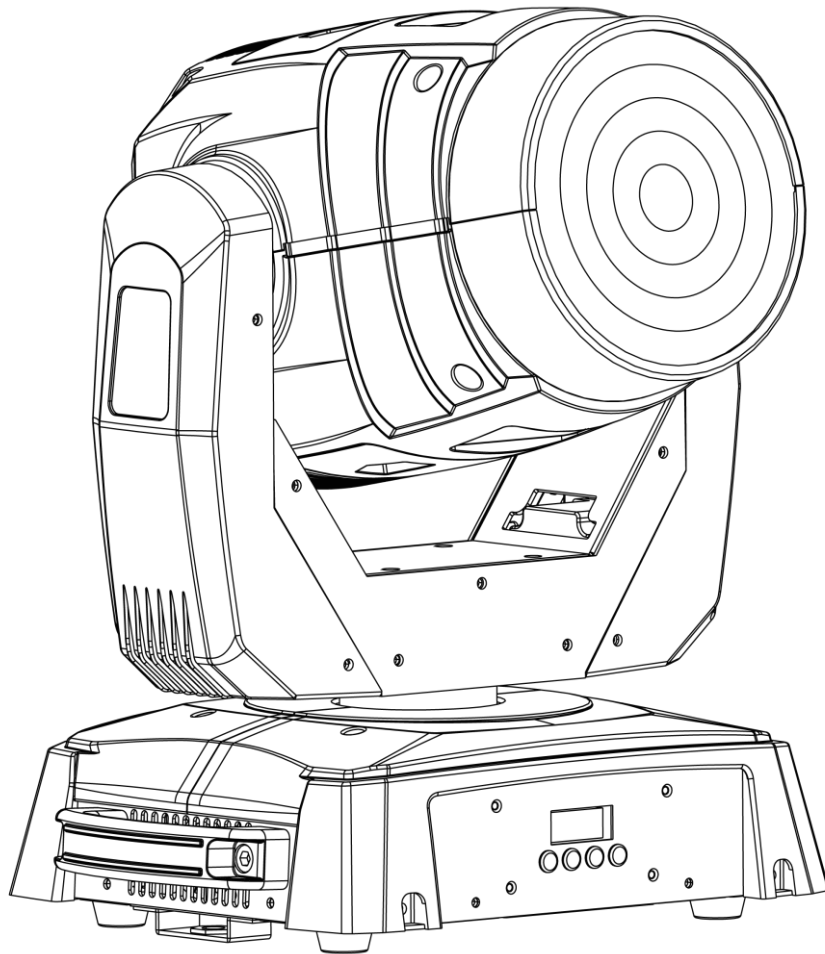# INTIMIDATOR™
BEAM LED 350

User Manual

CHAUVET®

Value · Innovation · Performance

It's **Green** Thinking.™

TABLE OF CONTENTS

1. BEFORE YOU BEGIN

What Is Included
- Intimidator™ Beam LED 350
- Hanging Bracket with Mounting Hardware
- Power Cord
- Warranty Card
- Quick Reference Guide

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

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

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

Text Conventions

Convention	Meaning
1~512	A range of values
50/60	A set of values of which only one can be chosen
Settings	A menu option not to be modified
Menu > Settings	A sequence of menu options to be followed
<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
The information and specifications contained in this User Manual are subject to change without notice. CHAUVET® assumes no responsibility or liability for any errors or omissions, and reserves the right to revise or recreate this manual at any time. Download the latest version from www.chauvetlighting.com.

Electronically published by CHAUVET® in the United States of America.

Author	Date	Editor	Date
A. Leon	9/17/12	S. Diaz	9/21/12

Product at a Glance	Use on Dimmer	🚫	Auto Programs	✓
	Outdoor Use	🚫	Auto-ranging Power Supply	✓
	Sound Activated	✓	Replaceable Fuse	✓
	DMX	✓	User-Serviceable	🚫
	Master/Slave	✓	Duty Cycle	🚫

Safety Notes

These notes include important information about the mounting, usage, and maintenance of this product; read before using the product.

