

# EVE P-140 VW

## User Manual

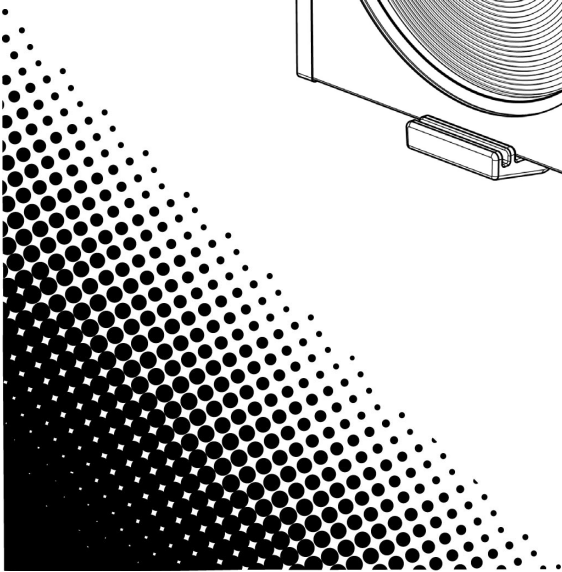
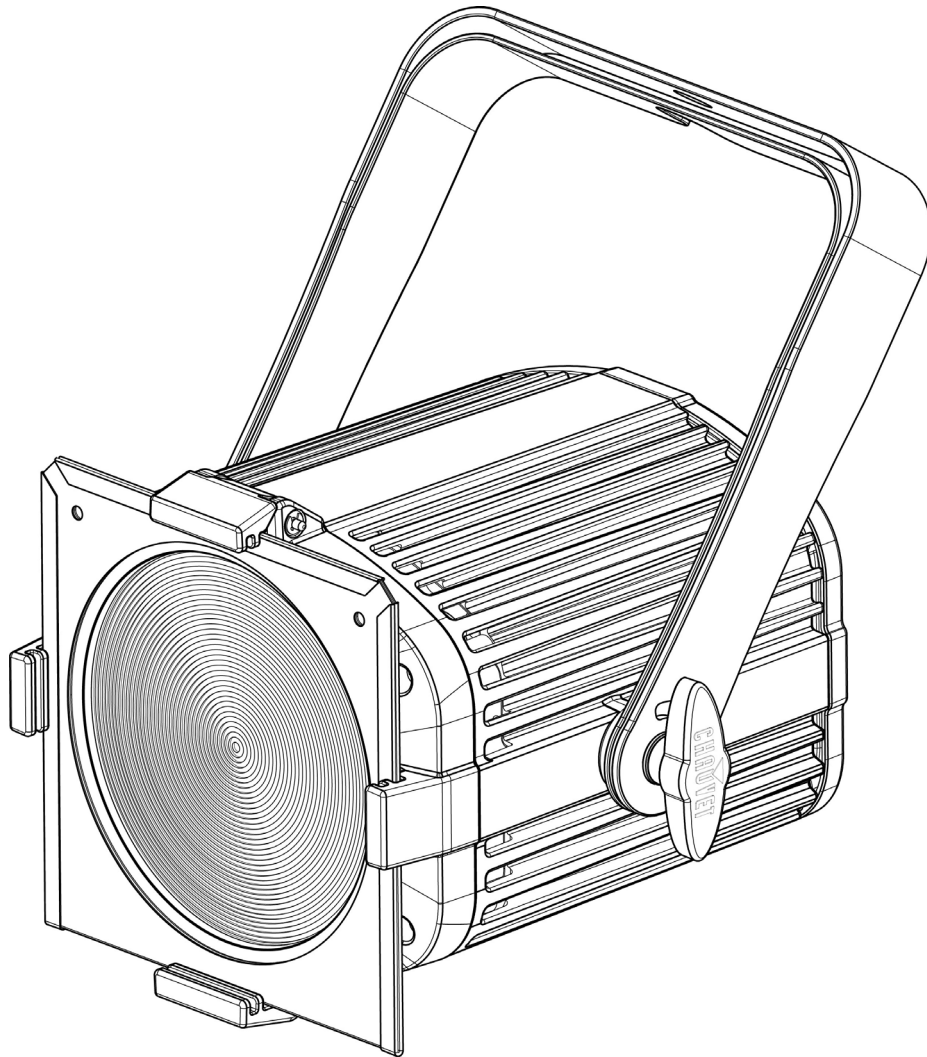


