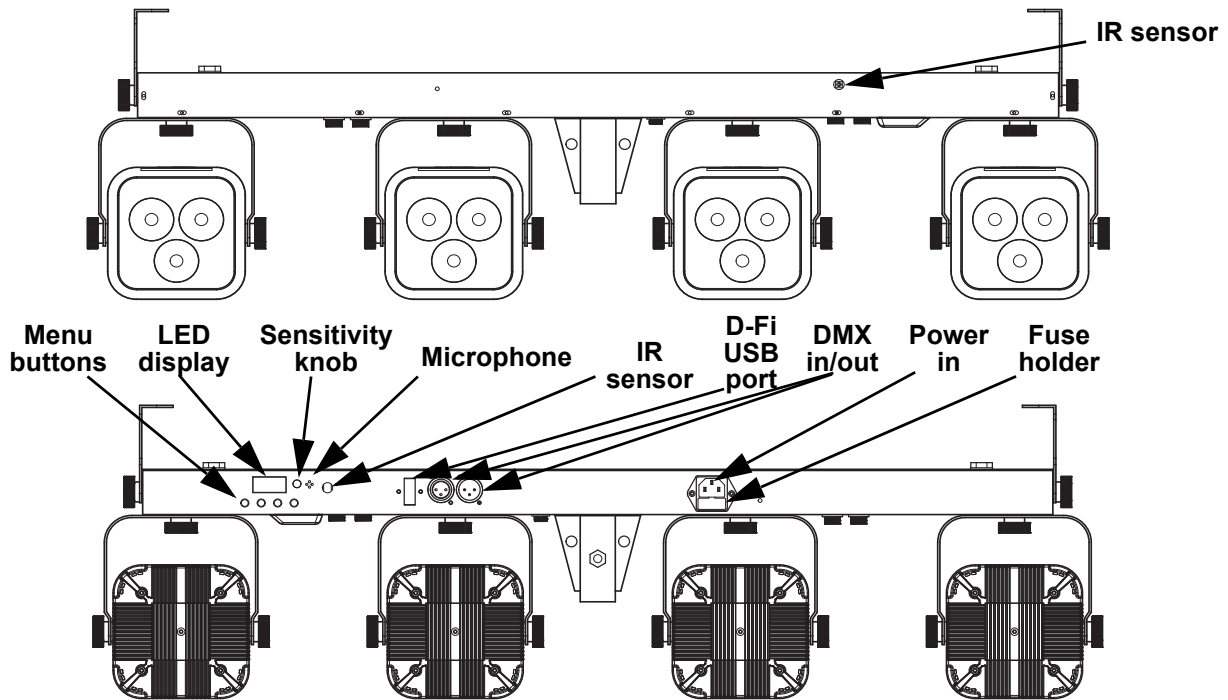
- The voltage of the outlet to which you are connecting this product must be within the range stated on the decal or rear panel of the product.
- The product is for indoor use only! (IP20) To prevent risk of fire or shock, do not expose the product to rain or moisture.
- Always install the product in a location with adequate ventilation, at least 20 in (50 cm) from adjacent surfaces.
- Be sure that no ventilation slots on the product's housing are blocked.
- Never connect the product to a dimmer or rheostat.
- Make sure to replace the fuse with another of the same type and rating.
- Never carry the product from the power cord or any moving part. Always use the handles.
- The maximum ambient temperature is 104 °F (40 °C). Do not operate this product at higher temperatures.
- In the event of a serious operating problem, stop using the product immediately.
- Do not open this product. It contains no user-serviceable parts.
- To eliminate unnecessary wear and improve its lifespan, during periods of non-use completely disconnect the product from power via breaker or by unplugging it.