⚠️

- 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.
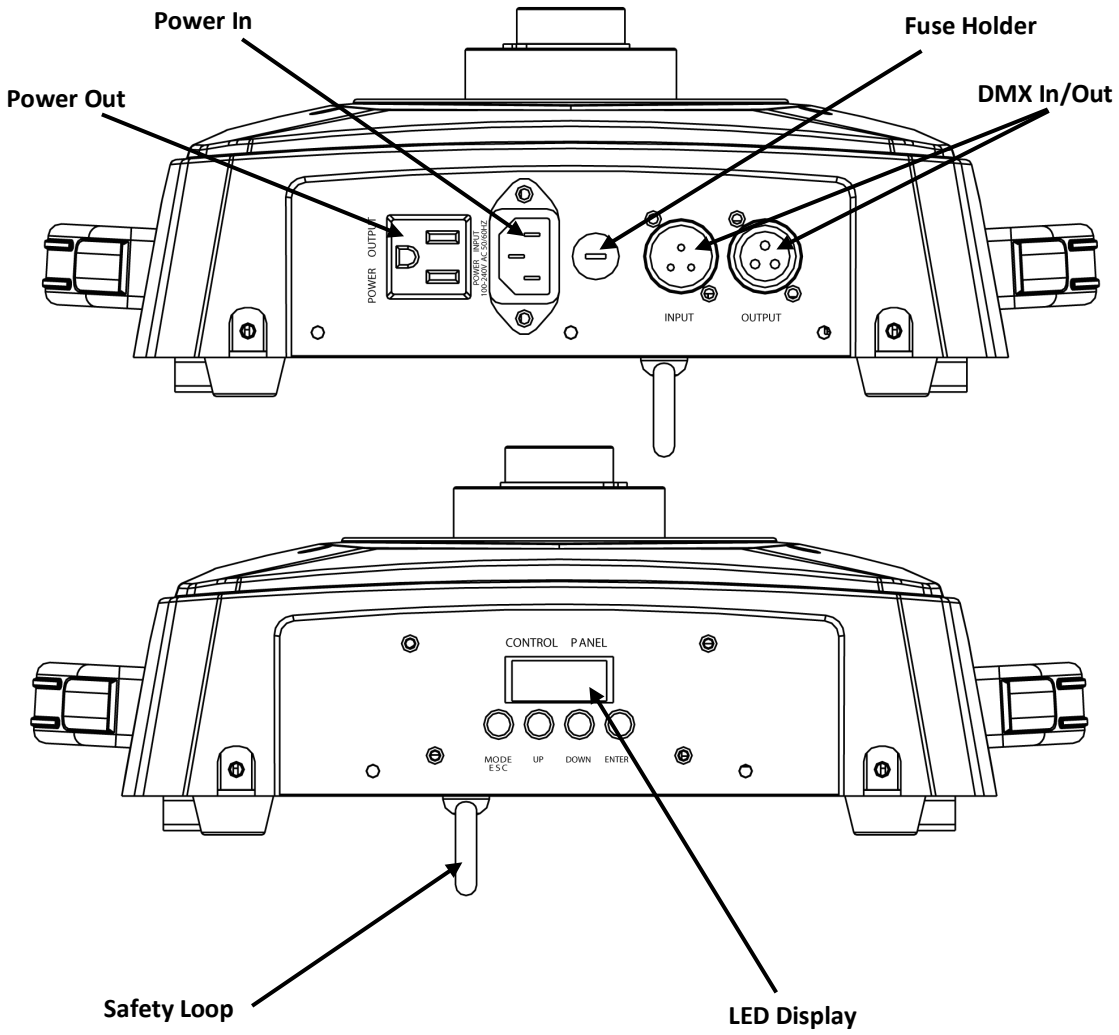- Do not touch the product's housing when operating because it may be very hot.

ⓘ

- 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 mount this 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 handles.
- The maximum ambient temperature (Ta) is 104° F (40° C). Do not operate the product at higher temperatures.
- In the event of a serious operating problem, stop using the product immediately.
- Never try to repair the product. Repairs carried out by unskilled people can lead to damage or malfunction. Contact the nearest authorized technical assistance center.
- This product is not intended for permanent installation.

