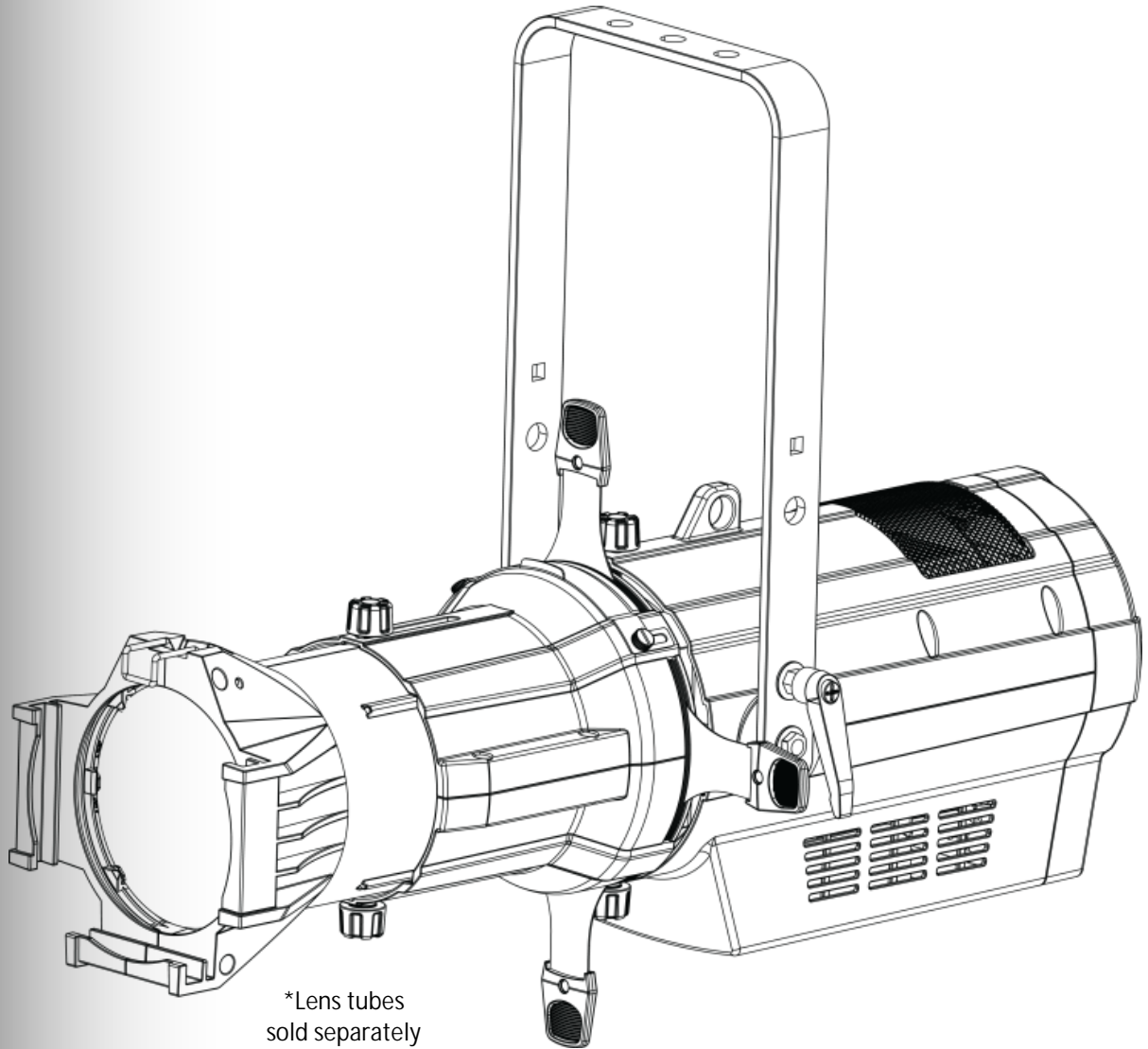


# Ovation

## E-910FC

### User Manual



\*Lens tubes  
sold separately



**CHAUVET**  
PROFESSIONAL

**Edition Notes** The Ovation E-910FC User Manual Rev. 2 includes a description, safety precautions, and installation, programming, operation, and maintenance instructions for the Ovation E-910FC as of the release date of this edition in March 2016.

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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-910FC User Manual Rev. 2 supersedes all previous versions of this manual. Discard any older versions of this manual and replace with this version. Go to [www.chauvetprofessional.com](http://www.chauvetprofessional.com) for the latest version.

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# 1. Before You Begin




- What Is Included**
- Ovation E-910FC
  - 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.

**Safety Notes**

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.**

**Personal Safety**

- 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.

**Mounting And Rigging**

- This product is for indoor use only! To prevent risk of fire or shock, do not expose this product to rain or moisture. (IP20)
- 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.

**Power And Wiring**

- 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.

**Operation**

- 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!



**In the unlikely event that your Chauvet product requires service, contact Chauvet Technical Support.**

**Expected LED Lifespan**

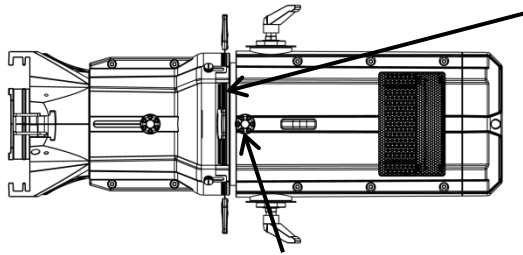
LEDs gradually decline in brightness over time, mostly because of heat. Packaged in clusters, LEDs exhibit higher operating temperatures than in ideal, single-LED conditions. For this reason, using clustered LEDs at their fullest intensity significantly reduces the LEDs' lifespan. Under normal conditions, this lifespan can be 40,000 to 50,000 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-910FC is a high-power full color LED (RGBAL) ERS-style product. It features full RGBA-Lime color mixing with modes providing full 16-bit dimming (per color and master), selectable PWM, RDM, and on-board dimming curve selection. The Virtual Color Wheel matches popular gel colors comparable to those projected by a tungsten source. Additionally we have added color temperature presets from 2800 to 6500 K that match a tungsten source to perfection.

