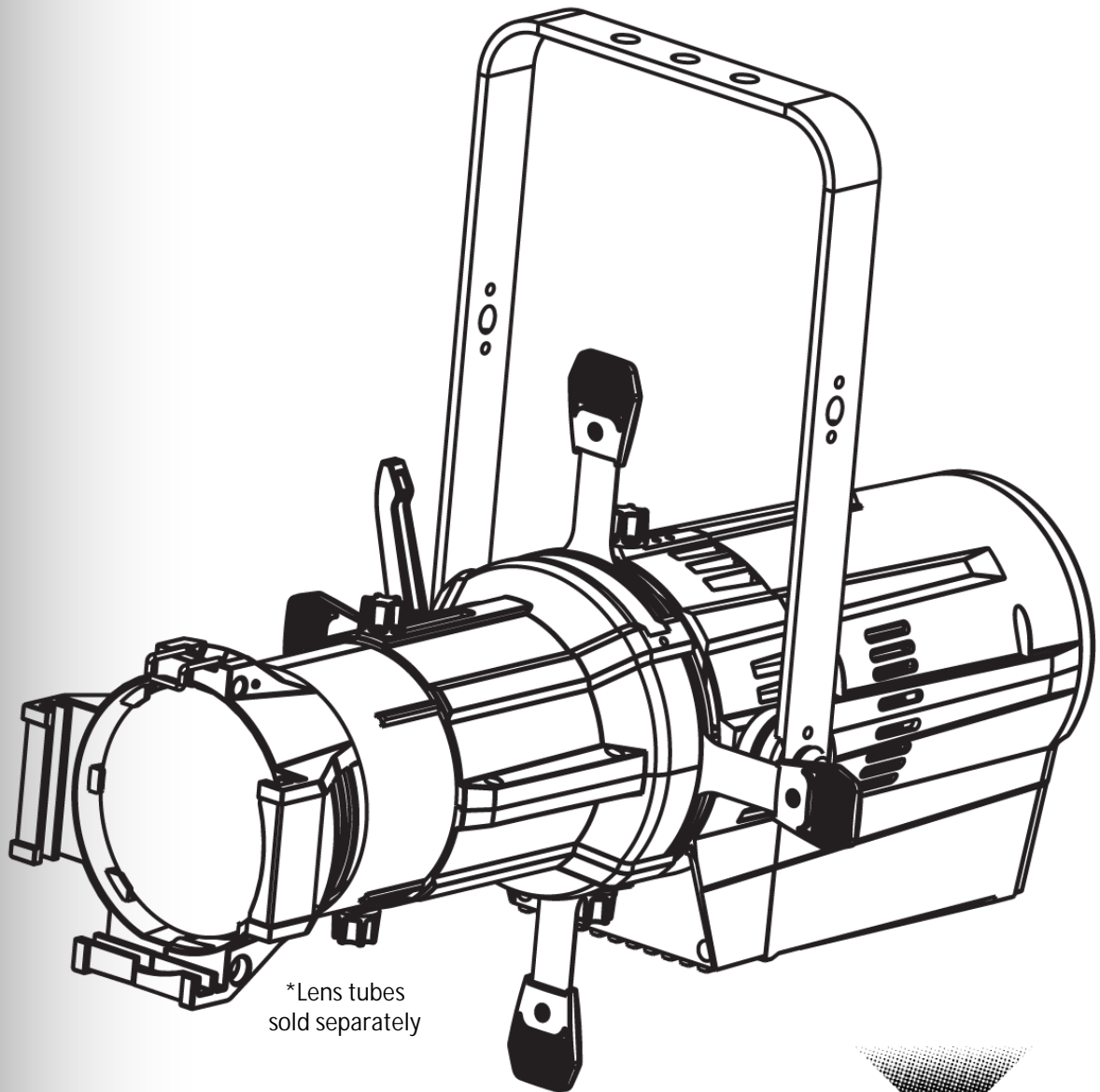


Ovation™

E-190WW

User Manual



*Lens tubes
sold separately

CHAUVET
PROFESSIONAL®

Edition Notes The OVATION™ E-190WW User Manual Rev. 6 covers the description, safety precautions, installation, programming, operation, and maintenance of the OVATION™ E-190WW. Chauvet released this edition of the OVATION™ E-190WW User Manual in April 2015.

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Document Printing For better results, print this document in color, on letter size paper (8.5 x 11 in), double-sided. If using A4 paper (210 x 297 mm), configure your printer to scale the content accordingly.

Intended Audience Any person in charge of installing, operating, and/or maintaining this product should completely read through the guide that shipped with the product, as well as this manual, before installing, operating, or maintaining this product.

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Document Revision The OVATION™ E-190WW User Manual Rev. 6 supersedes all previous versions of this manual. Discard any older versions of this manual and replace with this version. Go to www.chauvetprofessional.com for the latest version.

Author	Date	Editor	Date
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1. Before You Begin

- What is Included**
- OVATION™ E-190WW
 - Neutrik® powerCON® power cord
 - Warranty Card
 - Quick Reference Guide

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




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

Manual Conventions

Convention	Meaning
1–512	A range of values in the text
50/60	A set of mutually exclusive values in the text
<SET>	A button on the product's control panel
Settings	A product function or a menu option
MENU>Settings	A sequence of menu options
1–10	A range of menu values from which to choose in a menu
Yes/No	A set of two mutually exclusive menu options in a menu
ON	A unique value to be entered or selected in a menu

Symbols

Symbols	Meaning
	Critical installation, configuration, or operation information. Failure to comply with this information may cause the product not to work, damage third-party equipment, or cause harm to the operator.
	Important installation or configuration information. Failure to comply with this information may keep the product from working.
	Useful information.