📝

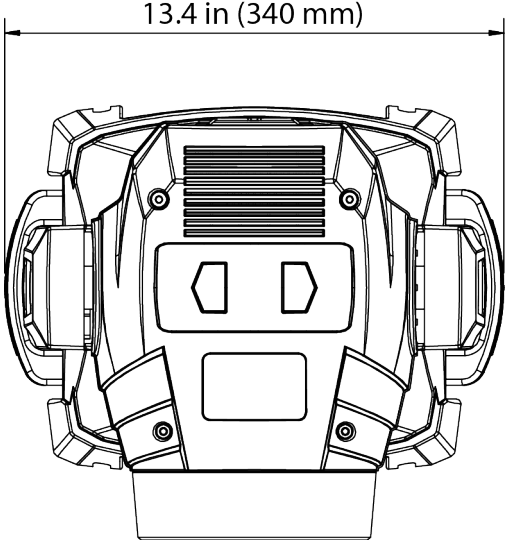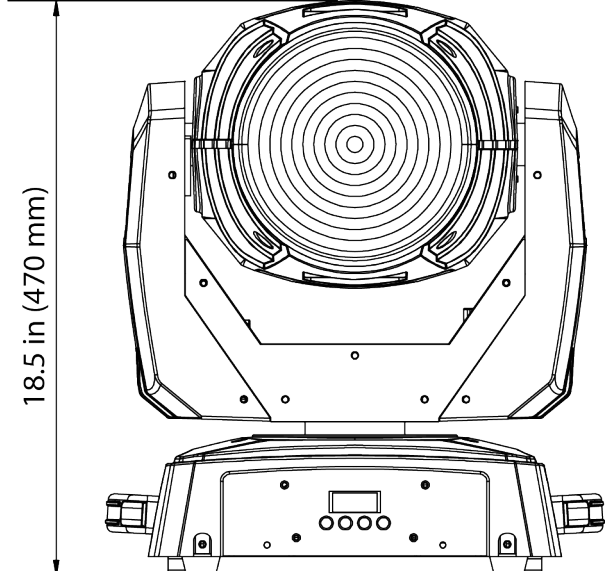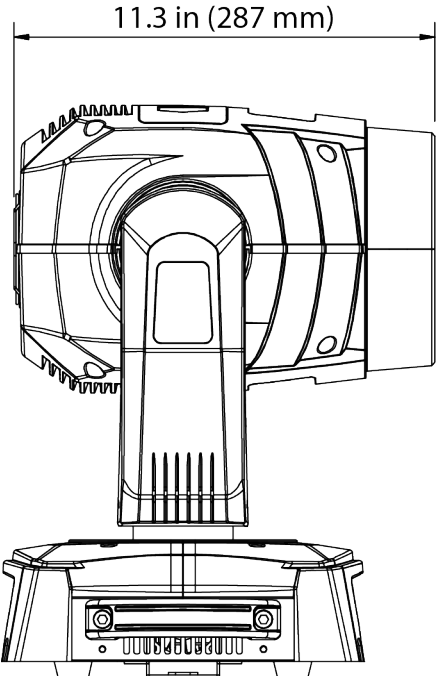- Keep this User Manual for future use. If you sell the product to another user, be sure to give this document to the next owner.

2. INTRODUCTION

Overview

Power In

Fuse Holder

Power Out

DMX In/Out

POWER OUTPUT

POWER INPUT
100-240V AC 50/60HZ

INPUT   OUTPUT

CONTROL PANEL

MODE   UP   DOWN   ENTER
ESC

Safety Loop

LED Display

Dimensions

11.3 in (287 mm)

18.5 in (470 mm)

13.4 in (340 mm)

3. SETUP

AC Power

The Intimidator™ Beam LED 350 has an auto-ranging power supply and it can work with an input voltage range of 100~240 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.

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

Fuse Replacement

Disconnect the product from power before replacing the fuse.

1. Disconnect the product from power.
2. Using a flat-head screwdriver, loosen the fuse holder and pull straight out.
3. Remove the blown fuse from the holder.
4. Replace with a fuse of the exact same type and rating.
5. Insert the fuse holder back in place and reconnect power.

A spare fuse is not included.

Always replace a blown fuse with the same type and rating.

Power Linking

The product provides power linking via the Edison/IEC outlet located in the back of the unit.