- Features**
- 5, 7, 10, 12, 13 or 15-channel Full Color LED (RGBAL) ERS-style product
  - Operating modes:
    - 5-channel: RGBAL control
    - 7-channel: RGBAL control, dimmer, strobe
    - 10-channel: RGBAL control, 16-bit dimmer, strobe, virtual color wheel, color temperature
    - 12-channel: RGBAL control, dimmer, strobe, virtual color wheel, color temperature, auto programs, auto speed, dimmer mode
    - 13-channel: 16-bit RGBAL and dimmer, strobe
    - 15-channel: 16-bit RGBAL and dimmer, strobe, virtual color wheel, color temperature
  - Built-in auto and custom programs recalled via DMX and Master/Slave
  - Full Color LED (RGBAL) ERS-style lighting product for theatre, film and production
  - Ultra smooth 16-bit dimming of master dimmer and individual colors
  - Flat, even field of light with superior color mixing
  - Virtual Color wheel with color matched to popular Rosco Gel colors
  - Color Temperature Presets from 2800 K to 6500 K with high CRI & CQS
  - RDM (Remote Device Management) for added flexibility
  - Adjustable PWM (Pulse Width Modulation) to avoid flickering on camera
  - Virtually silent operation for use in studio and theatre applications
  - Works perfectly with industry standard lens tubes and accessories

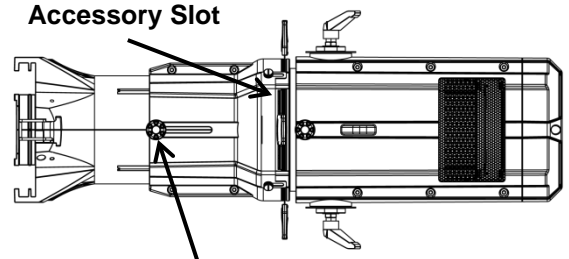
## Overview



**Pattern Holder**  
(A-size holder for 3-in patterns B-size holder for 2.5-in and 2.75-in patterns, sold separately)

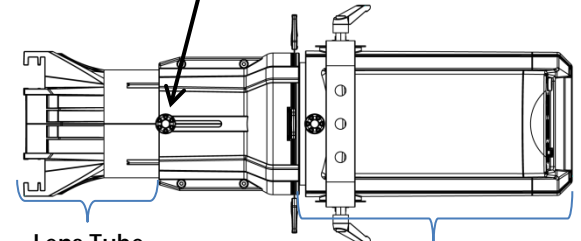
**Barrel Rotation Knobs**

**Top View**



**Accessory Slot**

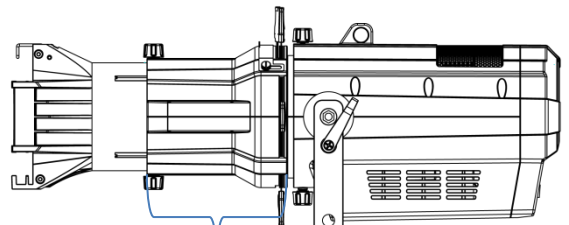
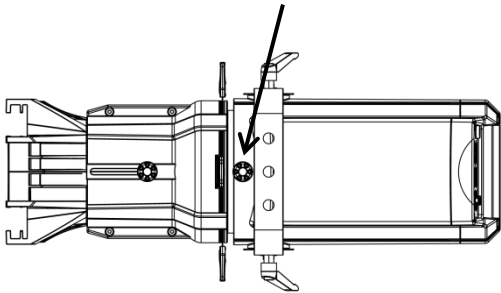
**Beam Focus Knobs**



