

4 BAR Flex Q

User Manual

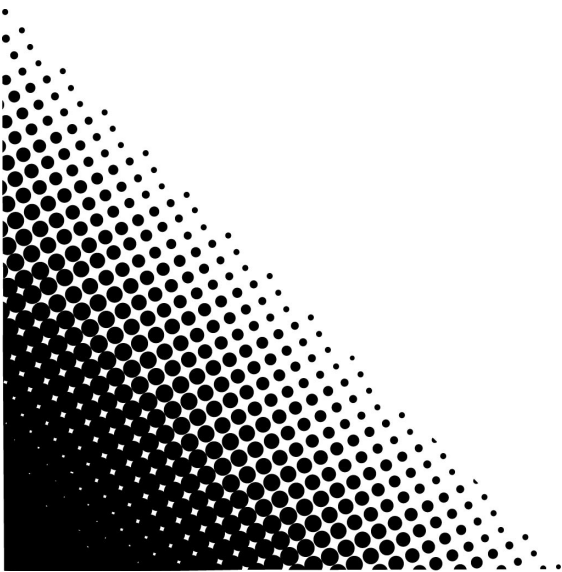
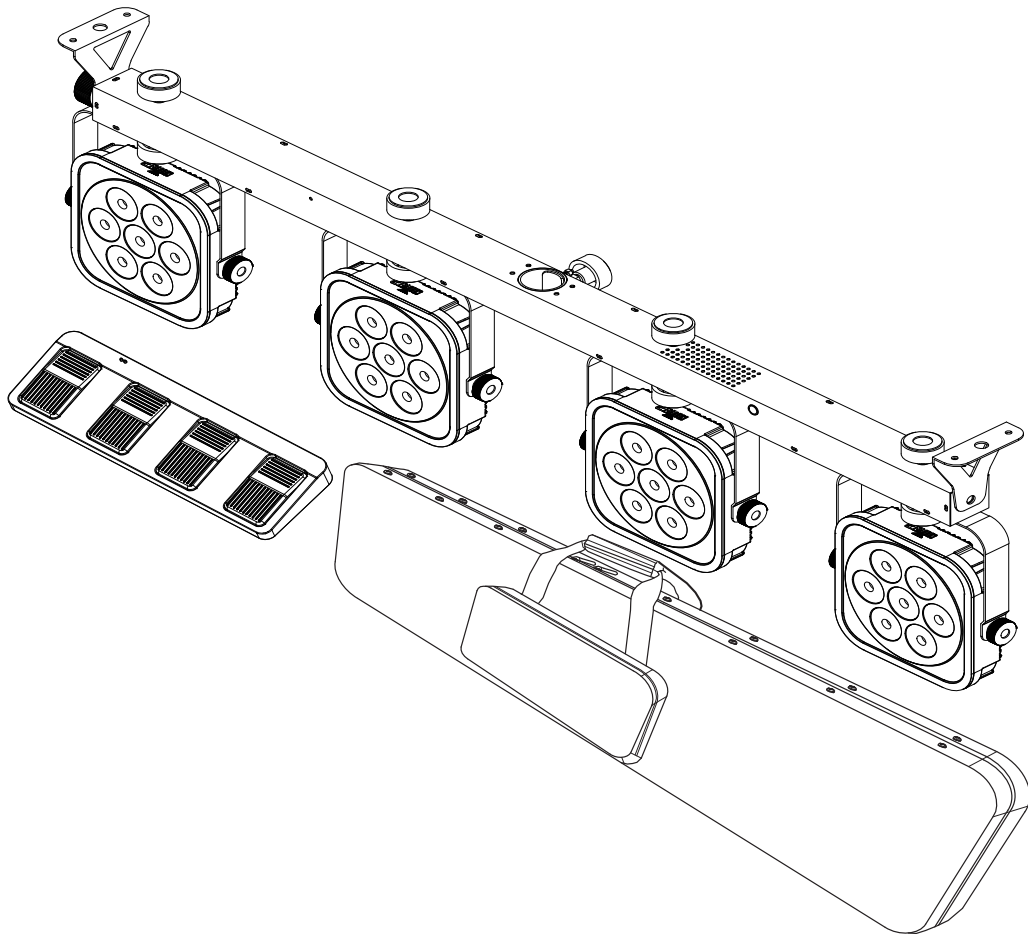


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1. BEFORE YOU BEGIN

What Is Included

- 4BAR Flex Q
- Power cord
- Carry bag
- Wireless 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
1–512	A range of values
50/60	A set of values of which only one can be chosen
Settings	A menu option not to be modified
<ENTER>	A key to be pressed on the product’s control panel
ON	A value to be entered or selected

Symbols

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

Disclaimer

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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.