Power Linking Diagram

1st Product

2nd Product

3rd Product

Other Products
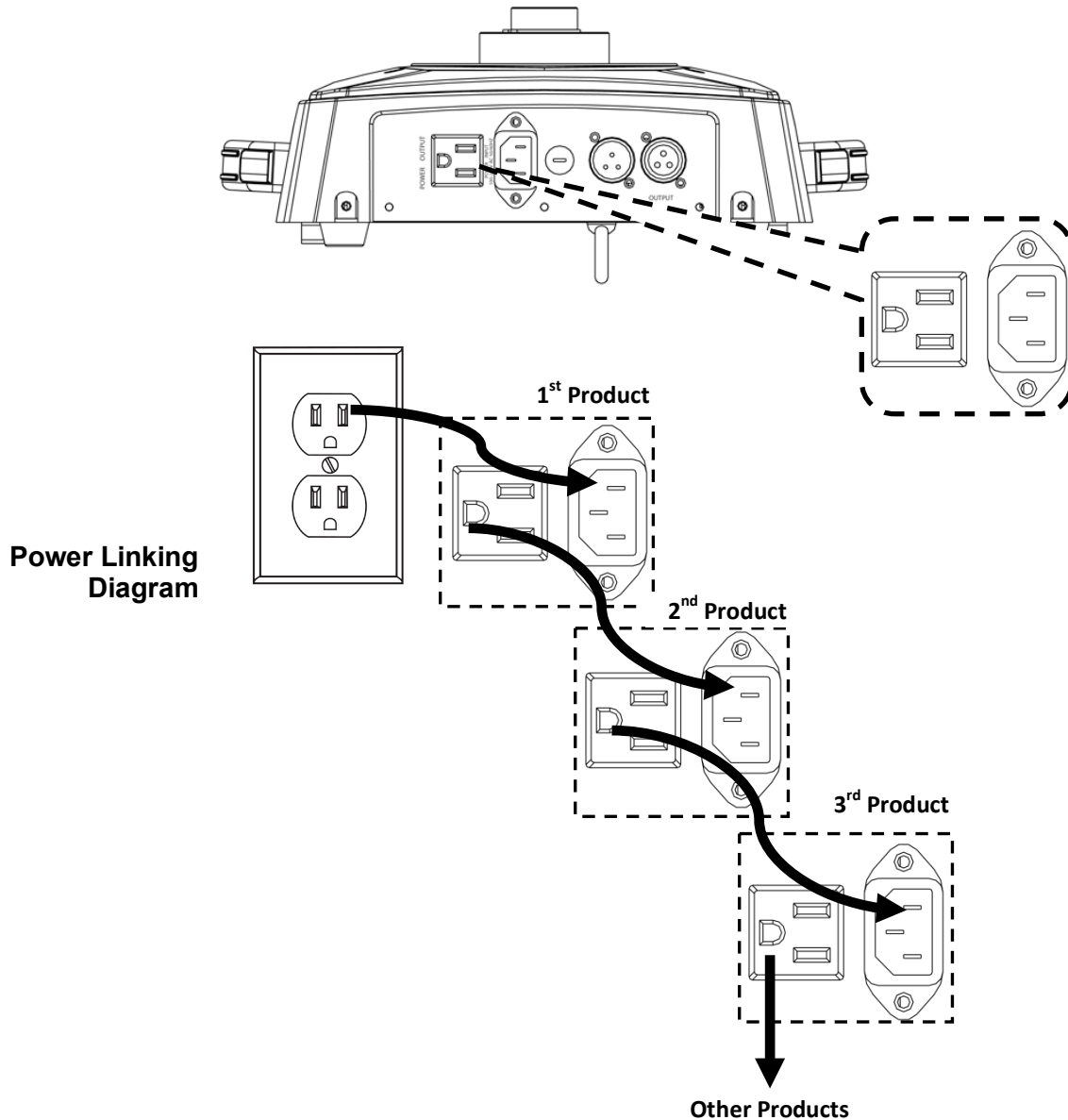
ⓘ **You can power link up to 3 Intimidator™ Beam LED 350 units on 120 VAC or up to 7 Intimidator™ Beam LED 350 units on 230 VAC.**

⚠ **The power linking diagram shown above 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 Intimidator™ Beam LED 350 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 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, such as an elevated platform or a truss.
- When rigging the product onto a truss, you should use a mounting clamp of appropriate weight capacity.
- When power linking multiple products, you must always consider the length of the power linking cable and mount the products close enough for the cable to reach.
- The rubber feet also serve as floor supports. When mounting the product on the floor, make sure that the product and cables are away from people and vehicles.

Mounting Diagram

Bracket Attachment (x2)

Rubber Feet (x4)

Safety Loop Attachment Point
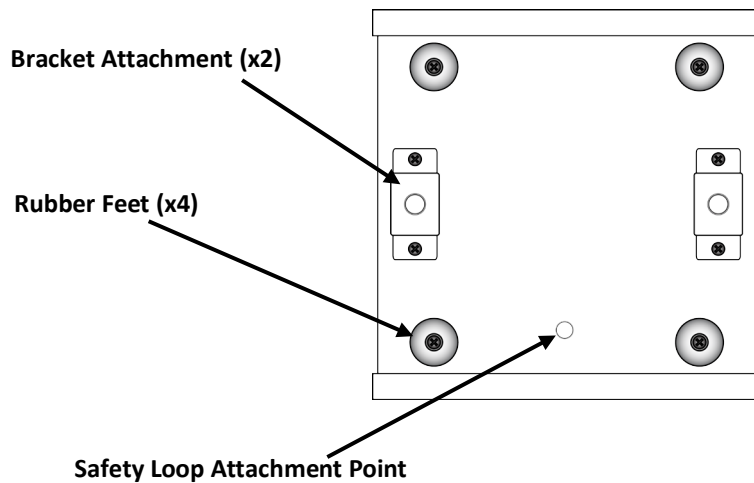
4. OPERATION