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

Product at a Glance

Use on Dimmer	X	Auto Programs	X
Outdoor Use	X	Auto-Ranging Power Supply	P
Sound-Active	X	Replaceable Fuse	P
DMX	P	User-Serviceable	X
Master/Slave	P	Duty Cycle	X

Safety Notes



Personal Safety

Mounting and Rigging

Power and Wiring

Operation

Read all the following Safety Notes before working with this product. These notes include important information about the installation, usage, and maintenance of this product.

This product contains no user-serviceable parts. Any reference to servicing in this User Manual will only apply to properly trained Chauvet certified technicians. Do not open the housing or attempt any repairs.

All applicable local codes and regulations apply to proper installation of this product.

- Avoid direct eye exposure to the light source while the product is on.
- Always disconnect this product from its power source before servicing.
- Always connect this product to a grounded circuit to avoid the risk of electrocution.
- Do not touch this product's housing during operation because it may be very hot.
- This product is for indoor use only! (IP20) To prevent risk of fire or shock, do not expose this product to rain or moisture.
- CAUTION: When transferring product from extreme temperature environments, (e.g. cold truck to warm humid ballroom) condensation may form on the internal electronics of the product. To avoid causing a failure, allow product to fully acclimate to the surrounding environment before connecting it to power.
- Mount this product in a location with adequate ventilation, at least 20 in (50 cm) from adjacent surfaces.
- Make sure there are no flammable materials close to this product while it is operating.
- When hanging this product, always secure to a fastening device using a safety cable.
- Use caution when loosening the barrel rotation knobs. If these knobs become too loose, the barrel assembly may inadvertently separate from the reflector housing.
- Always make sure you are connecting this product to the proper voltage in accordance with the specifications in this manual or on the product's specification label.
- 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 this product to a dimmer pack or rheostat.
- Never disconnect this product by pulling or tugging on the power cable.
- Do not operate this product if you see damage on the housing, lenses, or cables. Have the damaged parts replaced by an authorized technician at once.
- Do not cover the ventilation slots when operating to avoid internal overheating.
- The maximum ambient temperature is 113 °F (45 °C). Do not operate this product at a higher temperature.
- In case of a serious operating problem, stop using this product immediately!



Expected LED Lifespan

In the unlikely event that your Chauvet product may require service, contact Chauvet Technical Support.

LEDs gradually decline in brightness over time, mostly because of heat. Packaged in clusters, LEDs exhibit higher operating temperatures than in ideal, single-LED conditions. For this reason, using clustered LEDs at their fullest intensity significantly reduces the LEDs' lifespan. Under normal conditions, this lifespan can be 90,000 to 100,000 hours. If extending this lifespan is vital, lower the operating temperature by improving the ventilation around the product and reducing the ambient temperature to an optimal operating range. In addition, limiting the overall projection intensity may also help to extend the LEDs' lifespan.

2. Introduction

Description

The OVATION™ E-190WW delivers an excellent white light with a warm color temperature and a beautiful flat field. It also features standard beam shaping shutters, a gobo/effect slot and lens barrels that are interchangeable with other popular ERS fixtures. Selectable dimming curves ensure smooth fading cues that intermix well with the output of conventional theatre ellipsoidals.

Features

- Warm white LED ERS-style lighting product
- Operating modes:
 - 1-channel (UNO): dimmer control
 - 2-channel (DOS): dimmer and fine dimmer control
 - 3-channel (STD.P): dimmer, fine dimmer, and strobe control
- Accessory slot for motorized gobo devices and iris unit
- 16-bit dimming for smooth fades
- Flat, even field of light
- Comes with standard pattern slot for glass or steel patterns and soft focus diffuser
- Virtually silent operation
- Works perfectly with industry standard lens tubes
- Simple and complex DMX channel profiles for programming versatility
- 3- and 5-pin XLR data input and output connectors