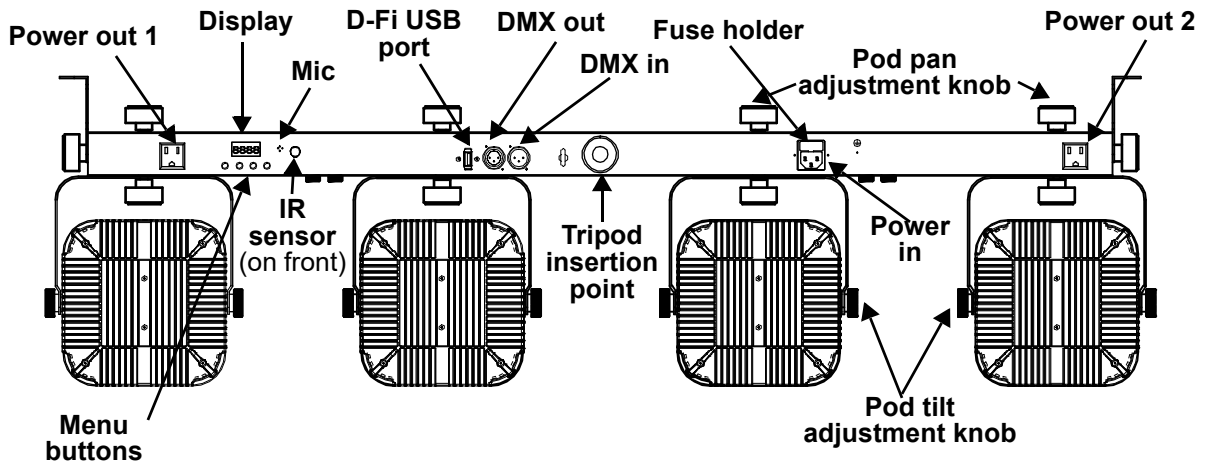
- Always make sure that the voltage of the outlet to which you are connecting the product is within the range stated on the decal or rear panel of the product.
- The product is for indoor use only! (IP20) To prevent risk of fire or shock, do not expose the product to rain or moisture.
- Always install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



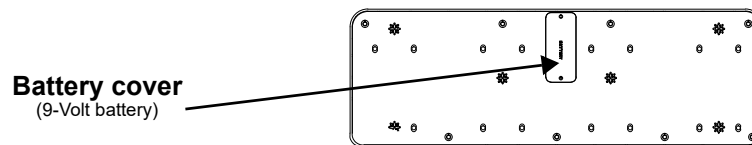
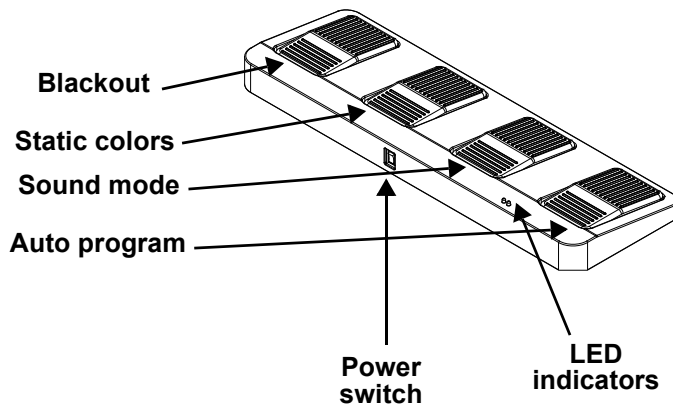
Keep this User Manual for future use. If you sell the product to someone else, be sure that they also receive this document.