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# 1. Before You Begin

## What Is Included

- EVE P-140 VW
- 25° and 45° Lenses
- Gel Frame
- 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  |
|----------------------|--|
| <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   |
|---|---|
|  | Electrical warning. Not following these instructions may cause electrical damage to the product, accessories, or the user.  |
|  | 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

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## Intellectual Property

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### Safety Notes



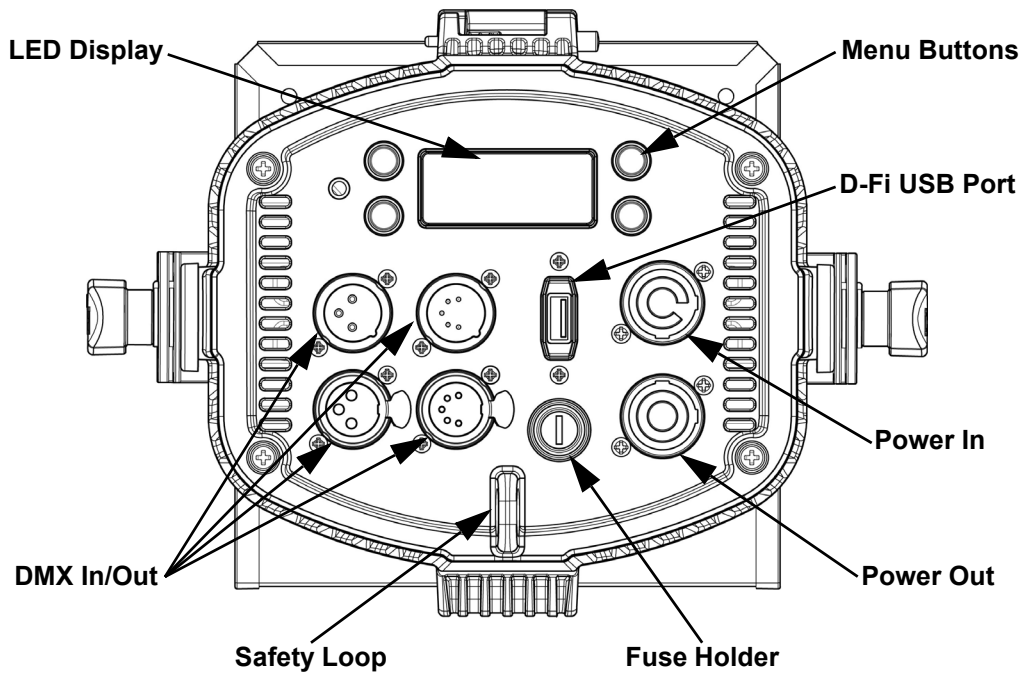
- Always connect the product to a grounded circuit to avoid the risk of electrocution.
  - Always disconnect the product from the power source before cleaning or replacing the fuse.
  - Avoid direct eye exposure to the light source while the product is on.
  - Make sure the power cord is not crimped 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 ( $T_a$ ) 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.