Lens Tube

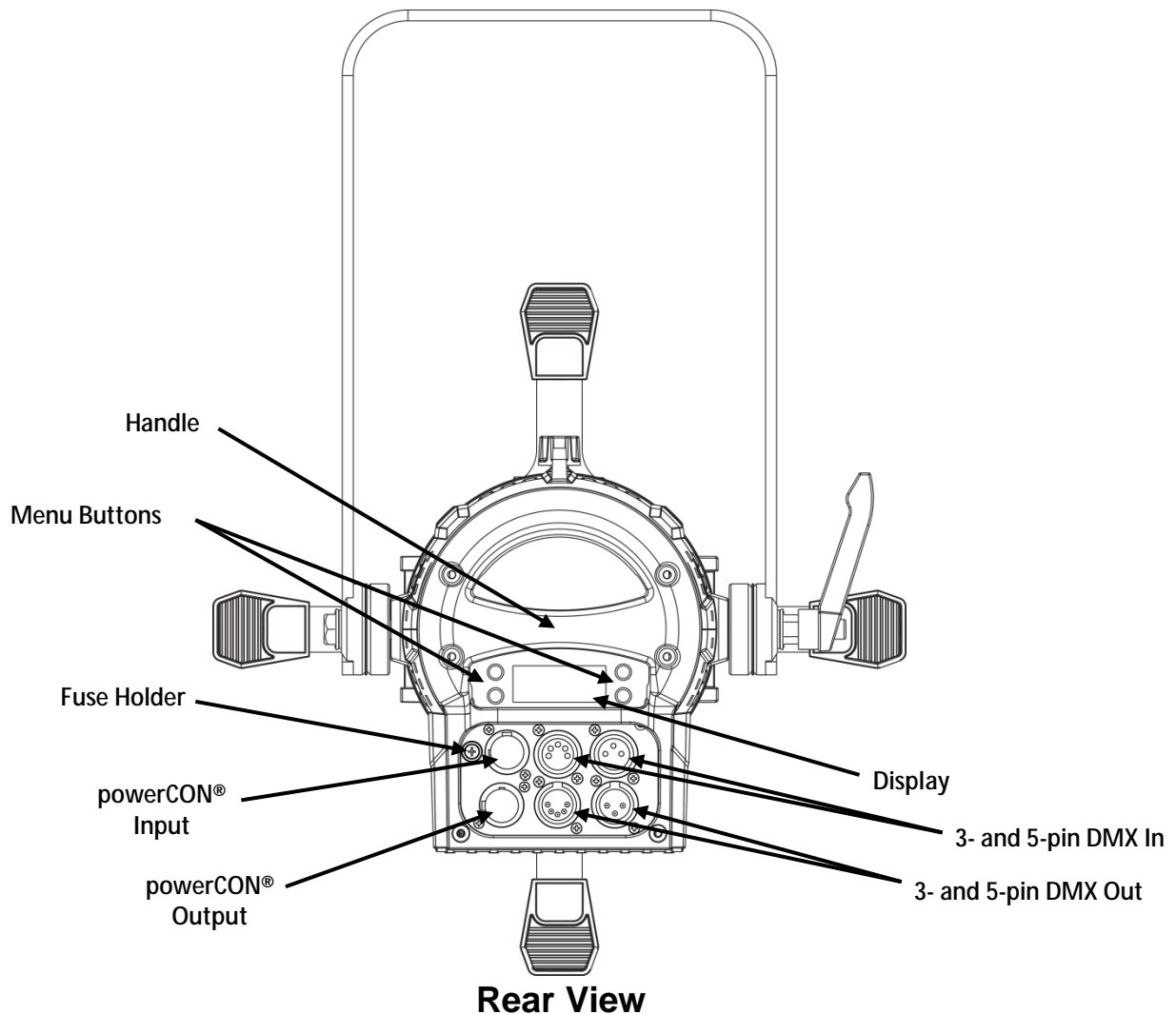
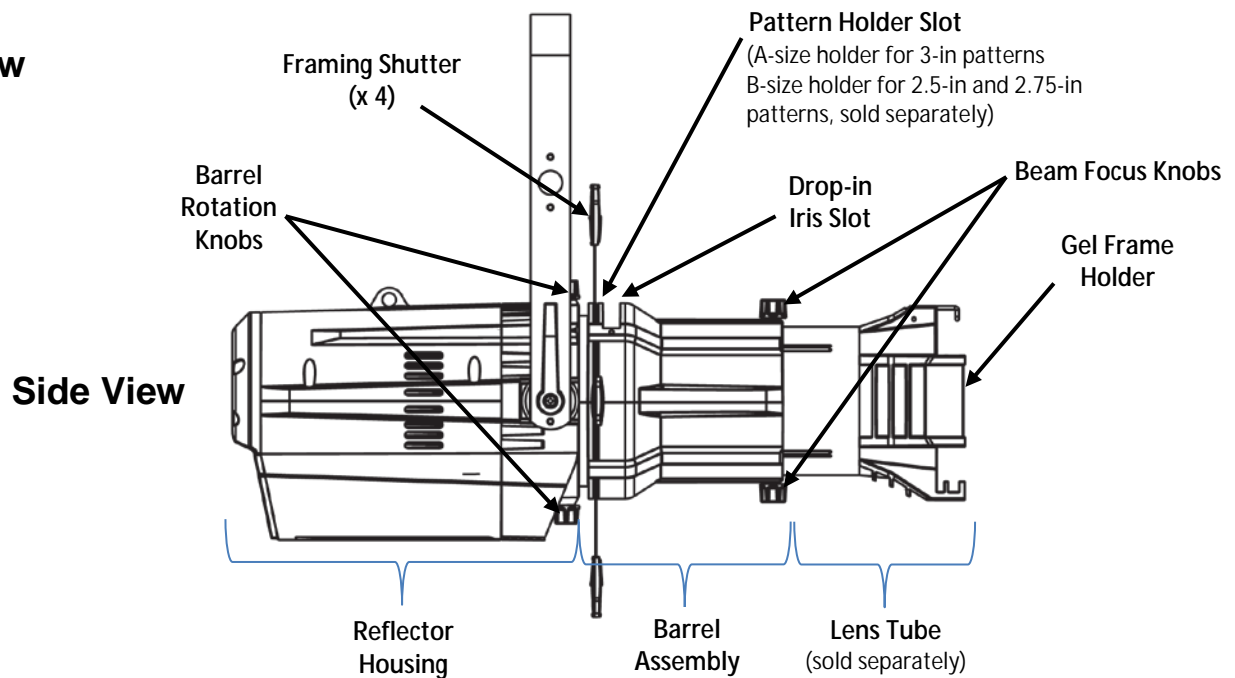
The following lens tubes are available for purchase.