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

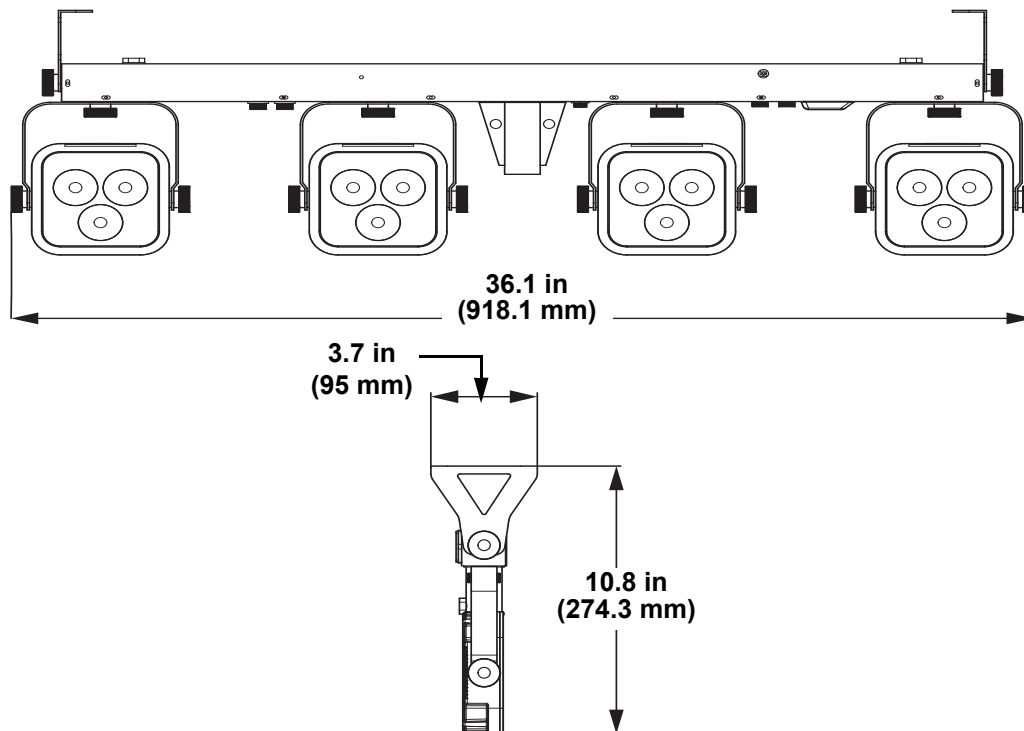
## 2. Introduction

### Product Overview



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

### Product Dimensions



### 3. Setup

#### AC Power

The 4BAR LT Quad BT has an auto-ranging power supply and it can work with an input voltage range of 100 to 240 VAC, 50/60 Hz.

To determine the product's power requirements (circuit breaker, power outlet, and wiring), use the current value listed on the label affixed to the product's back panel, or refer to the product's specifications chart.

The listed current rating indicates the product's average current draw under normal conditions.



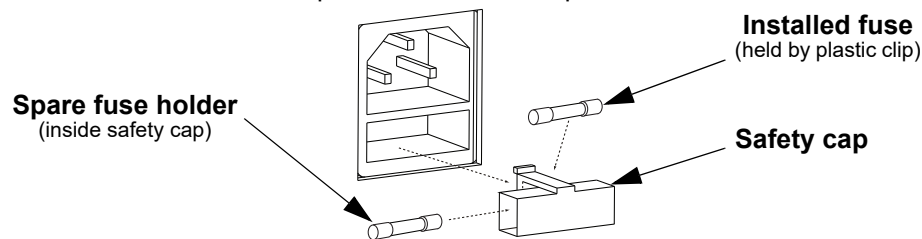
- **Always connect the product to a protected circuit (a circuit breaker or fuse). Make sure the product has an appropriate electrical ground to avoid the risk of electrocution or fire.**
- **To eliminate unnecessary wear and improve its lifespan, during periods of non-use completely disconnect the product from power via breaker or by unplugging it.**



**Never connect the product to a rheostat (variable resistor) or dimmer circuit, even if the rheostat or dimmer channel serves only as a 0 to 100% switch.**

#### Fuse Replacement

1. Disconnect the product from power.
2. Wedge the tip of a flat-head screwdriver into the slot of the fuse holder.
3. Pry the fuse holder out of the housing.
4. Remove the blown fuse from the holder and replace with a fuse of the exact same type and rating.
5. Insert the fuse holder back in place and reconnect power.