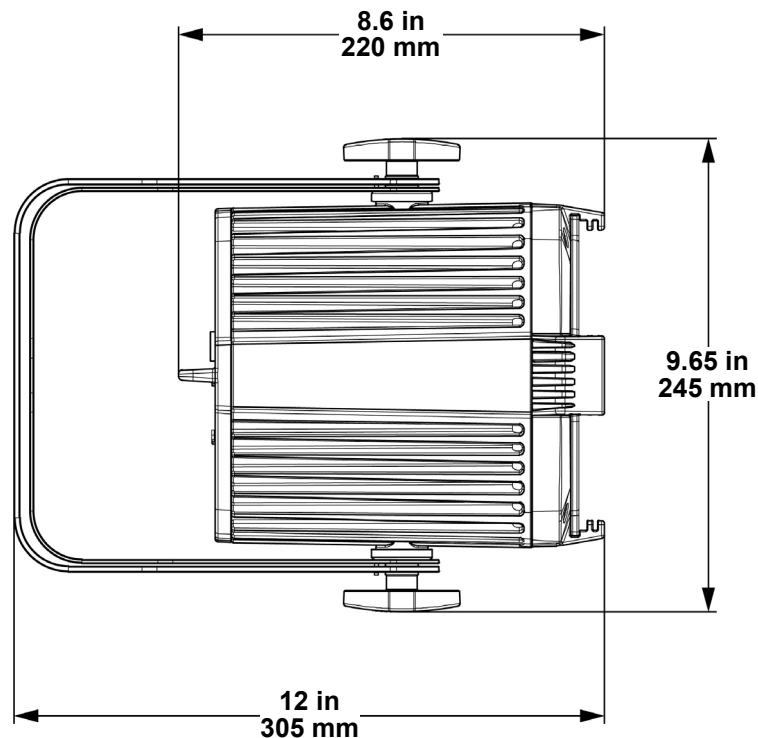
## 2. Introduction

### Product Overview



**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 EVE P-140 VW 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. Using a flat-head screwdriver, unscrew the fuse holder cap from the housing.
3. Remove the blown fuse.
4. Replace with a fuse of the same type and rating.
5. Screw the fuse holder cap back in place and reconnect power.

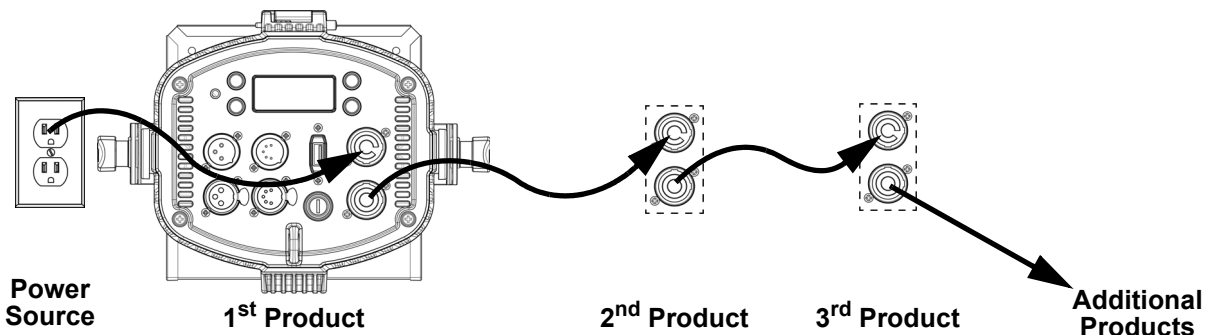


**Disconnect the product from the power outlet before replacing the fuse.**

#### 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 8 EVE P-140 VW products on 120 VAC or up to 16 EVE P-140 VW 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](#).