- 19° w/ Gel frame (6.25 in/159 mm accessories)
- 26° w/ Gel frame (6.25 in/159 mm accessories)
- 36° w/ Gel frame (6.25 in/159 mm accessories)
- 50° w/ Gel frame (6.25 in/159 mm accessories)
- 15°–30° w/ Gel frame (7.5 in/191 mm accessories)
- 25°–50° w/ Gel frame (7.5 in/191 mm accessories)

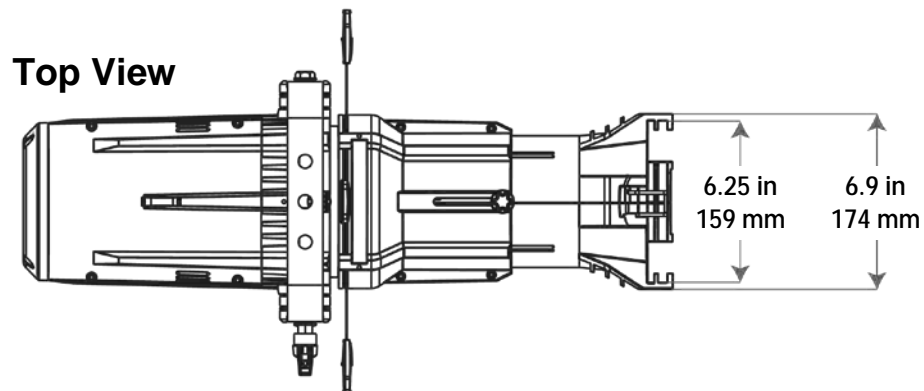
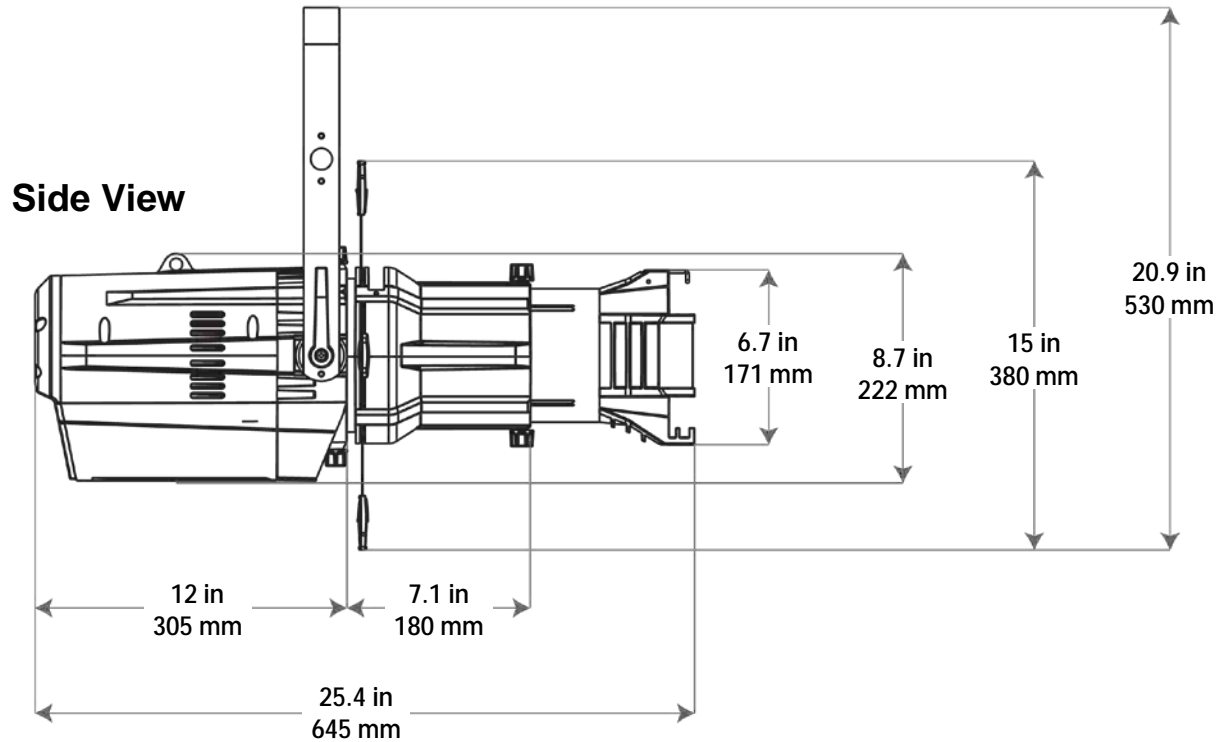


Do not operate the OVATION™ E-190WW without a lens tube installed.

Overview



Dimensions



3. Setup

AC Power

Each OVATION™ E-190WW has an auto-ranging power supply that works with an input voltage range of 100~240 VAC, 50/60 Hz. To determine the power requirements for each OVATION™ E-190WW, refer to the label affixed to the product. You can also refer to the [Technical Specifications](#) chart in this manual.

The listed current rating indicates the maximum current draw during normal operation. For more information, you may download Sizing Circuit Breakers from the Chauvet website www.chauvetprofessional.com.



- **Always connect this product to a protected circuit with 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 this product to a rheostat (variable resistor) or dimmer circuit, even if the rheostat or dimmer channel serves only as a 0 to 100% switch.

AC Plug

The OVATION™ E-190WW comes with a power input cord terminated with a Neutrik® powerCON® A connector on one end and an Edison plug on the other end (U.S. market). If the power input cord that came with your product has no plug, or if you need to change the Edison plug, use the table below to wire the new plug to the power input cord.

Connection	Wire (U.S.)	Wire (Europe)	Screw Color
AC Live	Black	Brown	Yellow or Brass
AC Neutral	White	Blue	Silver
AC Ground	Green/Yellow	Green/Yellow	Green

Fuse Replacement



Make sure to disconnect the product's power cord before replacing a blown fuse.

1. Disconnect this product from power.
2. Using a Phillips #2 head screwdriver, unscrew the fuse holder cap from the housing.
3. Remove the blown fuse and replace with another fuse of the same type and rating (T 3.15 A, 250 V).
4. Screw the fuse holder cap back in place and reconnect power.



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

Power Linking

The OVATION™ E-190WW supports power linking. You can power link up to 4 units on 120 V; up to 7 units on 208 V; or up to 8 units on 230 V.

This product comes with a Neutrik® powerCON® input power cord. This product does not come with a power linking cable; however, a power linking cable is available as an option.