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

## Mounting

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

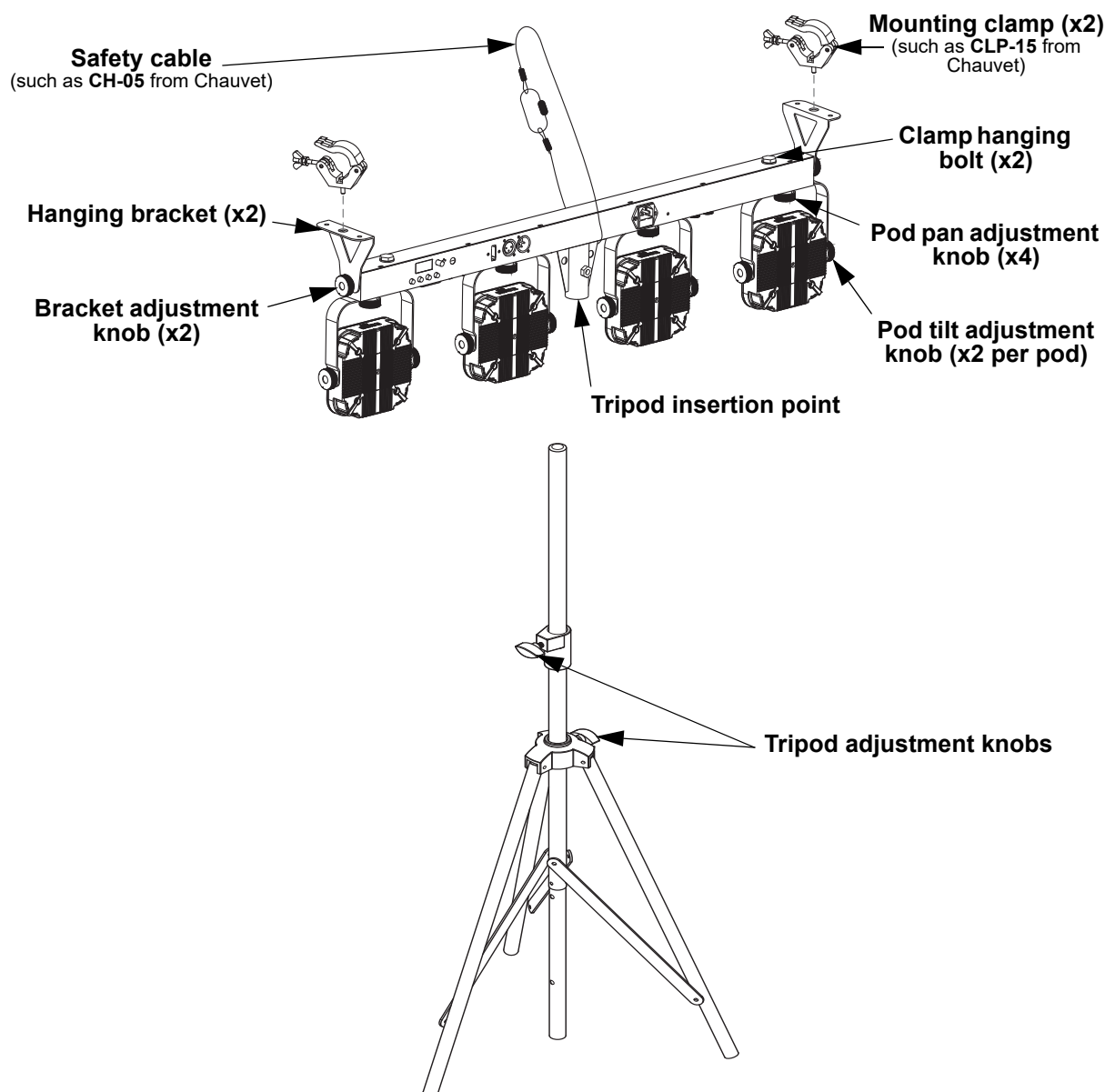
### Orientation

The 4BAR LT Quad BT may be mounted in any position; however, make sure adequate ventilation is provided around the product.