2. INTRODUCTION

Product Overview



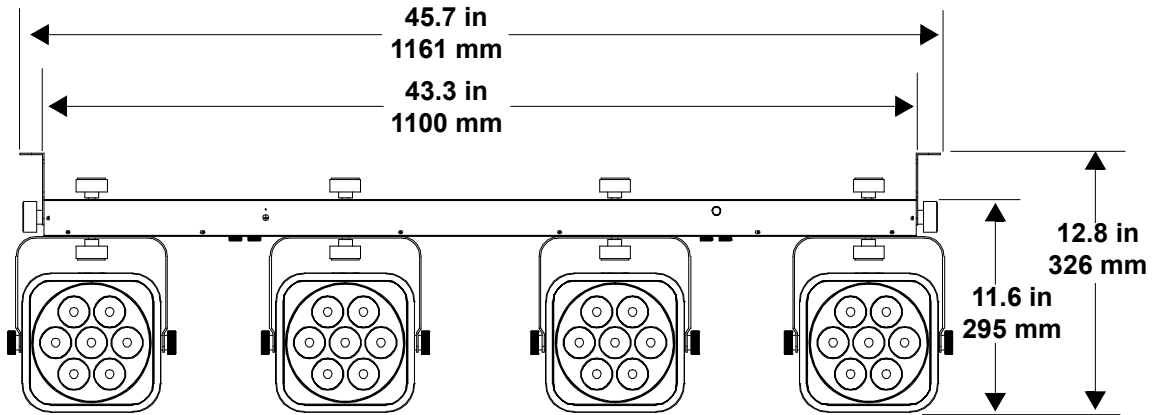
Footswitch



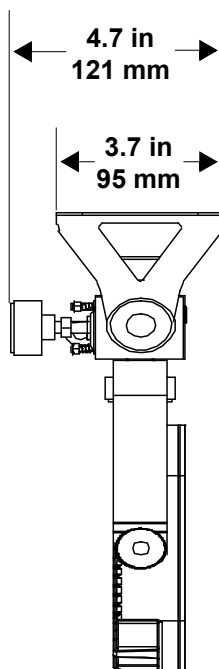
WARNING! DO NOT plug anything other than the a D-Fi USB into the USB port. Doing so may cause damage to the product.

Product Dimensions

Front View



Side View



3. SETUP

AC Power

The 4BAR Flex Q 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.



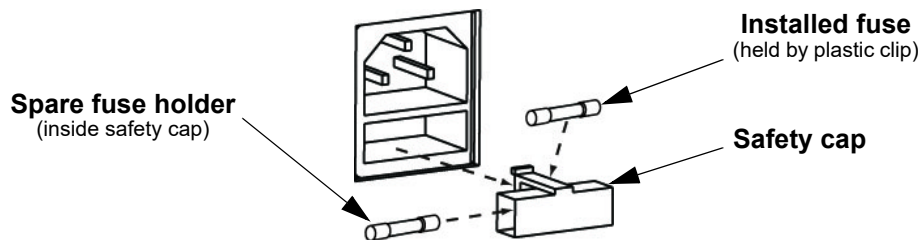
- **Always connect the product to a protected circuit (circuit breaker or fuse). Make sure the product has an appropriate electrical ground to avoid the risk of electrocution or fire.**
- **To eliminate unnecessary wear and improve its lifespan, during periods of non-use completely disconnect the product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