DMX Linking

You can link the OVATION™ E-190WW to a DMX controller using a standard DMX serial connection. If using other DMX-compatible products with the OVATION™ E-190WW, you can control each individually with a single DMX controller.

DMX Modes

The OVATION™ E-190WW uses the standard DMX data connection for the 1-, 2- and 3-channel DMX modes.

- Refer to the [Introduction](#) chapter for a brief description of these modes.
- Refer to the [Operation](#) chapter to learn how to configure the OVATION™ E-190WW to work in these modes.
- The [DMX Values](#) section provides you with detailed information regarding the DMX modes.

Master/Slave Connectivity

The Master/Slave mode allows a single OVATION™ E-190WW (the “master”) to control the actions of one or more OVATION™ E-190WW units (the “slaves”) without the need of a DMX controller to control the slaves. Once set and connected, the slaves will operate in unison with the master. For instructions on connecting and configuring this product, see [Master/Slave Mode](#).



DO NOT connect a DMX controller to products operating in Slave mode. The DMX controller signals may interfere with the signals from the master product.

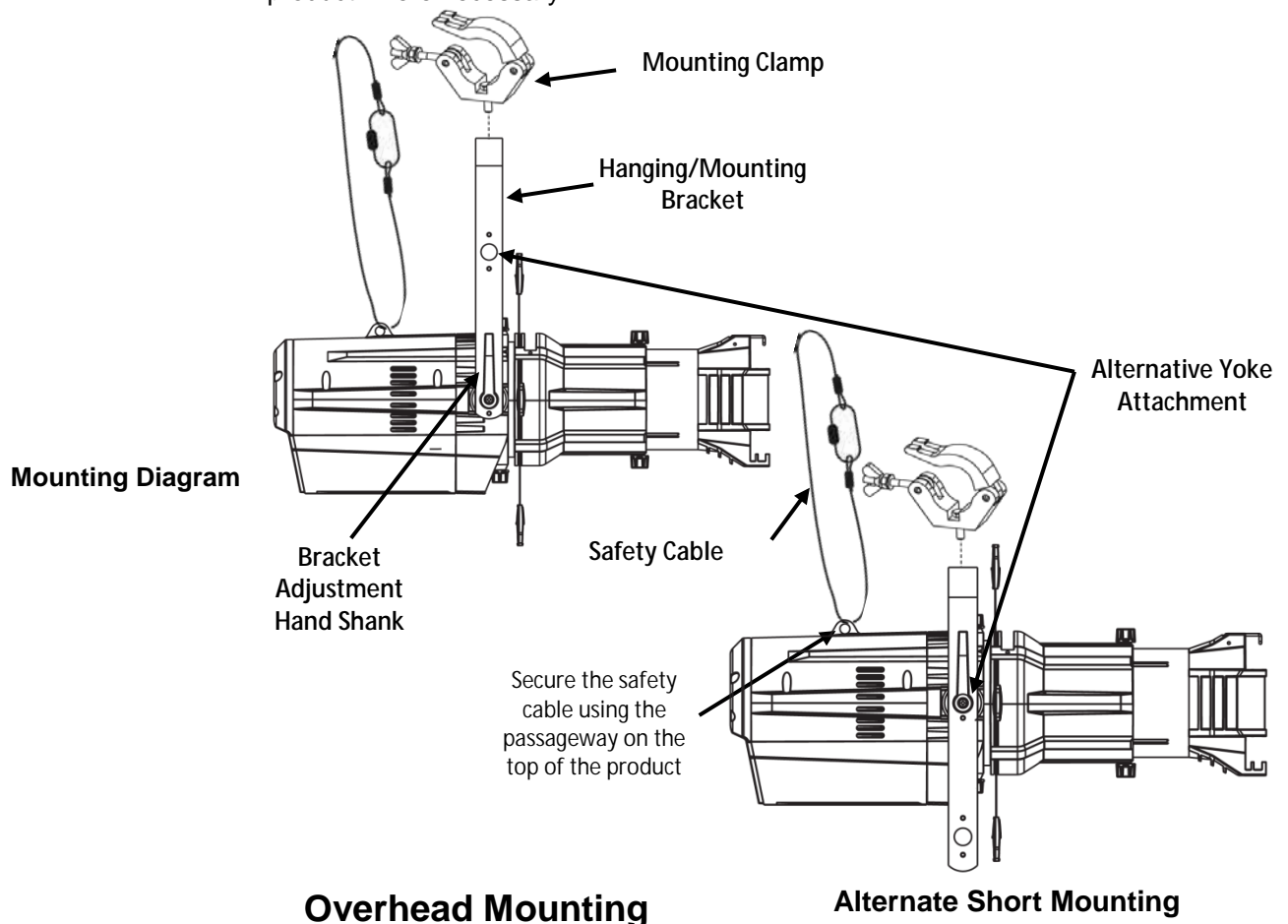


The [Operation](#) section of this manual provides detailed instructions on how to configure the master and slaves.



If you are not familiar with or need more information about DMX standards, master/slave connectivity, or the DMX cables needed to link this product to a DMX controller, download the *DMX Primer* from the Chauvet website: www.chauvetprofessional.com.