### Rigging

- Before deciding on a location, always make sure there is easy access to the product for maintenance and programming.
- Make sure adequate ventilation is provided around the product.
- Make sure that the structure or surface onto which you are mounting the product can support the product's weight. (see the [Technical Specifications](#))
- When mounting the product overhead, always use a safety cable. Mount the product securely to a rigging point, whether an elevated platform or a truss.
- When rigging the product onto a truss, use a mounting clamp of appropriate weight capacity.
- When mounting the product on the floor, make sure that the product and cables are away from people and vehicles.

### 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 [Product Overview](#) to see the button locations on the control panel.

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

### Menu Map

Main Level	Programming Levels		Description	
DMX Mode	4Ch	d 1–510	4-channel DMX mode	
	6Ch		6-channel DMX mode	
	19Ch		19-channel DMX mode	
Static Colors	C--	C 1–15	Static colors	
Automatic Programs	P--	P 1–8	Automatic programs	
Auto Speed	S--	S. 1–100	Program speed for P 1–8	
Dimmer	d--	L. 1–255	Dimmer	
Sound-Active Mode	Snd	Snd1–8	Sound-active programs	
Custom Color Mixing	u--	r. 0–255	Custom static colors Combine red, green, blue, and amber	
		G. 0–255		
		b. 0–255		
		A. 0-255		
		S. 0–100	Strobe rate	
Bluetooth Mode*	bLE	-----	Bluetooth control mode, displays Bluetooth ID	
Control Mode	SEt	ir	on	Turns infrared on or off
			oFF	
		out	SLAV	Enable Master/Slave with other BT products
			dMX	Enable Master/Slave with non-BT products

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### Configuration (DMX)

The 4BAR LT Quad BT works with a DMX controller. Information about DMX is in the CHAUVET DMX Primer, which is available from the Chauvet website [http://www.chauvetlighting.com/downloads/DMX\\_Primer\\_rev05\\_WO.pdf](http://www.chauvetlighting.com/downloads/DMX_Primer_rev05_WO.pdf).

### Starting Address

When selecting a starting DMX address, always consider the number of DMX channels the selected DMX mode uses. If you choose a starting address that is too high, you could restrict the access to some of the product's channels.

The 4BAR LT Quad BT uses up to 19 DMX channels, which defines the highest configurable address as **510**.

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

To select the starting address, do the following:

1. Press <MENU> repeatedly until **4Ch**, **6Ch**, or **19Ch** shows on the display.
2. Press <ENTER>.
3. Use <UP> or <DOWN> to select the starting address, from **d 1–510**.
4. Press <ENTER>.



## D-Fi USB Connectivity

The 4BAR LT Quad BT is able to become a D-Fi wireless receiver/transmitter with the use of the D-Fi USB from Chauvet DJ. Simply set the product's DMX Personality and DMX Address, set the DIP switch D-Fi receiving/transmitting channel, then plug it into the D-Fi USB port.



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



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

1. D-Fi USB

2. Wired DMX

3. Manual Digital Display/Menu Buttons

## Configuration (D-Fi USB)

1. Set the DMX Personality and DMX address on the 4BAR LT Quad BT.
2. Use the Chart provided to set **BOTH**:
  - the Channel, and then
  - the Receiving or Transmitting option.