Mounting

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

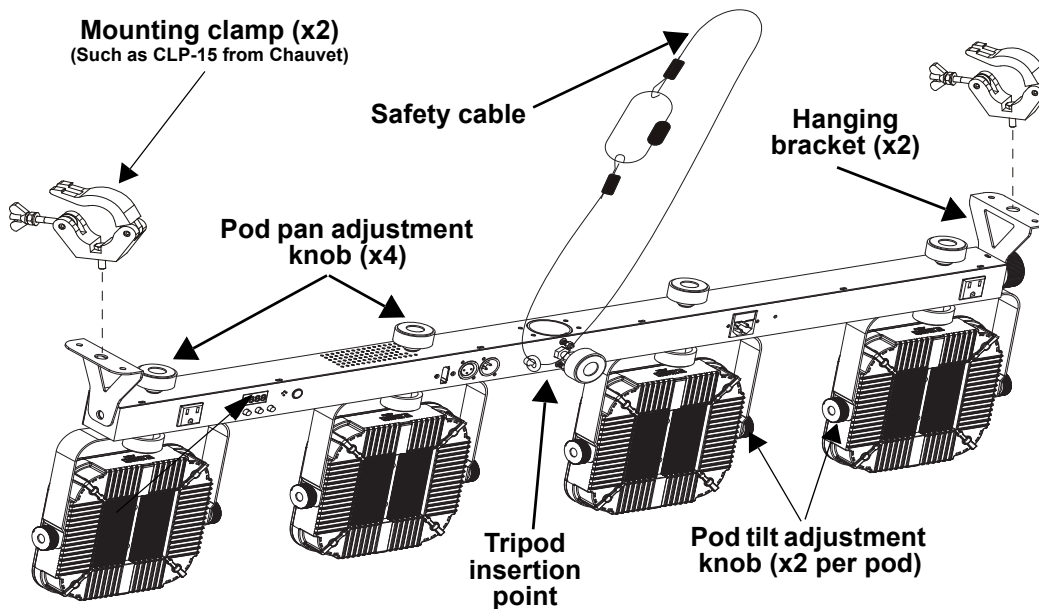
Orientation

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

Rigging

- Before deciding on a location for the product, ensure that there is easy access to the product for maintenance and programming purposes.
- Make sure that the structure onto which you are mounting the product can support the product's weight. See the [Technical Specifications](#) for weight information.
- 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.
- 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	4Ch	d.1-509	4-channel DMX mode	
	6Ch	d.1-507	6-channel DMX mode	
	19Ch	d.1-494	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 P1-8	
Dimmer	d--	L. 1-255	Dimmer mode	
Sound-Active Mode	Snd	Snd1-8	Sound-active programs	
Sound Sensitivity	Sens	u 0-100	Sound sensitivity	
Custom Color Mixing	u--	r0-255	Custom static colors Combine red, green, blue, and amber	
		g0-255		
		b0-255		
		A0-255		
Infrared/DMX 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	

Configuration (DMX)

The 4BAR Flex Q works with a DMX controller. Information about DMX is in the CHAUVET DMX Primer, which is available from the Chauvet website:

www.chauvetlighting.com/downloads/DMX_Primer_rev05_WO.pdf.

Set the product in DMX mode to control with a DMX controller.

1. Connect the product to a suitable power outlet.
2. Connect a DMX cable from the DMX output of the DMX controller to the DMX input socket on the product.

DMX Personality and 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 Flex Q uses up to 19 DMX channels in a 19Ch DMX mode, which defines the highest configurable address to **494**.

If you are not familiar with the DMX protocol, download the DMX Primer from

www.chauvetlighting.com/downloads/DMX_Primer_rev05_WO.pdf.

To select the starting address, do the following:

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

D-Fi USB Connectivity

The 4BAR Flex Q 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, manual display control/menu buttons, and IRC-6 will be unavailable until you unplug the D-Fi USB. The priority levels are:

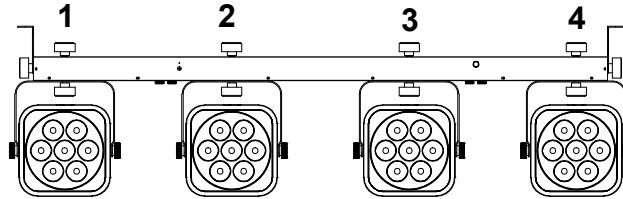
1. D-Fi USB
2. Wired DMX
3. IRC-6 remote control
4. Manual digital display/menu buttons

Configuration (D-Fi USB)

1. Set the DMX personality and DMX address on your product.
2. Use the chart provided to set BOTH:
 - the channel, and then
 - the **Receiving** or **Transmitting** option.

DMX Channel Assignments and Values

4BAR Flex Q Zones for DMX Control (19Ch)



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 mode		
2	Dimmer	000 ⇔ 255	0–100%
3	Strobe (when Ch.1 is 000 ⇔ 009)	000 ⇔ 009	No function
		010 ⇔ 255	Strobe, slow to fast
	Auto Speed (when Ch.1 is 010 ⇔ 249)	000 ⇔ 255	Auto program speed, slow to fast
4	Red 1	000 ⇔ 255	0–100%
		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 all	000 ⇔ 255	0–100%
2	Green all	000 ⇔ 255	0–100%
3	Blue all	000 ⇔ 255	0–100%
4	Amber all	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 all	000 ⇔ 255	0–100%
2	Green all	000 ⇔ 255	0–100%
3	Blue all	000 ⇔ 255	0–100%
4	Amber all	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.



Connect the product to a suitable power outlet.

Static Colors

To run the 4BAR Flex Q in Preset Color mode, follow the instructions below:

1. Press **<MENU>** repeatedly until **C--** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to select **C 1–15**.
4. Press **<ENTER>**.

Automatic Programs

To run the 4BAR Flex Q 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 **P 1–8**.
4. Press **<ENTER>**.

Automatic Speed

To change the auto program speed, follow the instructions below:

1. Press **<MENU>** repeatedly until **S--** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to select **S1–100**.
4. Press **<ENTER>**.