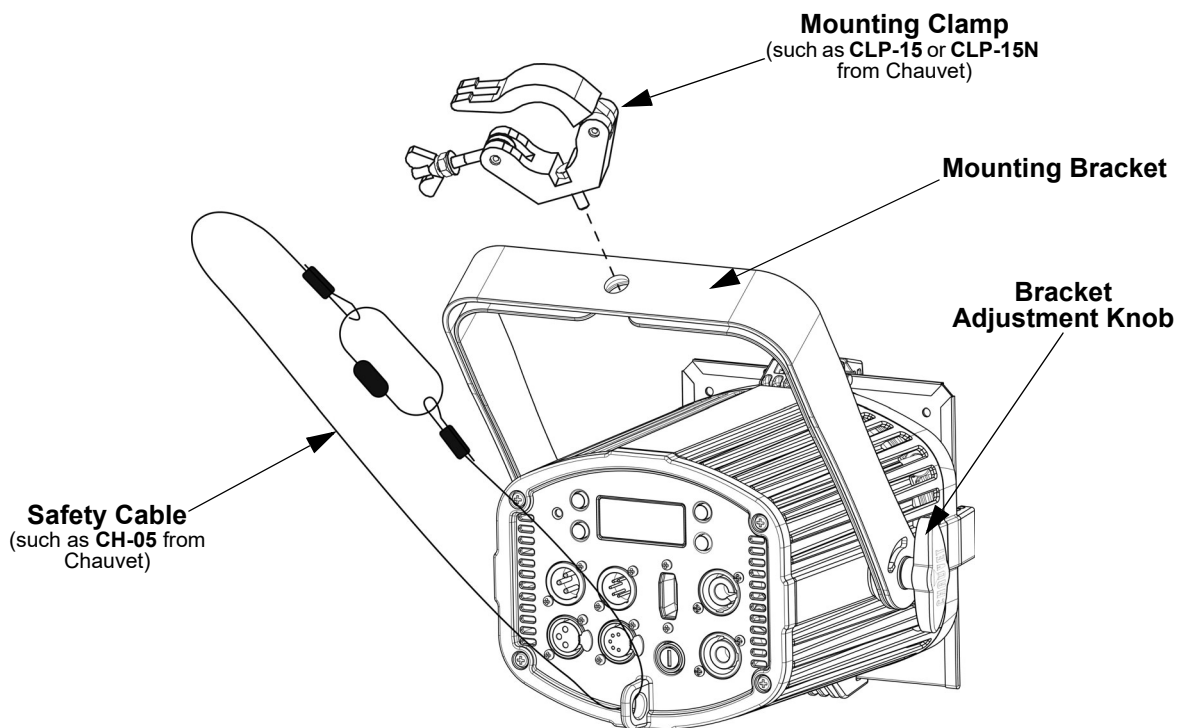
### Orientation

The EVE P-140 VW 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 [Product Overview](#) to see the button locations on the control panel.

| Button  | Function  |
|---------|---|
| <MENU>  | 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 Levels |         | Description   |
|---------------------|--------------------|---------|---|
| DMX Mode            | 3-CH               | d 1–512 | 3-channel DMX mode  |
|                     | 4-CH               |         | 4-channel DMX mode  |
|                     | 9-CH               |         | 9-channel DMX mode  |
| Static Colors       | C--                | C 1–7   | Static Colors   |
| Automatic Programs  | P--                | P 1–4   | Automatic programs  |
| Auto Speed          | S--                | S 1–100 | Program speed for P1–4  |
| Sound-Active Mode   | Snd                | Snd1–2  | Sound-active programs   |
| Sound Sensitivity   | SenS               | u 0–100 | Sets sound sensitivity  |
| Custom Color Mixing | U--                | W 0–255 | Custom static colors<br>Combine warm white, cool white, and amber |
|                     |                    | C 0–255 |   |
|                     |                    | A 0–255 |   |
| Dimmer Speed Mode   | DIM                | OFF     | Dimmer speed settings: off, fast, medium, or slow                 |
|                     |                    | dIM1–3  |   |
| Temperature         | teMP               | --      | Displays current product temperature in °C                        |

### Configuration (DMX)

The EVE P-140 VW 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 EVE P-140 VW uses up to 9 DMX channels, which defines the highest configurable address as **504**.

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 **3-CH**, **4-CH**, or **9-CH** shows on the display.
2. Press <ENTER>.
3. Use <UP> or <DOWN> to select the starting address, from **d 1–512**.
4. Press <ENTER>.



## D-Fi USB Connectivity

The EVE P-140 VW 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 EVE P-140 VW.
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 2  | ☐           | ☐ | ☐ | ☐ | ☐   | ☐              | ☐ | ☐ | ☐ | ☐   |
| Channel 3  | ☐           | ☐ | ☐ | ☐ | ☐   | ☐              | ☐ | ☐ | ☐ | ☐   |
| Channel 4  | ☐           | ☐ | ☐ | ☐ | ☐   | ☐              | ☐ | ☐ | ☐ | ☐   |
| Channel 5  | ☐           | ☐ | ☐ | ☐ | ☐   | ☐              | ☐ | ☐ | ☐ | ☐   |
| Channel 6  | ☐           | ☐ | ☐ | ☐ | ☐   | ☐              | ☐ | ☐ | ☐ | ☐   |
| Channel 7  | ☐           | ☐ | ☐ | ☐ | ☐   | ☐              | ☐ | ☐ | ☐ | ☐   |
| Channel 8  | ☐           | ☐ | ☐ | ☐ | ☐   | ☐              | ☐ | ☐ | ☐ | ☐   |
| Channel 9  | ☐           | ☐ | ☐ | ☐ | ☐   | ☐              | ☐ | ☐ | ☐ | ☐   |
| Channel 10 | ☐           | ☐ | ☐ | ☐ | ☐   | ☐              | ☐ | ☐ | ☐ | ☐   |
| Channel 11 | ☐           | ☐ | ☐ | ☐ | ☐   | ☐              | ☐ | ☐ | ☐ | ☐   |
| Channel 12 | ☐           | ☐ | ☐ | ☐ | ☐   | ☐              | ☐ | ☐ | ☐ | ☐   |
| Channel 13 | ☐           | ☐ | ☐ | ☐ | ☐   | ☐              | ☐ | ☐ | ☐ | ☐   |
| Channel 14 | ☐           | ☐ | ☐ | ☐ | ☐   | ☐              | ☐ | ☐ | ☐ | ☐   |
| Channel 15 | ☐           | ☐ | ☐ | ☐ | ☐   | ☐              | ☐ | ☐ | ☐ | ☐   |
| Channel 16 | ☐           | ☐ | ☐ | ☐ | ☐   | ☐              | ☐ | ☐ | ☐ | ☐   |