Control Panel Operation

To access the control panel functions, use the four buttons located underneath the display.

Button	Function
<MODE/ESC>	Selects an operation mode or backs out of the current menu option
<UP>	Scrolls up the list of options or selects a higher value
<DOWN>	Scrolls down the list of options or selects a lower value
<ENTER>	Activates a menu option or a selected value

Menu Map

Main Level	Programming Levels		Description
DMX Address	**d001~d512**		Sets the DMX starting address
Operation Modes	**SLAv** (**Son**)		Slave operating mode
	nASL (**SLoU**)		Automatic mode, slow program
	nAFA (**FASt**)		Automatic mode, fast program
	nStS (**SrUn**)		Sound-Active mode
Pan	**Normal Pan**	**PAn**	Normal pan operation
	Inverse Pan	**rPAn**	Inverse pan operation
Tilt	**Normal Tilt**	**tit**	Normal tilt operation
	Inverse Tilt	**rtit**	Inverse tilt operation
Display	**Normal Display**	**diS**	Changes the LCD display text position
	Inverse Display	**rdiS**	
Channel Mode	**14-Channel Mode**	**14CH**	Selects the DMX personality
	8-Channel Mode	**8CH**	
Pan Range	**Pan 540°**	**PA54**	Selects pan range
	Pan 360°	**PA36**	
	Pan 180°	**PA18**	
Tilt Range	**Tilt 270°**	**ti27**	Selects tilt range
	Tilt 180°	**ti18**	
	Tilt 90°	**ti 9**	
Reset	**rESt**		Resets fixture
Load	**LoAd**		Loads factory defaults
Movement Speed	**nOUS**	**inS**	Increasing speed
		dES	Decreasing speed

Configuration (DMX)

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

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

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.
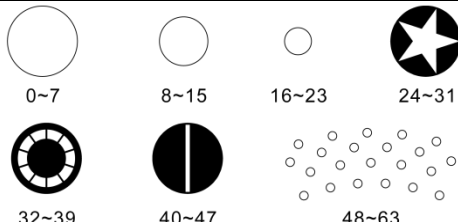
The Intimidator™ Beam LED 350 uses up to 14 DMX channels in 14-CH DMX mode, which defines the highest configurable address to **499**.

If unfamiliar with DMX, download the DMX Primer from www.chauvetlighting.com.

To select the starting address, do the following:

1. Press **<MODE/ESC>** repeatedly until **d001** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to select the starting address.
4. Press **<ENTER>**.

DMX Values

8-CH

Channel	Function	Value	Setting
1	Pan	000 ⇔ 255	0~540°
2	Tilt	000 ⇔ 255	0~270°
3	Color Wheel	000 ⇔ 006	White
		007 ⇔ 013	Yellow
		014 ⇔ 020	Pink
		021 ⇔ 027	Green
		028 ⇔ 034	Red
		035 ⇔ 041	Light Blue
		042 ⇔ 048	Kelly Green
		049 ⇔ 055	Orange
		056 ⇔ 063	Dark Blue
		064 ⇔ 070	White + Yellow
		071 ⇔ 077	Yellow + Pink
		078 ⇔ 084	Pink + Green
		085 ⇔ 091	Green + Red
		092 ⇔ 098	Red + Light Blue
		099 ⇔ 105	Light Blue + Kelly Green
		106 ⇔ 112	Kelly Green + Orange
		113 ⇔ 119	Orange + Dark Blue
		120 ⇔ 127	Dark Blue + White
		128 ⇔ 191	Color cycling rainbow with increasing speed
		192 ⇔ 255	Reverse color cycling rainbow with increasing speed
4	Gobo Wheel		