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

### D-Fi USB DIP Switch Channels

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

## DMX Channel Assignments and Values

### 19Ch

Channel	Function	Value	Percent/Setting
1	Auto Programs	000 ⇔ 009	No function
		010 ⇔ 029	Auto program 1
		030 ⇔ 049	Auto program 2
		050 ⇔ 069	Auto program 3
		070 ⇔ 089	Auto program 4
		090 ⇔ 109	Auto program 5
		110 ⇔ 129	Auto program 6
		130 ⇔ 149	Auto program 7
		150 ⇔ 169	Auto program 8
		170 ⇔ 189	Auto program 9
		190 ⇔ 209	Auto program 10
		210 ⇔ 229	Auto program 11
		230 ⇔ 249	Auto program 12
		250 ⇔ 255	Sound-active program
2	Dimmer	000 ⇔ 255	0–100%
3	Strobe	000 ⇔ 009	No function
	(when Ch. 1 is 000 ⇔ 009)	010 ⇔ 255	Strobe (slow to fast)
	Auto Speed	000 ⇔ 255	Program speed (slow to fast)
	(when Ch. 1 is 010 ⇔ 249)		
	Sound Sensitivity	000 ⇔ 010	Sound sensitivity off
	(when Ch. 1 is 250 ⇔ 255)	011 ⇔ 255	Sound sensitivity on
4	Red 1	000 ⇔ 255	0–100%
5	Green 1	000 ⇔ 255	0–100%
6	Blue 1	000 ⇔ 255	0–100%
7	Amber 1	000 ⇔ 255	0–100%
8	Red 2	000 ⇔ 255	0–100%
9	Green 2	000 ⇔ 255	0–100%
10	Blue 2	000 ⇔ 255	0–100%
11	Amber 2	000 ⇔ 255	0–100%
12	Red 3	000 ⇔ 255	0–100%
13	Green 3	000 ⇔ 255	0–100%
14	Blue 3	000 ⇔ 255	0–100%
15	Amber 3	000 ⇔ 255	0–100%
16	Red 4	000 ⇔ 255	0–100%
17	Green 4	000 ⇔ 255	0–100%
18	Blue 4	000 ⇔ 255	0–100%
19	Amber 4	000 ⇔ 255	0–100%

### 6Ch

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	Dimmer	000 ⇔ 255	0–100%
6	Strobe	000 ⇔ 015	No function
		016 ⇔ 255	Strobe (slow to fast)

### 4Ch

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%

## Configuration (Bluetooth)

The 4BAR LT Quad BT can be operated with the BTAir application over a Bluetooth connection.

1. Download and install the BTAir app from your preferred app store.
2. Press **<MENU>** repeatedly until **bLE** shows on the display.
3. Press **<ENTER>**.
4. The app will find and pair automatically to all the BT series products within range.

## 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 4BAR LT Quad BT 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 1–8**.
4. Press **<ENTER>**.

## Auto-Program Speed

To change the auto-program speed on the 4BAR LT Quad BT, 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 Auto mode.

## Sound-Active Mode

To run the 4BAR LT Quad BT in sound-active mode, follow the instructions below.

1. Press **<MENU>** repeatedly until **Snd** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to select a sound-active program, from **Snd1–8**.
4. Press **<ENTER>**.



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

## Dimmer

To adjust the output level of the 4BAR LT Quad BT, do the following:

1. Press **<MENU>** repeatedly until **d--** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to increase or decrease the dimmer value, from **L. 1–255**.
4. Press **<ENTER>**.

## Custom Color Mixing

To custom mix a static color, follow the instructions below.

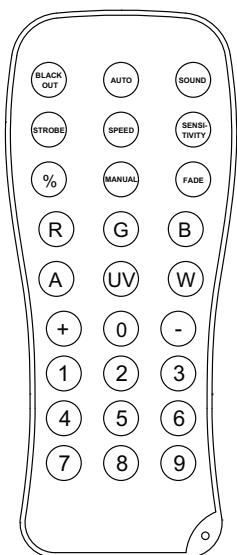
1. Press **<MENU>** repeatedly until **u--** shows on the display.
2. Press **<ENTER>** and one of the following will show on the display:
  - **r. \_ \_ \_** (red)
  - **G. \_ \_ \_** (green)
  - **b. \_ \_ \_** (blue)
  - **A. \_ \_ \_** (amber)
  - **S. \_ \_ \_** (strobe rate)
3. Press **<ENTER>** to cycle through the options.
4. Use **<UP>** or **<DOWN>** to increase or decrease the selected value, from **0–255** (for red, green, blue, or amber) or from **0–100** (for strobe rate).
  - Strobe rate – **0**: no function; **1–99**: slow to fast; **100**: sound-active.
5. Repeat steps 3 and 4 until the color is set as desired.