**Lens Tube**  
(sold separately)

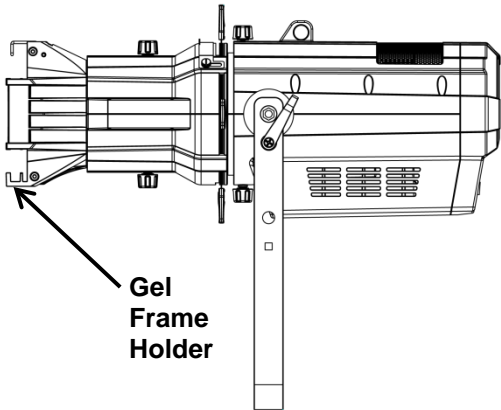
**Light Engine**

**Bottom View**



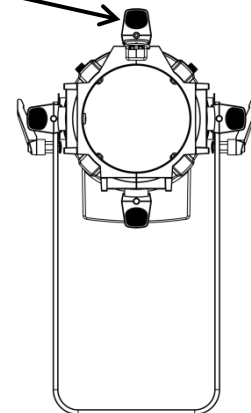
**Barrel Assembly**

**Side View**

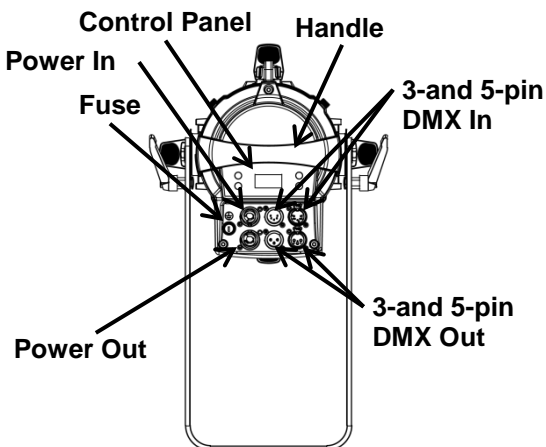


**Gel Frame Holder**

**Framing Shutter (x4)**



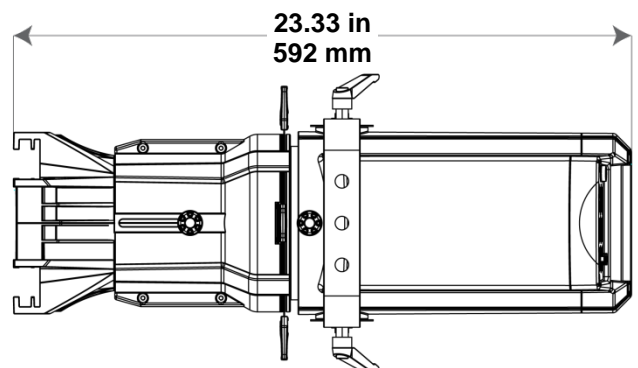
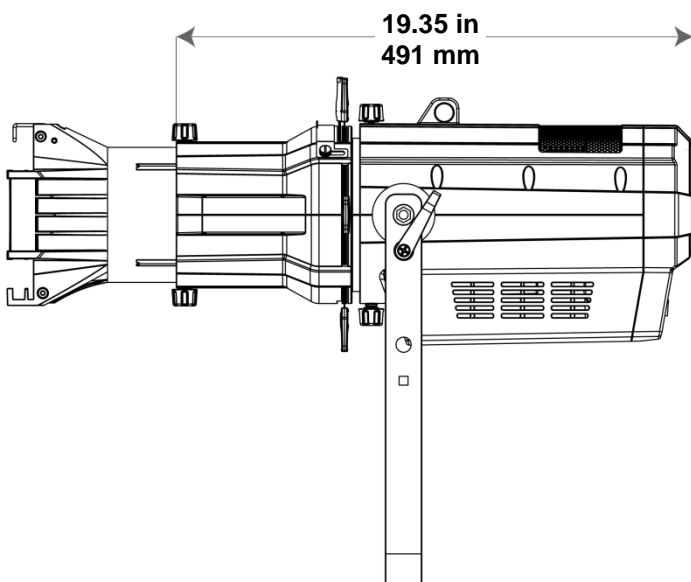
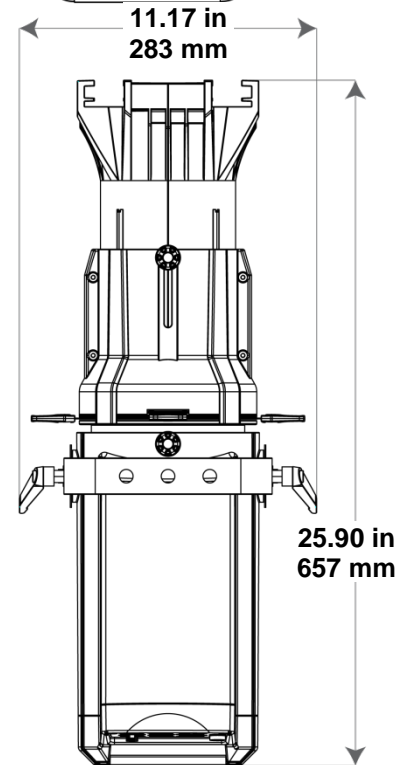
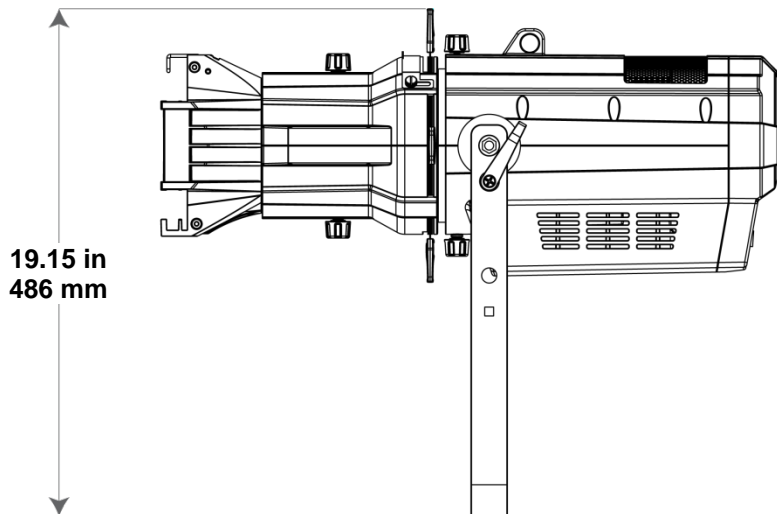
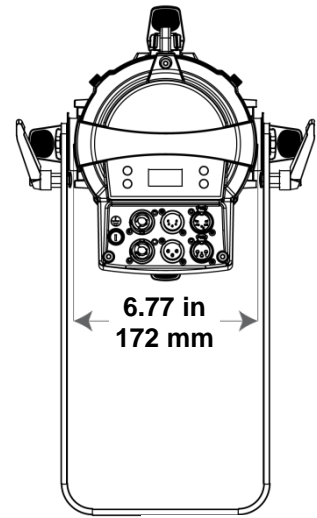
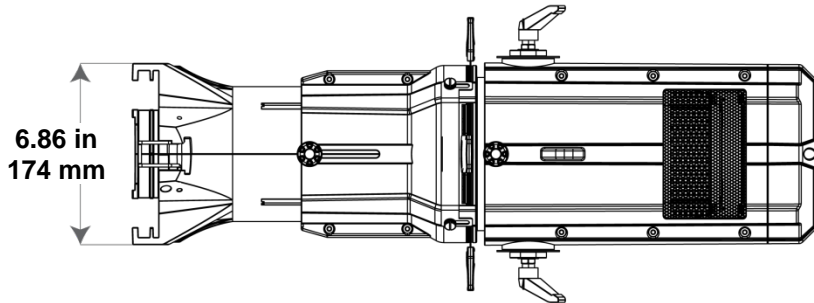
**Front View**



**Rear View**



## Dimensions



## 3. Setup

### AC Power

Each Ovation E-910FC has an auto-ranging power supply that works with an input voltage range of 100 to 240 VAC, 50/60 Hz. To determine the power requirements for each Ovation E-910FC, 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](http://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-910FC 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.

| 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           |

### Power Linking

The Ovation E-910FC supports power linking. You can power link up to 6 products at 120 V; up to 11 at 208 V; or up to 12 at 230 V.