- Mounting** Before mounting this product, read and follow the [Safety Notes](#). For our CHAUVET® Professional line of mounting clamps, go to <http://trusst.com/products/>.
- Orientation** Always mount this product in a safe position. The OVATION™ E-190WW may be mounted in any position; however, make sure there is adequate room for ventilation, configuration, and maintenance.
- Rigging** Chauvet recommends using the following general guidelines when mounting this product.
- When selecting an installation location, consider easy access to this product for operation, programming adjustments, and routine maintenance.
 - Make sure to mount this product away from any flammable material as indicated in the [Safety Notes](#).
 - Never mount in places where rain, high humidity, extreme temperature changes, or restricted ventilation may affect the product.
 - If hanging this product, make sure that the mounting location can support the product's weight. See the [Technical Specifications](#) for the weight-bearing requirements of this product.
 - When hanging this product, always secure to a fastening device using a safety cable.
- Procedure** The OVATION™ E-190WW comes with a hanging/mounting bracket to which you can attach mounting clamps. The bracket has 13-mm holes, which are appropriate for this purpose. You must supply your own mounting clamps, so be sure the clamps are capable of supporting the weight of this product. Use at least one mounting point per product where necessary.



4. Operation

Control Panel Description

Button	Function
<MENU>	Exits from the current menu or function
<ENTER>	Activates the currently displayed menu option or sets the selected value in the current function
<UP>	Scrolls up the list of menu options or increases the numeric value when in a function
<DOWN>	Scrolls down the list of menu options or decreases the numeric value when in a function

Control Options

You can set the starting address of the OVATION™ E-190WW in the **001–512** DMX range. This enables control of up to 170 products in the 3-channel **STD.P** personality.

Programming

Refer to the [Menu Map](#) for a description of your programming options. The menu map shows the main level and a variable number of programming levels for each option.

- Press <MENU> repeatedly to go to the desired main level. Press <ENTER> to select the main level and go to the first programming level for that option.
- Press <UP> or <DOWN> to scroll through the options or values within the current programming level. When the desired option shows on the display, press <ENTER> to select the option. If there are deeper programming levels, those options will show on the display.
- Press <MENU> repeatedly to exit to the previous level.

Menu Map

Main Level	Programming Levels				Description
DIM	D.000–D.100				Selects the amount of light output (0–100%)
RUN	DMX				Receives DMX signals from the DMX controller
	SLAV				Receives DMX signals from the master
ADDR	D.001–D.512				Sets the DMX starting address
SET	KEY		OFF		Sets to key lock (passcode mode)
			ON		
	DIMX		OFF		Selects dimmer speeds from fast (DIM1) to slow (DIM4) or OFF
			DIM1		
			DIM2		
			DIM3		
			DIM4		
	CURV		OFF		Selects dimmer curves from small (CV1) to large (CV3) or OFF
			CV1		
			CV2		
			CV3		
	PERF		LIVE		Maintains LED cooling by balancing fan and power output level
			STDO		Maintains LED cooling by limiting power output level
			POWR		Maintains LED cooling by using fan and allowing full power output
	SLCK		OFF		Sets menu-level access lock
			ON		
	PERS		UNO		1-channel DMX personality
			DOS		2-channel DMX personality
			STD.P		3-channel DMX personality
	DERR		BLAK		Blacks out fixture upon loss of DMX signals
			SAVE		Continues with last command upon loss of DMX signals
	REST	**** (Enter Passcode)	REST	OK	Resets the fixture to factory defaults
	MCON		SELF		No DMX signals are sent through DMX output
			MAST		Sends DMX signals to OVATION™ E-190WW slaves

DMX Values

UNO	Channel	Function	Value	Percent/Setting
	1	Dimmer	000 ◊ 255	0–100%
DOS	Channel	Function	Value	Percent/Setting
	1	Dimmer	000 ◊ 255	0–100%
	2	Dimmer Fine	000 ◊ 255	0–100%
STD.P	Channel	Function	Value	Percent/Setting
	1	Dimmer	000 ◊ 255	0–100%
	2	Dimmer Fine	000 ◊ 255	0–100%
	3	Strobe	000 ◊ 009 010 ◊ 099 100 ◊ 109 110 ◊ 179 180 ◊ 189 190 ◊ 255	No function Strobe (slow to fast) No function Lighting effect No function Random strobe

DMX Personality Set the DMX personality as follows.

- Go to the **SET** main level.
 - Select the **PERS** programming level.
 - Select the desired personality: **UNO** (1-channel), **DOS** (2-channel), or **STD.P** (3-channel).
- See the **DMX Control** section for the highest starting address you can select for each personality.
 - Make sure that the starting addresses on the various products do not overlap due to the new personality setting.



DMX Control DMX Control allows you to assign each product to a unique starting address on the DMX controller. All products with the same starting address will respond in unison.

- Select a DMX personality.
- Set the running mode:
 - Go to the **RUN** main level.
 - Select **DMX**.

Note: For information on the **SLAV** option, see [Master/Slave Mode](#).
- Set the starting address:
 - Go to the **ADDR** main level.
 - Select the starting address **D.001–D.512**.

The highest recommended starting address for each DMX mode is as follows:



DMX Mode	DMX Address	DMX Mode	DMX Address	DMX Mode	DMX Address
UNO	512	DOS	511	STD.P	510

Loss of Signal Setting This setting controls how the product responds when the DMX signal is lost.

- Go to the **SET** main level.
- Select the **DERR** programming level.
 - Select **BLAK** to turn off the LEDs when the signal is lost.
 - Select **SAVE** to use the last command programmed when the signal is lost.

Dimmer - Menu Control

To adjust the light output of the OVATION™ E-190WW, select the dimmer setting as follows.

1. Go to the **DIM** main level.
2. Select the desired dimmer setting **D.000–D.100** (0–100% light output).

Dimmer Speeds

Select the dimmer speed of the OVATION™ E-190WW by selecting the **DIMX** programming level.

1. Go to the **SET** main level.
2. Select the **DIMX** programming level.
3. Select a dimmer speed **DIM1–DIM4** (fast to slow) or **OFF** (linear output).