Dimmer

To adjust the total output, do the following:

1. Press **<MENU>** repeatedly until **d--** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to select **L. 1–255**.
4. Press **<ENTER>**.

Sound-Active Mode

To run the 4BAR Flex Q 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 **Snd1–8**.
4. Press **<ENTER>**.

Sound Sensitivity

To change the sound sensitivity, follow the instructions below:

1. Press **<MENU>** repeatedly until **Sens** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to select **u 0–100**.
4. Press **<ENTER>**.

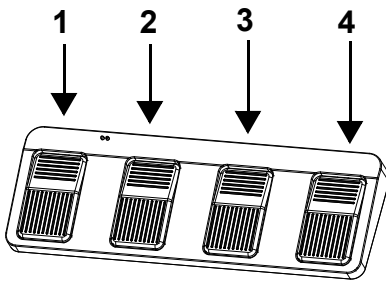
Custom Color Mixing

To custom mix a 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:
 - **rxxx** (red)
 - **gxxx** (green)
 - **bxxx** (blue)
 - **Axxx** (amber)
3. Press **<ENTER>** to cycle through the color settings.
4. When the desired color shows on the display, use **<UP>** or **<DOWN>** to increase or decrease the color value.
5. Repeat steps 3 and 4 until the product outputs as desired.

Wireless Footswitch Operation

The included wireless footswitch provides quick access to preset colors, color-change programs, and sound-activation through the 4BAR Flex Q microphone.



To use the footswitch:

1. Connect the 4BAR Flex Q to power. Turn the wireless footswitch on.
2. Press **<MENU>** repeatedly until **Set** shows on the display, and press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to select **ir**, and press **<ENTER>**.
4. Use **<UP>** or **<DOWN>** to select **on**, and press **<ENTER>**.
5. Press **<MENU>** repeatedly until **P--** shows on the display, and press **<ENTER>**.
6. Press pedal #3 to activate static color controls. When working, all the lights will begin in a static color and **Foot** will appear on the menu display.
7. Use the chart below to activate the desired function.

Footswitch Operation

Pedal	Action	Function
1 (Auto program)	Tap pedal to activate, then tap to navigate to desired function	Auto programs 1–8
2 (Sound mode)	Press and hold	Sound-active programs
3 (Static colors)	Tap	Red, green, blue, and amber
		Red
		Green
		Blue
		Amber
		Red and green
		Red and blue
		Red and amber
		Green and blue
		Green and amber
		Blue and amber
		Red, green, and blue
		Red, green, and amber
		Green, blue, and amber
Auto snap program		
	Press and hold	Auto fade program
4 (Blackout)	Tap	Blackout
	Press and hold	Fade to blackout



The 4BAR Flex Q footswitch will work properly in any mode, with a maximum unobstructed distance of 100 ft (30.5 m). You must turn on the ir setting from the 4BAR Flex Q and navigate to Auto mode before using the footswitch.

Footswitch Battery

The wireless footswitch uses a 9-volt battery located under the battery cover on the bottom of the product, which can be replaced when necessary.

Battery replacement

To replace the battery in the wireless footswitch:

1. Turn the power switch to the Off position.
2. Remove the battery cover by removing 2 screws with a Phillips-head screwdriver.
3. Remove the old battery from the housing and unplug it from the leads.
4. Replace with a new 9-volt battery, ensuring that the positive (+) and negative (-) leads correspond to the correct electrodes on the battery.
5. Place the battery into the housing and cover with the battery cover.
6. Secure the battery cover with the 2 Phillips-head screws.



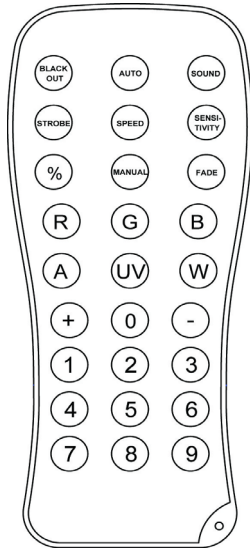
DO NOT over-tighten the screws!

IRC-6 Infrared Remote Control

The 4BAR Flex Q 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.
2. 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:

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

To adjust sound sensitivity in Sound-Active mode:

1. Press **<SENSITIVITY>** on the IRC-6.
2. Press **<+>** or **<->** to increase or decrease the sound sensitivity.

Manual Color Control

To choose a specific color with the IRC-6:

1. Press **<MANUAL>** on the IRC-6.
2. Press any number between **0–9** to choose your color.

To manually control the RGB percentage:

1. Press **<MANUAL>** on the IRC-6.
2. Press **<R>** (red), **<G>** (green), or **** (blue) to choose your color.
3. Press **<+>** or **<->** to increase or decrease the value of each color.
4. Repeat steps 2 and 3 until desired output is achieved.