This product comes with a power input cord. Power linking cables are available from Chauvet for purchase.

### Fuse Replacement

1. Disconnect this product from the power outlet.
2. Using a Phillips-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.



**Make sure to disconnect the product's power cord before replacing a blown fuse. Always replace the blown fuse with another of the same type and rating.**

**DMX Linking** You can link the Ovation E-910FC to a DMX controller using a 3- or 5-pin DMX connection. If using other DMX-compatible products with the Ovation E-910FC, you can control each individually with a single DMX controller.

**DMX Personalities** The Ovation E-910FC uses a 3- or 5-pin DMX data connection for the 5, 7, 10, 12, 13, and 15-channel DMX personalities.

- Refer to the [Introduction](#) chapter for a brief description of each DMX personality.
- Refer to the [Operation](#) chapter to learn how to configure the Ovation E-910FC to work in these personalities.
- The [DMX Values](#) section provides you with detailed information regarding the DMX personalities.



- **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](http://www.chauvetprofessional.com).

- **For optimum control of the 16-bit dimming channels in the 10Ch, 13Ch, and 15Ch personalities, be sure that the dimming curves in Dimmer Mode are set to Off.**

**Remote Device Management (RDM)** Remote Device Management, or RDM, is a standard for allowing DMX-enabled devices to communicate bi-directionally along existing DMX cabling. Check the DMX controller's User Manual or with the manufacturer as not all DMX controllers have this capability. The Ovation E-910FC supports RDM protocol that allows feedback to make changes to menu map options.

**Master/Slave Connectivity** The Master/Slave mode allows a Ovation E-910FC (the master) to control one or more Ovation E-910FCs (the slaves) without a DMX controller. One Ovation E-910FC becomes the master when running an auto or custom program, or by being in a Static mode.

You must configure each slave's control panel to operate in Slave mode. During Master/Slave operation, the slaves will operate in unison with the master.



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



- 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, or the DMX cables needed to link this product to a DMX controller, download the DMX Primer from the Chauvet website:** [www.chauvetprofessional.com](http://www.chauvetprofessional.com).

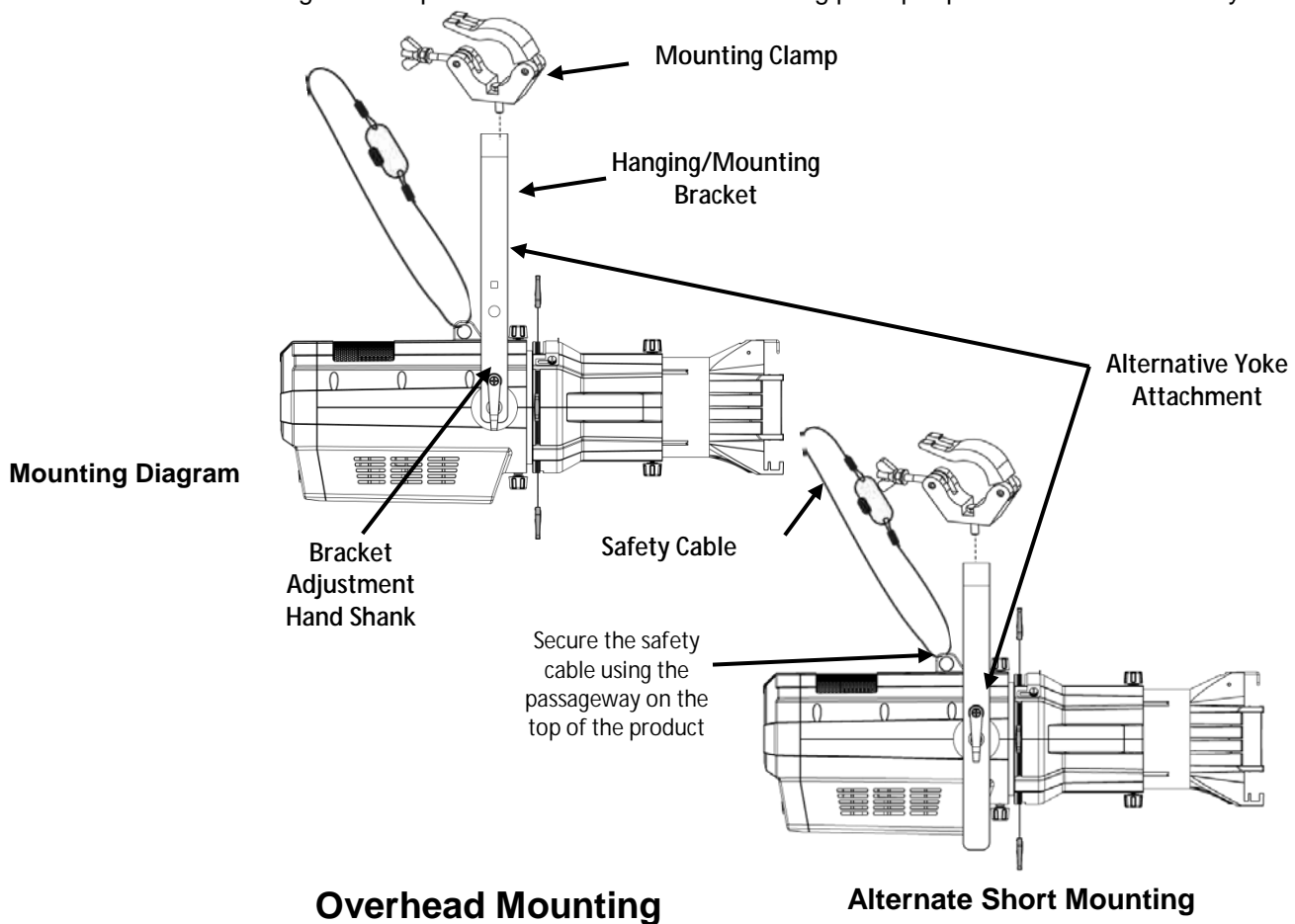
**Mounting** Before mounting this product, read and follow the [Safety Notes](#). For our CHAUVET Professional line of mounting clamps, go to <http://trusst.com/products/>.