## DMX Channel Assignments and Values

### 9-CH

| Channel   | Function                                    | Value     | Percent/Setting               |
|-----------|---|-----------|-------------------------------|
| 1         | Dimmer                                      | 000 ⇔ 255 | 0–100%                        |
| 2         | Warm White                                  | 000 ⇔ 255 | 0–100%                        |
| 3         | Cool White                                  | 000 ⇔ 255 | 0–100%                        |
| 4         | Amber                                       | 000 ⇔ 255 | 0–100%                        |
| 5         | Color Macros                                | 000 ⇔ 015 | No function                   |
|           |   | 016 ⇔ 255 | Color macros                  |
| 6         | Strobe                                      | 000 ⇔ 015 | No function                   |
|           |   | 016 ⇔ 255 | Strobe, slow to fast          |
| 7         | Auto Programs                               | 000 ⇔ 031 | No function                   |
|           |   | 032 ⇔ 063 | 0–100%                        |
|           |   | 064 ⇔ 095 | 100–0%                        |
|           |   | 096 ⇔ 127 | 100–0–100%                    |
|           |   | 128 ⇔ 159 | Color fade program            |
|           |   | 160 ⇔ 191 | 3-color snap program          |
|           |   | 192 ⇔ 223 | 7-color snap program          |
|           |   | 224 ⇔ 249 | Sound-active program 1        |
| 250 ⇔ 255 | Sound-active program 2                      |           |                               |
| 8         | Program Speed (when Ch. 7 is 032 ⇔ 223)     | 000 ⇔ 255 | Program speed, slow to fast   |
|           | Sound Sensitivity (when Ch. 7 is 224 ⇔ 255) | 000 ⇔ 010 | Sound sensitivity off         |
| 9         | Dimmer Speed Mode                           | 000 ⇔ 051 | Dimmer speed set from display |
|           |   | 052 ⇔ 101 | Dimmer speed mode off         |
|           |   | 102 ⇔ 152 | Dimmer speed mode 1 (fast)    |
|           |   | 153 ⇔ 203 | Dimmer speed mode 2 (medium)  |
|           |   | 204 ⇔ 255 | Dimmer speed mode 3 (slow)    |

### 4-CH

| Channel | Function   | Value     | Percent/Setting |
|---------|------------|-----------|-----------------|
| 1       | Dimmer     | 000 ⇔ 255 | 0–100%          |
| 2       | Warm White | 000 ⇔ 255 | 0–100%          |
| 3       | Cool White | 000 ⇔ 255 | 0–100%          |
| 4       | Amber      | 000 ⇔ 255 | 0–100%          |

### 3-CH

| Channel | Function   | Value     | Percent/Setting |
|---------|------------|-----------|-----------------|
| 1       | Warm White | 000 ⇔ 255 | 0–100%          |
| 2       | Cool White | 000 ⇔ 255 | 0–100%          |
| 3       | Amber      | 000 ⇔ 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 EVE P-140 VW 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 1–4**.
4. Press **<ENTER>**.

### Auto-Program Speed

To change the auto-program speed on the EVE P-140 VW, 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 EVE P-140 VW 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 **Snd1–2**.
4. Press **<ENTER>**.