When selecting DIM1–DIM4, the output will correspond to the dimmer curve option selected under the dimmer curves programming level (CURV).

Dimmer Curves

Select the dimmer curve of the OVATION™ E-190WW by selecting the **CURV** programming level. These options simulate the dimmer curve of an incandescent lighting product.

1. Go to the **SET** main level.
2. Select the **CURV** programming level.
3. Select a dimmer curve **CV1–CV3** (small to large) or **OFF** (linear output).

Control Panel Lock

This setting enables you to activate or deactivate the control panel lock, which keeps non-authorized personnel from changing the product's settings.

1. Go to the **KEY** main level.
2. Select either **ON** (activate) or **OFF** (deactivate).



When the control panel lock is activated, after 30 seconds of control panel inactivity or after turning on the product, the product will prompt you to enter the passcode.

Passcode

After being prompted to enter the passcode:

- Press **<UP>**, **<DOWN>**, **<UP>**, **<DOWN>**, **<ENTER>**.

Note: Asterisks (*) appear on the display when entering the passcode.

Menu Access Lock

This setting enables you to activate or deactivate the menu access lock. Activating the menu access lock prevents non-authorized personnel from making any changes to the programming levels under the **SET** main level.

1. Go to the **SET** main level.
2. Go to the **SLCK** programming level.
3. Select either **ON** (activate) or **OFF** (deactivate).



When the menu access lock is activated, in order to access the SET programming levels, the product will prompt you to enter the passcode. Enter the passcode as described in [Passcode](#).

Reset To reset the OVATION™ E-190WW to the factory default settings, follow the instructions below.

1. Go to the **SET** main level.
2. Select the **REST** programming level and then the display becomes blank.
Enter the passcode as described in [Passcode](#). After successfully entering the passcode, **REST** blinks on the display during the reset process.
3. **OK** appears on the display when finished.

Performance Power Output Options The OVATION™ E-190WW offers three power output options during the cooling of the fixture's LEDs.

1. Go to the **SET** main level.
2. Select the **PERF** programming level.
3. Select from the following options:
 - Select **LIVE** to cool the LEDs by balancing the use of the fan and the power output level.
 - Select **STDO** to cool the LEDs by maintaining the use of the fan and limiting the power output level.
 - Select **POWR** to cool the LEDs by maintaining the use of the fan and allowing full power output.

Manual Beam Focus Control The OVATION™ E-190WW has a manual focus, which is adjusted as follows.

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

Rotating the Barrel Assembly The OVATION™ E-190WW allows manual rotation of the barrel assembly, as follows.

1. Locate the barrel rotation knobs at the top and bottom of the reflector housing.
2. Loosen the knobs by turning them counter-clockwise.

Note: Do not remove the knobs.

3. Rotate the barrel to the desired position, up to 25° in either direction from the centered position.
4. Tighten the knobs by turning them clockwise, which lock the barrel's position.



Make sure the barrel assembly is oriented with the pattern holder and drop-in iris slots at the top of the product.

Master/Slave Mode The Master/Slave mode allows a single OVATION™ E-190WW (the “master”) to control the actions of one or more OVATION™ E-190WW units (the “slaves”) without the need of a DMX controller to control the slaves. The master will be set to operate in Master mode (**MAST**), while the slaves will be set to operate in Slave mode (**SLAV**). Once set and connected, the slaves will operate in unison with the master. Configure the units as indicated below.

The Slaves:

1. Go to the **RUN** main level.
2. Select **SLAV**.
3. Connect the DMX input of the first slave to the DMX output of the master.
4. Connect the DMX input of the subsequent slaves to the DMX output of the previous slave.
5. Finish setting and connecting all the slaves.

The Master:

1. Go to the **SET** main level.
2. Select the **MCON** programming level.
3. Select **MAST**.

Note: If you select **SELF**, no DMX signals are sent to the slaves.

4. Make the master the first product in the DMX daisy chain.
5. Control the master using the DMX controller and the slaves will operate in unison.



Do not connect a DMX controller to the products configured for slave operation. The DMX controller may interfere with signals from the master.

Drop-In Iris Slot

The OVATION™ E-190WW has a drop-in iris slot, which holds either a drop-in iris or a motorized pattern device, both optional (sold separately).

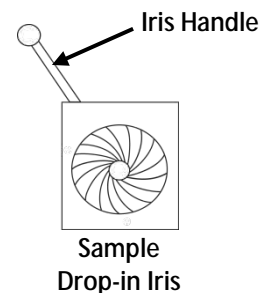
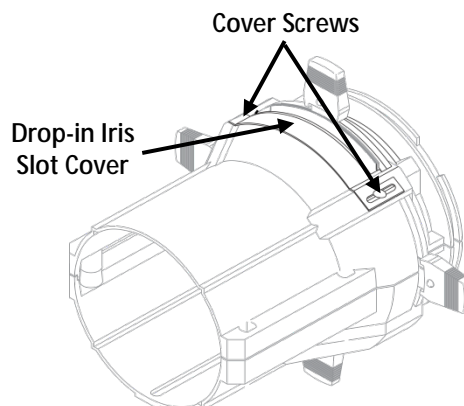
1. Using a flat-head screwdriver, loosen the screws on the slot cover.

Note: Do not remove the screws.

2. Slide the cover forward.
3. Insert the iris or motorized pattern device.

Note: Make sure the iris handle extends upward from the slot.

4. Slide the cover back. Make sure the iris handle moves freely.
5. Tighten the screws to secure the cover.



- When not using the iris slot, replace and secure the slot cover to prevent light leakage during operation.
- When obtaining any optional iris accessories, be sure the items are compatible with the OVATION™ E-190WW.