**Orientation** Always mount this product in a safe position and 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. For our CHAUVET Professional line of safety cables, go to <http://trusst.com/products/>.

**Procedure** The Ovation E-910FC 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.



**Manual Beam Focus Control** The Ovation E-910FC 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.



**To avoid changing menu settings while focusing the Ovation E-910FC, press and hold the <ENTER> button for 3 seconds. This will put the product in "Focus Mode" by increasing the intensity to 100%. To exit out of focus mode, press <MENU>.**

**Rotating the Barrel Assembly** The Ovation E-910FC allows manual rotation of the barrel assembly, as follows.

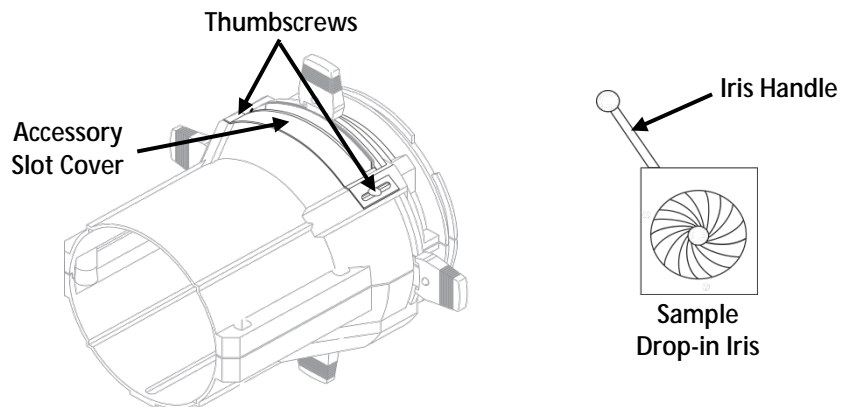
1. Locate the barrel rotation knobs at the top and bottom of the light engine.
2. Loosen the knobs by turning them counter-clockwise.
  - **Note:** Do not remove the knobs.
3. Rotate the barrel to the desired position, up to 25° in either direction from the centered position.
4. Tighten the knobs by turning them clockwise, which lock the barrel's position.



**Make sure the barrel assembly is oriented with the pattern holder and Accessory slots at the top of the product.**

**Accessory Slot** The Ovation E-910FC has an accessory slot, which holds a drop-in iris, a motorized pattern device, or various other optional accessories (sold separately).

1. Loosen the thumbscrews on the slot cover.
  - **Note:** Do not remove the thumbscrews.
2. Slide to cover forward.
3. Insert an accessory.
  - **Note:** Make sure to insert the accessory correctly. For example, make sure the iris handle extends upward from the slot.
4. Slide the cover back. Make sure any handles or adjustment tools that stick out the top are able to function correctly.
5. Tighten the thumbscrews to secure the cover.



- **When not using the accessory slot, replace and secure the slot cover to prevent light leakage during operation.**
- **When obtaining any optional accessories, be sure the items are compatible with the Ovation E-910FC.**

## 4. Operation

| Control Panel Description | Button  | Function   |
|---------------------------|---------|--|
|                           | <MENU>  | Exits from the current menu or function  |
|                           | <ENTER> | Enables the currently displayed menu or sets the currently selected value in to the current function |
|                           | <UP>    | Navigates upward through the menu list or increases the numeric value when in a function             |
|                           | <DOWN>  | Navigates downward through the menu list or decreases the numeric value when in a function           |

**Control Options** Set the Ovation E-910FC starting address in the **001–512** DMX range. This enables control of up to 34 products in the 15-channel **15Ch** personality.

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

- To go to the desired main level, press **<MENU>** repeatedly until the option shows on the display. Press **<ENTER>** to select. This will take you to the first programming level for that option.
- To select an option or value within the current programming level, press **<UP>** or **<DOWN>** until the option shows on the display. Press **<ENTER>** to select. In this case, if there is another programming level, you will either see that first option, or you will see the selected value.
- Press **<MENU>** repeatedly to exit to the previous main level.

### Menu Map

| Main Level          | Programming Levels  |                    | Description  |
|---------------------|---------------------|--------------------|--|
| DMX Address         | <001–512>           |                    | Selects DMX address (highest channel restricted to personality chosen)   |
| DMX Channel         | 5Ch                 |                    | 5-channel: RGBAL control   |
|                     | 7Ch                 |                    | 7-channel: RGBAL control, dimmer, strobe   |
|                     | 10Ch                |                    | 10-channel: RGBAL control, 16-bit dimmer, strobe, virtual color wheel, color temperature   |
|                     | 12Ch                |                    | 12-channel: RGBAL control, dimmer, strobe, virtual color wheel, color temperature, auto programs, auto speed, dimmer mode                                  |
|                     | 13Ch                |                    | 13-channel: 16-bit RGBAL and dimmer, strobe  |
| Virtual Color Wheel | 15Ch                |                    | 15-channel: 16-bit RGBAL and dimmer, strobe, virtual color wheel, color temperature  |
|                     | Virtual Color Wheel | R4590-Cal90 Yellow | Virtual Color Wheel simulates the output of each gel color from Rosco. Refer to the <a href="#">Virtual Color Wheel Chart</a> section for specific values. |
|                     |                     | R11-Light Straw    |  |
|                     |                     | R312-Canary        |  |
|                     |                     | R03-Dark BAmer     |  |
|                     |                     | R18-Flame          |  |
| R20-Medium Amber    |                     |                    |  |