		0~7	8~15	16~23	24~31

		32~39	40~47	48~63

Channel	Function	Value	Setting
		000 ⇔ 047	Gobos 1-6
		048 ⇔ 063	Animation effect (static)
		064 ⇔ 079	Animation speed (slow to fast)
		080 ⇔ 087	Gobo 5 shake, from slow to fast
		088 ⇔ 095	Gobo 4 shake, from slow to fast
		096 ⇔ 103	Gobo 3 shake, from slow to fast
		104 ⇔ 111	Gobo 2 shake, from slow to fast
		112 ⇔ 119	Gobo 1 shake, from slow to fast
		120 ⇔ 127	Open
		128 ⇔ 191	Cycle effect with increasing speed
		192 ⇔ 255	Reverse cycling effect with increasing speed

8-CH (cont.)	Channel	Function	Value	Setting
	5	No Function	000 ⇔ 255	No function
	6	Prism/Frost	000 ⇔ 007	Open
			008 ⇔ 012	Prism on
			013 ⇔ 130	Prism rotation with increasing speed
			131 ⇔ 247	Reverse prism rotation with increasing speed
			248 ⇔ 255	Frost effect
	7	No Function	000 ⇔ 255	No function
	8	Shutter	000 ⇔ 003	Closed
			004 ⇔ 007	Open
			008 ⇔ 076	Strobe effect with increasing speed
			077 ⇔ 145	Pulse strobe
			146 ⇔ 215	Random shutter
			216 ⇔ 255	Open

14-CH	Channel	Function	Value	Setting
	1	Pan	000 ⇔ 255	0~540°
	2	Fine Pan	000 ⇔ 255	Fine panning control
	3	Tilt	000 ⇔ 255	0~270°
	4	Fine Tilt	000 ⇔ 255	Fine tilting control
	5	Speed	000 ⇔ 255	Pan/Tilt speed (fast to slow)
	6	Color Wheel	000 ⇔ 006	White
			007 ⇔ 013	Yellow
			014 ⇔ 020	Pink
			021 ⇔ 027	Green
			028 ⇔ 034	Red
			035 ⇔ 041	Light Blue
			042 ⇔ 048	Kelly Green
			049 ⇔ 055	Orange
			056 ⇔ 063	Dark Blue
			064 ⇔ 070	White + Yellow
			071 ⇔ 077	Yellow + Pink
			078 ⇔ 084	Pink + Green
			085 ⇔ 091	Green + Red
			092 ⇔ 098	Red + Light Blue
			099 ⇔ 105	Light Blue + Kelly Green
			106 ⇔ 112	Kelly Green + Orange
			113 ⇔ 119	Orange + Dark Blue
			120 ⇔ 127	Dark Blue + White
			128 ⇔ 191	Color cycling rainbow with increasing speed
			192 ⇔ 255	Reverse color cycling rainbow with increasing speed

14-CH (cont.)	Channel	Function	Value	Setting
				0~7 8~15 16~23 24~31 32~39 40~47 48~63
	7	Gobo Wheel	000 ⇔ 047	Gobos 1-6
			048 ⇔ 063	Animation effect (static)
			064 ⇔ 079	Animation speed (slow to fast)
			080 ⇔ 087	Gobo 5 shake, from slow to fast
			088 ⇔ 095	Gobo 4 shake, from slow to fast
			096 ⇔ 103	Gobo 3 shake, from slow to fast
			104 ⇔ 111	Gobo 2 shake, from slow to fast
			112 ⇔ 119	Gobo 1 shake, from slow to fast
			120 ⇔ 127	Open
			128 ⇔ 191	Cycle effect with increasing speed
			192 ⇔ 255	Reverse cycle effect with increasing speed
	8	No Function	000 ⇔ 255	No function
	9	Prism/Frost	000 ⇔ 007	Open
			008 ⇔ 012	Prism on
			013 ⇔ 130	Prism rotation with increasing speed
			131 ⇔ 247	Reverse prism rotation with increasing speed
			248 ⇔ 255	Frost effect
	10	No Function	000 ⇔ 255	No function
	11	Dimmer	000 ⇔ 255	0~100%