### IRC-6 Infrared Remote Control

The 4BAR LT Quad BT is compatible with the IRC-6 infrared remote control from Chauvet. To set the 4BAR LT Quad BT to IR mode, follow the instructions below:

1. Press **<MENU>** repeatedly until **Set** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to select **ir**.
4. Press **<ENTER>**.
5. Press **<UP>** or **<DOWN>** to select **on** or **off**.
6. 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, or press **<AUTO>** to cycle through them.

To select a fading program:

1. Press **<FADE>** on the IRC-6.
2. Press **<FADE>** to cycle programs **5–8**.

To adjust the speed of the automatic program:

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

#### Sound-Active Mode

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

To turn on Sound-Active mode:

1. Press **<SOUND>** on the IRC-6.
2. Press **<+>** or **<->** to choose between the different sound-active programs, or press **<SOUND>** to cycle through them.

#### Manual Color Control

To choose a specific color with the IRC-6:

1. Press any number between **<0>~<9>** to choose a preset color.

To manually control the RGB percentage:

1. Press **<R>** (red), **<G>** (green), **<B>** (blue), or **<A>** (amber) to choose your color.
2. Press **<+>** or **<->** to increase or decrease the value of each color.
  - Pressing **<R>**, **<G>**, **<B>**, or **<A>** more than once will toggle that color between **255** and **0**.
  - Pressing **<UV/P>** more than once will toggle red and blue between **255** and **0**. Green will stay at **0**.
  - Pressing **<W>** more than once will toggle red, green, and blue between **255** and **0**.

To activate or deactivate strobing:

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

#### Blackout

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.

## Footswitch Operation

The included footswitch provides quick access to preset colors and programs.

To use the footswitch:

1. Connect the product to power.
2. Connect the footswitch to the 4BAR LT Quad BT with the attached 4-pin cable.
3. Press the left pedal (Programs) to activate control. When working, the product will output white.
4. Use the chart below to activate the desired function.

Pedal	Action	Function
<b>Left (Programs)</b>	<b>Tap pedal to activate, then tap to cycle through functions</b>	White
		Red
		Green
		Blue
		Amber
		Yellow
		Magenta
		Orange
		Cyan
		Red + green
		Purple
		Red + green + blue
		Red + green + amber
		Pink
		Light blue
		Automatic program (snap)
		Automatic program (fade)
<b>Right (Blackout)</b>	<b>Tap</b>	Blackout
	<b>Press and Hold</b>	Fade to/from blackout
<b>Both</b>	<b>Tap</b>	Sound-active program
	<b>Press and Hold</b>	Strobe on

To disconnect the footswitch:

1. Unplug the footswitch from the 4BAR LT Quad BT.
2. Disconnect the product from power.
3. Reconnect the product to power to operate without the footswitch.



**The 4BAR LT Quad BT footswitch will work properly in any mode. No settings need to be modified before using the footswitch.**

## Master/Slave Mode (Wired)

The Master/Slave mode allows a single 4BAR LT Quad BT product (the “master”) to control the actions of one or more 4BAR LT Quad BT products (the “slaves”) without the need of a DMX controller. The master product will be set to operate in Stand-Alone 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 **4Ch** shows on the display.
2. Press **<ENTER>**.
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.
5. Connect the DMX input of the subsequent slave products to the DMX output of the previous slave product.
6. Finish setting and connecting all the slave products.

### Master product:

1. Press **<MENU>** repeatedly until **SEt** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to select **out**.
4. Press **<ENTER>**.
5. Press **<UP>** or **<DOWN>** to select **dMX** (to Master/Slave with non-BT products) or **SLAV** (to Master/Slave with other BT products).
6. Press **<ENTER>**.
7. Set the master product to operate in Stand-Alone or IR mode.
8. Make the master product the first product in the DMX daisy chain.