## Menu Map (Cont.)

| Main Level                  | Programming Levels          |                      | Description  |
|-----------------------------|-----------------------------|----------------------|--|
| Virtual Color Wheel (cont.) | Virtual Color Wheel (cont.) | R21-Golden Amber     | Virtual Color Wheel simulates the output of each gel color from Rosco. Refer to the <a href="#">Virtual Color Wheel Chart</a> section for specific values.                             |
|                             |                             | R26-Light Red        |  |
|                             |                             | R27-Medium Red       |  |
|                             |                             | R33-NoColor Pink     |  |
|                             |                             | R337-True Pink       |  |
|                             |                             | R38-Light Rose       |  |
|                             |                             | R41-Salmon           |  |
|                             |                             | R42-Deep Salmon      |  |
|                             |                             | R44-Middle Rose      |  |
|                             |                             | R349-Fisher Fuchsia  |  |
|                             |                             | R54-Special Lavender |  |
|                             |                             | R64-Light Steel Blue |  |
|                             |                             | R364-Blue Bell       |  |
|                             |                             | R65-Daylight Blue    |  |
|                             |                             | R80-Primary Blue     |  |
|                             |                             | R81-Urban Blue       |  |
|                             |                             | R82-Surprise Blue    |  |
|                             |                             | R382-Congo Blue      |  |
|                             |                             | R83-Medium Blue      |  |
|                             |                             | R383-Sapphire Blue   |  |
|                             |                             | R90-Dk Yellow Green  |  |
|                             |                             | R91-Primary Green    |  |
|                             |                             | R92-Turquoise        |  |
| R93-Blue Green              |                             |                      |  |
| R393-Emerald Green          |                             |                      |  |
| Color Temperature           | Color Temperature           | 2800K                | Preset white color temperatures. Emulates a tungsten lamp at the specified color temperature. Refer to the <a href="#">Preset Color Temperature Chart</a> section for specific values. |
|                             |                             | 3200K                |  |
|                             |                             | 3500K                |  |
|                             |                             | 4000K                |  |
|                             |                             | 4500K                |  |
|                             |                             | 5000K                |  |
|                             |                             | 5600K                |  |
|                             |                             | 6000K                |  |
|                             |                             | 6500K                |  |
| Manual Color Mixer          | Red                         | <0–255>              | Combine red, green, blue, amber, and lime to make a custom color (0–100%)  |
|                             | Green                       |                      |  |
|                             | Blue                        |                      |  |
|                             | Amber                       |                      |  |
|                             | Lime                        |                      |  |

## Menu Map (Cont.)

| Main Level    | Programming Levels |           | Description   |                              |
|---------------|--------------------|-----------|---|------------------------------|
| Auto Show     | Auto 1             | <1-100>   | Selects automatic programs and auto program speed               |                              |
|               | Auto 2             |           |   |                              |
|               | Auto 3             |           |   |                              |
|               | Auto 4             |           |   |                              |
|               | Auto 5             |           |   |                              |
| Master/Slave  | Master             |           | DMX mode (Master)   |                              |
|               | Slave              |           | Slave mode  |                              |
| Dimmer Mode   | Off                |           | No dimmer   |                              |
|               | Dimmer 1-3         |           | Dimming curves <b>Dimmer 1</b> (fast) to <b>Dimmer 3</b> (slow) |                              |
| White Balance | Off                |           | Uses factory default white setting                              |                              |
|               | Manual             | Red       | <125-255>   |                              |
|               |                    | Green     |   | Sets green LED maximum value |
|               |                    | Blue      |   | Sets blue LED maximum value  |
| LED Frequency | 600Hz              |           | Selects the PWM output frequency                                |                              |
|               | 1200Hz             |           |   |                              |
|               | 2000Hz             |           |   |                              |
|               | 4000Hz             |           |   |                              |
|               | 25KHz              |           |   |                              |
| Fan Mode      | Auto               |           | Sets the fan to auto mode                                       |                              |
|               | On                 |           | Sets the fan to always on                                       |                              |
| Back Light    | On                 |           | Display backlight always on                                     |                              |
|               | 10S                |           | Turns off display backlight after 10 sec of inactivity          |                              |
|               | 20S                |           | Turns off display backlight after 20 sec of inactivity          |                              |
|               | 30S                |           | Turns off display backlight after 30 sec of inactivity          |                              |
| Information   | Fixture Hours      | <_ _ _ H> | Shows total product hours                                       |                              |
|               | Version            | <V _ _>   | Shows installed software version                                |                              |
|               | UID:               | -----     | Shows product UID   |                              |



## Configuration (Standalone)

Use standalone configuration to operate the product without a DMX controller.

### Auto Programs

Auto programs allow for dynamic RGBAL color mixing without a DMX controller.

1. Go to the **Auto Show** main level.
2. Select the desired auto (**Auto 1–5**)
3. Select the desired auto program speed (**1–100**)



**You cannot edit any of the auto programs (Auto 1–5).**

### Master/Slave

The Master/Slave mode allows a group of Ovation E-910FCs (the slaves) to simultaneously duplicate the output of another Ovation E-910FC (the master) without a DMX controller.

1. Set each of the slaves:
  - a. Go to the **Master/Slave** main level.
  - b. Select **Slave**.
2. Set the master:
  - a. Go to the **Master/Slave** main level.
  - b. Select **Master**.



- **The master is the one that runs a program whether in Auto, Virtual Color Wheel, Color Temperature, or Manual Color Mixer modes.**
- **Do not connect a DMX controller to the products configured for Master/Slave operation. The DMX controller may interfere with signals from the master.**
- **The master should be the first product in the daisy chain.**

### Virtual Color Wheel

The Ovation E-910FC offers over thirty pre-mixed colors based on Rosco gel colors. To select a Rosco gel color, do the following.