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

### Sound Sensitivity

To set the sound sensitivity on the EVE P-140 VW:

1. Press **<MENU>** repeatedly until **SenS** shows on the display.
2. Use **<UP>** or **<DOWN>** to increase or decrease the program speed, from **u 0–100**.
3. Press **<ENTER>**. The product will return to Sound-Active mode.

### Preset Color Mode

To run the EVE P-140 VW 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 1–7**.
4. Press **<ENTER>**.

### Custom Color Mixing

To custom mix a static color, do the following:

1. Press **<MENU>** repeatedly until **u--** shows on the display.
2. Press **<ENTER>** and one of the following will show on the display:
  - **W\_ \_ \_** (warm white)
  - **C\_ \_ \_** (cool white)
  - **A\_ \_ \_** (amber)
3. Press **<ENTER>** to cycle through the colors.
4. Use **<UP>** or **<DOWN>** to increase or decrease the value of the selected color, from **0–255**.
5. Repeat steps 3 and 4 until the color is set as desired.

### Dimmer Speed Mode

To change dimmer speed on the EVE P-140 VW, follow the instructions below.

1. Press **<MENU>** repeatedly until **dIM** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to select:
  - **dIM1** (fast)
  - **dIM2** (medium)
  - **dIM3** (slow)
  - or
  - **OFF**.
4. Press **<ENTER>**.

### Temperature

To view the current temperature of the EVE P-140 VW in °C, do the following:

1. Press **<MENU>** repeatedly until **teMP** shows on the display.
2. Press **<ENTER>**.

### Master/Slave Mode (Wired)

The Master/Slave mode allows a single EVE P-140 VW product (the “master”) to control the actions of one or more EVE P-140 VW products (the “slaves”) without the need of a DMX controller. The master product will be set to operate in Stand-Alone, 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 **3-CH**, **4-CH**, or **9-CH** 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.
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. Set the master product to operate in Stand-Alone mode.
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.**

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

The D-Fi USB allows a single EVE P-140 VW product (the “master”) to control the actions of one or more EVE P-140 VW 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 **3-CH**, **4-CH**, or **9-CH** 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. Set the master product to operate in Stand-Alone mode.
2. Set the D-Fi USB to transmit on the D-Fi channel the slaves are receiving on.
3. 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          |
|-----------------|------------------|----------------|-----------------|
| 8.6 in (220 mm) | 9.65 in (245 mm) | 12 in (305 mm) | 7.6 lb (3.5 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                      | 122 W            | 111 W             |
| Operating Current                | 1.2 A            | 0.5 A             |
| Power linking current (products) | 8 A (8 products) | 8 A (16 products) |
| Fuse                             | T 2 A, 250 V     | T 2 A, 250 V      |

| Power I/O              | U.S./Worldwide       | UK/Europe            |
|------------------------|----------------------|----------------------|
| Power input connector  | powerCON®-compatible | powerCON®-compatible |
| Power output connector | powerCON®-compatible | powerCON®-compatible |
| Power Cord plug        | Edison (U.S.)        | Local Plug           |

### Light Source

| Type | Color      | Quantity | Power       | Current | Lifespan     |
|------|------------|----------|-------------|---------|--------------|
| LED  | Warm White | 13       |             |         |              |
| LED  | Cool White | 13       | 140 W total | 2.4 A   | 50,000 hours |
| LED  | Amber      | 14       |             |         |              |

### Photometrics

| Strobe Rate | Beam Angle                 | Field Angle | Illuminance @ 2 m | Illuminance @ 5 m |
|-------------|----------------------------|-------------|-------------------|-------------------|
|             | 25°                        | 45°         | 2,490 lux         | 590 lux           |
| 0 to 34 Hz  | 35°<br>(no lens installed) | 55°         | 1,245 lux         | 291 lux           |
|             | 45°                        | 65°         | 806 lux           | 189 lux           |

### Thermal

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

### DMX

| I/O Connector    | Channel Range |
|------------------|---------------|
| 3- and 5-pin XLR | 3, 4 or 9     |

### Ordering

| Product Name | Item Code | UPC Number   |
|--------------|-----------|--------------|
| EVE P-140 VW | 03031446  | 781462217945 |



RoHS





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