14-CH (cont.)	Channel	Function	Value	Percent/Setting
	12	Shutter	000 ⇔ 003	Closed
			004 ⇔ 007	Open
			008 ⇔ 076	Strobe effect with increasing speed
			077 ⇔ 145	Pulse strobe
			146 ⇔ 215	Random shutter
			216 ⇔ 255	Open
	13	Control Functions	000 ⇔ 007	No function
			008 ⇔ 015	Blackout while pan/tilt moving
			016 ⇔ 023	Blackout while moving color wheel
			024 ⇔ 031	Blackout while moving gobo wheel
			032 ⇔ 039	Disable blackout while pan/tilt/moving color wheel
			040 ⇔ 047	Disable blackout while pan/tilt/moving gobo wheel
			048 ⇔ 055	Disable blackout while moving all options
			056 ⇔ 095	No function
			096 ⇔ 103	Reset pan
			104 ⇔ 111	Reset tilt
			112 ⇔ 119	Reset color wheel
			120 ⇔ 127	Reset gobo wheel
			128 ⇔ 135	Reset gobo rotation
			136 ⇔ 143	Reset prism
			144 ⇔ 151	Reset focus
			152 ⇔ 159	Reset all channels
			160 ⇔ 255	No function
	14	Auto Programs	000 ⇔ 007	No function
			008 ⇔ 023	Auto program 1
			024 ⇔ 039	Auto program 2
			040 ⇔ 055	Auto program 3
			056 ⇔ 071	Auto program 4
			072 ⇔ 087	Auto program 5
			088 ⇔ 103	Auto program 6
			104 ⇔ 119	Auto program 7
			120 ⇔ 135	Auto program 8
			136 ⇔ 151	Sound-controlled program 1
			152 ⇔ 167	Sound-controlled program 2
			168 ⇔ 183	Sound-controlled program 3
			184 ⇔ 199	Sound-controlled program 4
			200 ⇔ 215	Sound-controlled program 5
			216 ⇔ 231	Sound-controlled program 6
			232 ⇔ 247	Sound-controlled program 7
			248 ⇔ 255	Sound-controlled program 8

Configuration (Standalone)

Set the product in one of the standalone modes to control without a DMX controller.
1. Connect the product to a suitable power outlet.
2. Turn the product on.

Never connect a product that is operating in any standalone mode (either Automatic, or Sound-Active) 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.

Sound-Active Mode

To enable the Sound-Active mode, do the following:
1. Press **<MODE/ESC>** repeatedly until one of the following shows on the display: **nASL, nAFA, nStS, SLAv**
2. Press **<UP>** or **<DOWN>** to select **NStS**.
3. Press **<ENTER>** and **SrUn** shows on the display.
4. Turn the music on.

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

Automatic Mode

To enable the Automatic mode, do the following:
1. Press **<MODE/ESC>** repeatedly until one of the following shows on the display: **nASL, nAFA, nStS, SLAv**
2. Press **<UP>** or **<DOWN>** to select **nASL** (for a slow program) or **nAFA** (for a fast program).
3. Press **<ENTER>** and **SLoU** displays while in slow program or **FASt** displays while in fast program.

Manual Pan/Tilt Operation

To select either normal panning or inverted panning, do the following:
1. Press **<MODE/ESC>** repeatedly until **PAn** or **rPAn** shows on the display.
2. Press **<UP>** or **<DOWN>** to select **PAn** (normal pan operation) or **rPAn** (inverse pan operation).
3. Press **<ENTER>**.

To select either normal tilting or inverted tilting, do the following:
1. Press **<MODE/ESC>** repeatedly until **tit** shows on the display.
2. Press **<UP>** or **<DOWN>** to select **tit** (normal tilt operation) or **rtit** (inverse tilt operation).
3. Press **<ENTER>**.

Pan/Tilt Angle Range

To select which pan angle to use:
1. Press **<MODE/ESC>** repeatedly until **PA54**, **PA36**, or **PA18** shows on the display.
2. Press **<UP>** or **<DOWN>** to select **PA54** (540°), **PA36** (360°), or **PA18** (180°).
3. Press **<ENTER>**.

To select which tilt angle to use:
1. Press **<MODE/ESC>** repeatedly until **ti27**, **ti18**, or **ti 9** shows on the display.
2. Press **<UP>** or **<DOWN>** to select **ti27** (270°), **ti18** (180°), or **ti 9** (90°).
3. Press **<ENTER>**.

Display To flip the LED display for better readability in any mounting situation, do the following:

1. Press **<MODE/ESC>** repeatedly until **diS** or **rdiS** shows on the display.
2. Press **<UP>** or **<DOWN>** to select **diS** (normal display mode) or **rdiS** (inverse display mode).
3. Press **<ENTER>**.

Master/Slave Mode The Master/Slave mode allows a single Intimidator™ Beam LED 350 unit (the "master") to control the actions of one or more Intimidator™ Beam LED 350 units (the "slaves") without the need of a DMX controller. The master unit will be set to operate in either Automatic or Sound-Active mode, while the slave units will be set to operate in Slave mode. Once set and connected, the slave units will operate in unison with the master unit.