1. Go to the **Virtual Color Wheel** main level.
2. Select **Virtual Color Wheel**.
3. Select the desired Rosco color (**R4590, R11, R312, R03, R18, R20, R21, R26, R27, R33, R337, R38, R41, R42, R44, R349, R54, R64, R364, R65, R80, R81, R82, R382, R83, R383, R90, R91, R92, R93, or R393**).

See the [Color Chart](#) section for details on specific values.

### Color Temperature

The Color Temperature mode offer preset white color temperatures that emulate a tungsten lamp at the specified color temperature.

1. Go to the **Virtual Color Wheel** main level.
2. Select **Color Temperature**.
3. Select the desired color temperature (**2800K, 3200K, 3500K, 4000K, 4500K, 5000K, 5600K, 6000K, or 6500K**).

See the [Color Chart](#) section for details on specific values.

### Manual Color Mixer

The Manual Color Mixer mode allows for permanent RGBAL color mixing without a DMX controller.

1. Go to the **Virtual Color Wheel** main level.
2. Select **Manual Color Mixer**.
3. Select the desired color (**Red, Green, Blue, Amber, or Lime**).
4. Select the color value (**000–255**).
5. Repeat for the other colors.

### Focus Mode

Focus mode allows for focusing of the Ovation E-910FC without changing any menu settings.

1. Press and hold **<ENTER>** for 3 seconds. The intensity will increase to 100%.
2. Press **<MENU>** to exit to previous settings.

**Dimmer Profiles** This setting determines how fast the output of the Ovation E-910FC changes when you modify the values of the red, green, blue, amber, lime, and dimmer faders. This setting provides four different options to simulate the dimming curve of an incandescent lighting product.

1. Go to the **Dimmer Mode** main level.
2. Select a dimmer curve (**Off**, **Dimmer 1**, **Dimmer 2**, or **Dimmer 3**).



**Off:** The output is proportional (linear) to the dimmer and RGBAL channel values.

**Dimmer 1–3:** The output follows the dimmer and RGBAL channel values based on the corresponding dimmer curve, **Dimmer 1** being the fastest and **Dimmer 3** the slowest.



**For optimum control of the 16-bit dimming channels in the 10Ch, 13Ch, and 15Ch personalities, be sure that the dimming curves in Dimmer Mode are set to Off.**

**White Calibration** This setting selects the white color shown by the Ovation E-910FC when the the DMX controller's red, green, and blue faders are set to **255**.

1. Go to the **White Balance** main level.
2. Go to **Manual** to set the color values or **Off** to set the faders to linear.
3. Select a color (**Red**, **Green**, or **Blue**).
4. Select a color value (**125–255**).
5. Repeat for the other colors.

**LED Frequency** This option changes the Pulse Width Modulation (PWM) frequency of the LEDs on the Ovation E-910FC.

6. Go to the **LED Frequency** main level.
7. Choose an output frequency. (**600Hz**, **1200Hz**, **2000Hz**, **4000Hz**, or **25KHz**)

**Fan Mode** This option toggles the fan speed from being always on and auto control based on the products temperature.

1. Go to the **Fan Mode** main level.
2. Select a fan mode (**Auto**, or **On**).

**Back Light** This setting allows you to set the amount of time the backlight on the Ovation E-910FC's display stays on after the last button is pressed on the control panel.

1. Go to the **BackLite** main level.
2. Select **On** (remains on), **10S** (10 seconds), **20S** (20 seconds), or **30S** (seconds).

**Run Time** This option show how many total hours the product has been on.

1. Go to the **Information** main level.
2. Select **Fixture Hours** and the amount of hours will show on the screen.

**Software Information** This option shows what version of software the Ovation E-910FC is running.

1. Go to the **Information** main level.
2. Select **Version** and the version number will show on the screen.

**RDM** This option shows the product's **UID #**. The UID # is used when using the RDM functionality of this product.

1. Go to the **Information** main level.
2. Select **UID:** and the number will show on the screen.

## Configuration (DMX)

Use DMX configurations to operate the product with a DMX controller.

### DMX Personalities

This setting allows you to choose a particular DMX personality.

1. Go to the **DMX Channel** main level.
  2. Select the desired personality (**5Ch**, **7Ch**, **10Ch**, **12Ch**, **13Ch**, or **15Ch**).
- See the [DMX Values](#) 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

In this mode, each product will respond to a unique starting address from the DMX controller. All products with the same starting address will respond in unison.

1. Select a DMX personality as shown in [DMX Personalities](#).
2. Set the running mode:
  - a. Go to the **Master/Slave** main level.
  - b. Select the **Master** programming level.
3. Set the starting address:
  - a. Go to **DMX Address** main level.
  - b. Select the starting address (**001–512**).

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



| DMX Personality | DMX Address | DMX Personality | DMX Address | DMX Personality | DMX Address |
|-----------------|-------------|-----------------|-------------|-----------------|-------------|
| <b>5Ch</b>      | 508         | <b>10Ch</b>     | 503         | <b>13Ch</b>     | 500         |
| <b>7Ch</b>      | 506         | <b>12Ch</b>     | 501         | <b>15Ch</b>     | 498         |