- **Configure all the slave products before connecting the master to the daisy chain.**
- **Never connect a DMX controller to a DMX string configured for Master/Slave operation because the controller may interfere with the signals from the master.**
- **Do not connect more than 31 slaves to the master.**

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

The D-Fi USB allows a single 4BAR LT Quad BT product (the “master”) to control the actions of one or more 4BAR LT Quad BT products (the “slaves”) without the need of a DMX controller or DMX cables. The master (transmitter) product will be set to operate in Stand-Alone mode, while the slave (receiver) products will be set to operate in Slave mode. Once set and connected, the slave products will operate in unison with the master product.

Configure the products as indicated below.

### Slave products:

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

### Master product:

1. Press **<MENU>** repeatedly until **SEt** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to select **out**.
4. Press **<ENTER>**.
5. Press **<UP>** or **<DOWN>** to select **dMX** (to Master/Slave with non-BT products) or **SLAV** (to Master/Slave with other BT products).
1. Press **<ENTER>**.
2. Set the master product to operate in Stand-Alone mode.
3. Set the D-Fi USB to transmit on the D-Fi channel the slaves are receiving on.
4. Plug in the D-Fi USB.



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

# 5. Maintenance

## Product Maintenance

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

To clean the product, follow the instructions below:

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



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

## 6. Technical Specifications

### Dimensions and Weight

Length	Width	Height	Weight
36.1 in (918.1 mm)	3.7 in (95 mm)	10.8 in (274.3 mm)	7.2 lb (3.3 kg)

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

### Power

Power Supply Type	Range	Voltage Selection
Switching (internal)	100 to 240 VAC, 50/60 Hz	Auto-ranging
Parameter	120 V, 60 Hz	230 V, 50 Hz
Consumption	46 W	44 W
Operating current	0.6 A	0.3 A
Power I/O	U.S./Worldwide	UK/Europe
Power input connector	IEC	IEC
Power cord plug	Edison (U.S.)	Local plug

### Light Source

Type	Color	Quantity	Power	Current	Lifespan
LED	Quad-color (RGBA)	12	4 W	2 A	50,000 hours

### Photometrics

Strobe Rate	Beam Angle	Field Angle	Illuminance @ 2 m
0 to 22 Hz	12°	21°	2,162 lux (per pod)

### Thermal

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

### DMX

I/O Connector	Channel Range
3-pin XLR	4, 6, or 19

### Ordering

Product Name	Item Code	UPC Number
4BAR LT Quad BT	10031551	781462218997





# Returns

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

- If you are located in the U.S., contact Chauvet World Headquarters.
- If you are located in the UK or Ireland, contact Chauvet Europe Ltd.
- If you are located in Benelux, contact Chauvet Europe BVBA.
- If you are located in France, contact Chauvet France.
- If you are located in Germany, contact Chauvet Germany.
- If you are located in Mexico, contact Chauvet Mexico.
- If you are located in any other country, DO NOT contact Chauvet. Instead, contact your local distributor. See [www.chauvetdj.com](http://www.chauvetdj.com) for distributors outside the U.S., UK, Ireland, Benelux, France, Germany, or Mexico.



**If you are located outside the U.S., UK, Ireland, Benelux, France, Germany, or Mexico, contact your distributor of record and follow their instructions on how to return Chauvet products to them. Visit our website [www.chauvetdj.com](http://www.chauvetdj.com) for contact details.**

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

To submit a service request online, go to [www.chauvetdj.com/service-request](http://www.chauvetdj.com/service-request).

Send the merchandise prepaid, in its original box, and with its original packing and accessories. Chauvet will not issue call tags.

Clearly label the package with the RMA number. Chauvet will refuse any product returned without an RMA number.



**Write the RMA number on a properly affixed label. DO NOT write the RMA number directly on the box.**

Before sending the product, clearly write the following information on a piece of paper and place it inside the box:

- Your name
- Your address
- Your phone number
- RMA number
- A brief description of the problem

Be sure to pack the product properly. Any shipping damage resulting from inadequate packaging will be your responsibility. FedEx packing or double-boxing are recommended.



**Chauvet reserves the right to use its own discretion to repair or replace returned product(s).**

## Contact Us

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

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