5. Technical Information

Product Maintenance

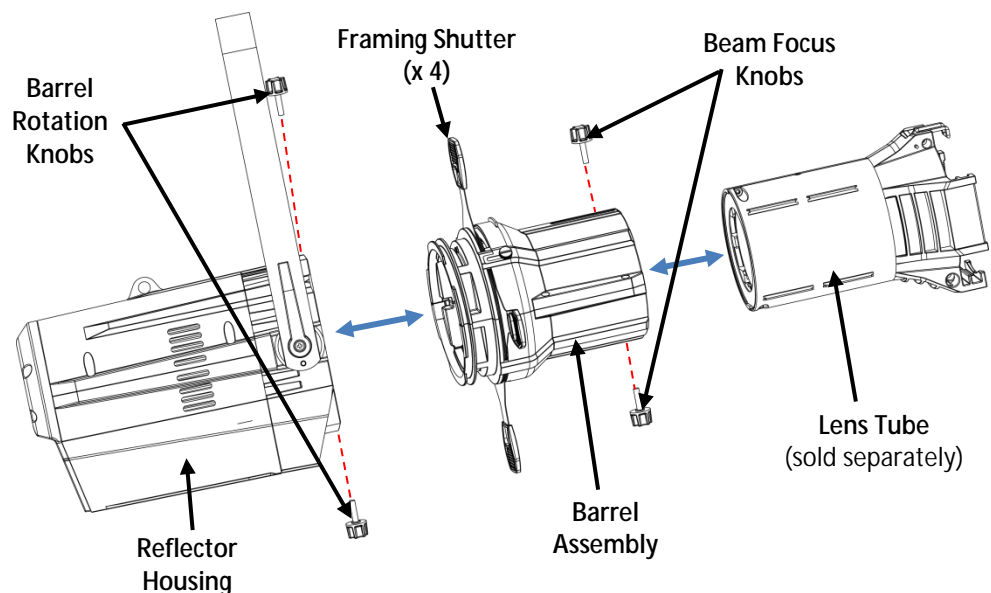
Dust build-up reduces light output performance and can cause overheating. This can lead to reduction of the light source's life and mechanical wear. To maintain optimum performance and minimize wear, clean this product at least twice a month. However, usage and environmental conditions contribute to increased cleaning frequency.

To clean your 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 vents and components.
4. Clean all external surfaces with a mild solution of non-ammonia glass cleaner or isopropyl alcohol.
5. Apply the solution directly to a soft, lint-free cotton cloth or a lens cleaning tissue.
6. Wipe any dirt or grime to the outside edges of the lens surface.
7. Gently polish the lens surfaces until they are free of haze and lint.



Always dry the external surfaces thoroughly and carefully after cleaning them.



Cleaning the Reflector Housing Lens

The lens inside the reflector housing may need periodic cleaning. To gain access to this lens, do the following.

1. Separate the reflector housing from the barrel assembly by unscrewing the barrel rotation knobs.
2. Use a Phillips screwdriver to remove the lens from its fixed cover, if necessary.
3. Clean the lens as described in [Product Maintenance](#).



Take great care not to damage the LEDs and circuit board, which will now be exposed inside the reflector housing.



To remove the lens tube (sold separately), unscrew the beam focus knobs. Follow any maintenance and cleaning instructions supplied with the lens tube.



Always close the framing shutters when transporting or storing the product.

Technical Specifications

Dimensions and Weight (fixture only)

Length	Width	Height	Weight
21.5 in (545 mm)	15 in (380 mm)	15 in (380 mm)	16.4 lb (7.44 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	208 W	200 W
Operating current	1.7 A	0.9 A
Power linking current (products)	8 A (4 products)	8 A (8 products)
Fuse	T 3.15 A, 250 V	T 3.15 A, 250 V

Power I/O	U.S./Worldwide	Europe
Power input connector	Neutrik® powerCON® A	Neutrik® powerCON® A
Power output connector	Neutrik® powerCON® B	Neutrik® powerCON® B
Power cord plug	Edison (U.S.)	Local plug

Light Source

Type	Power	Lifespan
LED	10 W	100,000 hours

Color	Quantity	Current
Warm White	19	2.8 A

Photometrics

Parameter	19° Lens	26° Lens	36° Lens	50° Lens	15°–30° Lens	25°–50° Lens		
Illuminance @ 5 m	4,380 lx	2,743 lx	1,578 lx	624 lx	8,810 lx	2,351 lx	3,616 lx	1,090 lx
Lumens	5,274	6,025	6,322	6,349	N/A	N/A	N/A	N/A
Beam angle	16°	22°	31°	48°	14°	28°	18°	30°
Field angle	22°	28°	36°	56°	15°	29°	25°	48°

Thermal

Max. External Temperature	Cooling System
113 °F (45 °C)	Fan-Assisted Convection

DMX

I/O Connectors	Connector Type	Channel Range
3- and 5-pin XLR	Sockets	1, 2 or 3

Ordering

Product Name	Item Code	UPC Number
OVATION™ E-190WW	01120650	781462209988



UL 1573
CSA C22.2 No. 166
E113093



Returns

You must send the product prepaid, in the original box, and with the original packing and accessories. Chauvet will not issue call tags.

Call Chauvet 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(s) for the return.

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



DO NOT write the RMA number directly on the box. Instead, write it on a properly affixed label.

Once you have received the RMA number, include the following information on a piece of paper inside the box:

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

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



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

Contact Us

WORLD HEADQUARTERS - Chauvet

General Information

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Sunrise, FL 33351
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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.

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Technical Support

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World Wide Web www.chauvetlighting.co.uk

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Technical Support

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CHAUVET EUROPE - Chauvet Europe BVBA

General Information

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Technical Support

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World Wide Web www.chauvetlighting.eu

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