Configure the units as indicated below.

Slave units:

1. Press **<MODE/ESC>** repeatedly until one of the following shows on the display: **nASL, nAFA, nStS, SLAv**
2. Press **<UP>** or **<DOWN>** to select **SLAv**.
3. Press **<ENTER>** to accept and **Son** shows on the display.
4. Set the DMX address to **d001**.
5. Connect the DMX input of the first slave unit to the DMX output of the master unit.
6. Connect the DMX input of the subsequent slave units to the DMX output of the previous slave unit.
7. Finish setting and connecting all the slave units.

Master unit:

1. Set the master unit to operate in either Automatic or Sound-Active mode.
2. Make the master unit the first unit in the DMX daisy chain.

Movement Speed To increase or decrease movement speed, do the following.

1. Press **<MODE/ESC>** repeatedly until **nouS** shows on the display.
2. Press **<ENTER>** and **inS** or **dES** shows on the display.
3. Press **<UP>** or **<DOWN>** to select **inS** (increasing speed) or **dES** (decreasing speed).
4. Press **<ENTER>**.

- **Configure all the slave units before connecting the master unit to the DMX 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 unit.**
- **Do not connect more than 31 slave units to the master unit.**
- **Note: The Intimidator™ Beam LED 350 can be connected in Master/Slave with the Intimidator™ Spot LED 350, but the Intimidator™ Beam LED 350 must be set to Automatic mode's slow program for the products to sync correctly.**
- **Do not change the Movement Speed on the Intimidator™ Beam LED 350 while the product is in motion. Stop the product before changing speeds.**

Reset Software To reset the software, do the following:

1. Press **<MODE/ESC>** repeatedly until **rESt** shows on the display.
2. Press **<ENTER>**. The product will reset all settings in the software to the default factory settings.

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 the product at least twice a month. However, usage and environmental conditions contribute to increased cleaning frequency.

To clean the product, follow the instructions below:

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

Always dry the glass/transparent surfaces carefully after cleaning them.

Do not spin the cooling fan using compressed air because you could damage it.

6. TECHNICAL SPECIFICATIONS

Dimensions and Weight	Length	Width	Height	Weight
	11.3 in (287 mm)	13.4 in (340 mm)	18.5 in (470 mm) **Note:** Max. height is with moving head pointing up	22 lbs (9.8 kg)

Note: Dimensions in inches rounded to the nearest decimal digit.

Power

Power Supply Type	Range	Voltage Selection
Switching (internal)	100~240 VAC, 50/60 Hz	Auto-ranging

Parameter	120 V, 60 Hz	230 V, 50 Hz
Consumption	258 W	269 W
Operating/Inrush current	2.1 A/2.1 A	1.2 A/1.2 A
Power linking current (units)	15 A (3 units)	15 A (7 units)
Fuse/Breaker	F 3 A, 250 V	F 3 A, 250 V

Power I/O	US/Worldwide	UK/Europe
Power input connector	IEC	IEC
Power output connector	Edison	IEC
Power Cord plug	Edison (US)	Local plug

Light Source

Type	Power	Lifespan
LED	75 W	50,000 hours

Color	Quantity	Current
White	1	17 A

Photo Optic

Parameter		
Illuminance @ 2 m	139,200 lux	
Illuminance @ 5 m	33,180 lux	
Beam angle	4°	
Strobe rate	0~20 Hz	
Pan and Tilt	540° pan	270° tilt
Pan/Tilt Ranges	540°, 360°, 180° pan	270°, 180°, 90° tilt

Thermal

Maximum External Temp.	Cooling System
104° F (40° C)	Fan Cooled

DMX

I/O Connectors	Connector Type	Channel Range
3-pin XLR	XLR	8, 14

Ordering

Product Name	Item Code	UPC Number
Intimidator™ Beam LED 350	08010569	781462209179

RoHS

To return a product or request support:

- In the U.S., contact CHAUVET® World Headquarters.
- In the UK or Ireland, contact CHAUVET® Europe Ltd.
- In any other country, DO NOT contact CHAUVET®. Contact your distributor. See www.chauvetlighting.com for distributors outside the U.S., United Kingdom, or Ireland.

If you live outside the U.S., United Kingdom, or Ireland, contact your distributor of record and follow their instructions on how to return CHAUVET® products to them. Visit our website for contact details.

Returns

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.

You must 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
- The 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

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