Miscellaneous Operations

To adjust the total output level:

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

To adjust the strobe rate of the program:

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

To select only fading programs:

- Press **<FADE>** on the IRC-6.

To black out the lights:

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

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



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 4BAR Flex Q product (the “master”) to control the actions of one or more 4BAR Flex Q products (the “slaves”) without the need of a DMX controller. The master product will be set to operate in either standalone mode or with the footswitch, whereas 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.

Master/Slave Mode (Wired)

Configure the products as indicated below:

Slave products:

1. Press **<MENU>** repeatedly until **4Ch, 6Ch, or 19Ch** 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 Automatic or Sound-Active 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.**

Master/Slave Mode (D-Fi USB)

The D-Fi USB allows a single 4BAR Flex Q product (the “master”) to control the actions of one or more 4BAR Flex Q products (the slaves) without the need of a DMX controller or DMX cables. The master (transmitter) product will be set to operate in either standalone mode or with the footswitch, whereas 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, 6Ch, or 19Ch** shows on the display.
2. Press **<ENTER>** to accept.
3. Set the DMX address to **d.1**.
4. Set D-Fi USB to receive on a specific channel, **1–16**.
5. Plug in the D-Fi USB.
6. Finish setting and configuring all the slave products.

Master product:

1. Press **<MENU>** repeatedly until the DMX personality the slaves are set to shows on the display.
2. Press **<ENTER>** to accept.
3. Set the DMX address to **d-1**.
4. Set the master to operate in either Automatic or Sound-Active mode.
5. Set the D-Fi USB to transmit on the D-Fi channel the slaves are receiving on.
6. 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

Item	Length	Width	Height	Weight
4BAR Flex Q	45.7 in (1186 mm)	2 in (50.8 mm)	12 in (305 mm)	12.2 lb (5.5 kg)
Wireless footswitch	16.5 in (419 mm)	5.2 in (132 mm)	1.5 in (38 mm)	1.2 lb (0.6 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	80 W	78 W
Operating current	1.2 A	0.6 A
Fuse	2.5 A, 250 V	2.5 A, 250 V
Power I/O	U.S./Worldwide	UK/Europe
Power input connector	80 W	78 W
Power output connector	1.2 A	0.6 A
Power cord plug	Edison (U.S.)	Local plug

Light Source

Type	Color	Quantity	Power	Current	Lifespan
LED	Quad-color RGBA	28	3.5 W	1.3 A	50,000 hours

Wireless Footswitch

Battery	Max Distance
9-Volt	100 feet (30.5 m)

Photometrics

Parameter	Value
Strobe rate	0 to 20 Hz
Beam angle	14°
Field angle	23°
Illuminance @ 2 m	2,353 lux (per pod)

Thermal

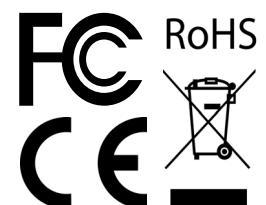
Maximum External Temperature	Cooling System
104 °F (40 °C)	Convection

DMX

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

Ordering

Product Name	Item Code	UPC Number
4BARFLEXQ	10031613	781462219611



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 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 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

General Information	Technical Support
Chauvet World Headquarters	
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: chauvetcs@chauvetlighting.com Website: www.chauvetdj.com
Chauvet Europe Ltd	
Address: Unit 1C Brookhill Road Industrial Estate Pinxton, Nottingham, UK NG16 6NT Voice: +44 (0) 1773 511115 Fax: +44 (0) 1773 511110	Email: UKtech@chauvetlighting.eu Website: www.chauvetdj.eu
Chauvet Europe BVBA	
Address: Stokstraat 18 9770 Kruishoutem Belgium Voice: +32 9 388 93 97	Email: BNLtech@chauvetlighting.eu Website: www.chauvetdj.eu
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Chauvet Mexico	
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: servicio@chauvet.com.mx Website: www.chauvetdj.mx

Visit the applicable website above to verify our contact information and instructions to request support. Outside the US, UK, Ireland, Mexico, France, Germany, or Benelux, contact the dealer of record.