## DMX Values

| 15Ch | Channel | Function            | Value  | Percent/Setting   |
|------|---------|---------------------|--|---|
|      | 1       | Dimmer              | 000ó 255   | 0–100%  |
|      | 2       | Dimmer Fine         | 000ó 255   | 0–100%  |
|      | 3       | Red                 | 000ó 255   | 0–100%  |
|      | 4       | Red Fine            | 000ó 255   | 0–100%  |
|      | 5       | Green               | 000ó 255   | 0–100%  |
|      | 6       | Green Fine          | 000ó 255   | 0–100%  |
|      | 7       | Blue                | 000ó 255   | 0–100%  |
|      | 8       | Blue Fine           | 000ó 255   | 0–100%  |
|      | 9       | Amber               | 000ó 255   | 0–100%  |
|      | 10      | Amber Fine          | 000ó 255   | 0–100%  |
|      | 11      | Lime                | 000ó 255   | 0–100%  |
|      | 12      | Lime Fine           | 000ó 255   | 0–100%  |
|      | 13      | Strobe              | 000ó 010<br>011ó 255   | No function<br>Strobe, slow to fast   |
|      | 14      | Virtual Color Wheel | 000ó 005<br>006ó 013<br>014ó 021<br>022ó 028<br>029ó 035<br>036ó 043<br>044ó 051<br>052ó 059<br>060ó 067<br>068ó 075<br>076ó 083<br>084ó 091<br>092ó 099<br>100ó 107<br>108ó 115<br>116ó 121<br>122ó 130<br>131ó 138<br>139ó 146<br>147ó 154<br>155ó 162<br>163ó 170<br>171ó 178<br>179ó 186<br>187ó 194<br>195ó 202<br>203ó 210<br>211ó 218<br>219ó 226<br>227ó 234<br>235ó 242<br>243ó 250<br>251ó 255 | No function<br>R4590 - CalColor 90 Yellow<br>R11 - Light Straw<br>R312 - Canary<br>R03 - Dark Bastard Amber<br>R18 - Flame<br>R20 - Medium Amber<br>R21 - Golden Amber<br>R26 - Light Red<br>R27 - Medium Red<br>R33 - No Color Pink<br>R337 - True Pink<br>R38 - Light Rose<br>R41 - Salmon<br>R42 - Deep Salmon<br>R44 - Middle Rose<br>R349 - Fisher Fuchsia<br>R54 - Special Lavender<br>R64 - Light Steel Blue<br>R364 - Blue Bell<br>R65 - Daylight Blue<br>R80 - Primary Blue<br>R81 - Urban Blue<br>R82 - Surprise Blue<br>R382 - Congo Blue<br>R83 - Medium Blue<br>R383 - Sapphire Blue<br>R90 - Dark Yellow Green<br>R91 - Primary Green<br>R92 - Turquoise<br>R93 - Blue Green<br>R393 - Emerald Green<br>No function |

**DMX Values (Cont.)**

| 15Ch<br>(Cont.) | Channel | Function          | Value     | Percent/Setting |
|-----------------|---------|-------------------|-----------|-----------------|
|                 | 15      | Color Temperature | 000 ó 005 | No function     |
|                 |         |                   | 006 ó 025 | 2800K           |
|                 |         |                   | 026 ó 050 | 3200K           |
|                 |         |                   | 051 ó 075 | 3500K           |
|                 |         |                   | 076 ó 100 | 4000K           |
|                 |         |                   | 101 ó 125 | 4500K           |
|                 |         |                   | 126 ó 150 | 5000K           |
|                 |         |                   | 151 ó 175 | 5600K           |
|                 |         |                   | 176 ó 200 | 6000K           |
|                 |         |                   | 201 ó 225 | 6500K           |
|                 |         |                   | 226 ó 255 | No function     |

| 13Ch | Channel | Function    | Value     | Percent/Setting      |
|------|---------|-------------|-----------|----------------------|
|      | 1       | Dimmer      | 000 ó 255 | 0–100%               |
|      | 2       | Dimmer Fine | 000 ó 255 | 0–100%               |
|      | 3       | Red         | 000 ó 255 | 0–100%               |
|      | 4       | Red Fine    | 000 ó 255 | 0–100%               |
|      | 5       | Green       | 000 ó 255 | 0–100%               |
|      | 6       | Green Fine  | 000 ó 255 | 0–100%               |
|      | 7       | Blue        | 000 ó 255 | 0–100%               |
|      | 8       | Blue Fine   | 000 ó 255 | 0–100%               |
|      | 9       | Amber       | 000 ó 255 | 0–100%               |
|      | 10      | Amber Fine  | 000 ó 255 | 0–100%               |
|      | 11      | Lime        | 000 ó 255 | 0–100%               |
|      | 12      | Lime Fine   | 000 ó 255 | 0–100%               |
|      | 13      | Strobe      | 000 ó 010 | No function          |
|      |         |             | 011 ó 255 | Strobe, slow to fast |

| 12Ch | Channel | Function | Value     | Percent/Setting      |
|------|---------|----------|-----------|----------------------|
|      | 1       | Dimmer   | 000 ó 255 | 0–100%               |
|      | 2       | Red      | 000 ó 255 | 0–100%               |
|      | 3       | Green    | 000 ó 255 | 0–100%               |
|      | 4       | Blue     | 000 ó 255 | 0–100%               |
|      | 5       | Amber    | 000 ó 255 | 0–100%               |
|      | 6       | Lime     | 000 ó 255 | 0–100%               |
|      | 7       | Strobe   | 000 ó 010 | No function          |
|      |         |          | 011 ó 255 | Strobe, slow to fast |

**DMX Values (Cont.)**

| 12Ch<br>(Cont.) | Channel             | Function             | Value | Percent/Setting            |
|-----------------|---------------------|----------------------|-------|----------------------------|
| 8               | Virtual Color Wheel | 000                  | 005   | No function                |
|                 |                     | 006                  | 013   | R4590 - CalColor 90 Yellow |
|                 |                     | 014                  | 021   | R11 - Light Straw          |
|                 |                     | 022                  | 028   | R312 - Canary              |
|                 |                     | 029                  | 035   | R03 - Dark Bastard Amber   |
|                 |                     | 036                  | 043   | R18 - Flame                |
|                 |                     | 044                  | 051   | R20 - Medium Amber         |
|                 |                     | 052                  | 059   | R21 - Golden Amber         |
|                 |                     | 060                  | 067   | R26 - Light Red            |
|                 |                     | 068                  | 075   | R27 - Medium Red           |
|                 |                     | 076                  | 083   | R33 - No Color Pink        |
|                 |                     | 084                  | 091   | R337 - True Pink           |
|                 |                     | 092                  | 099   | R38 - Light Rose           |
|                 |                     | 100                  | 107   | R41 - Salmon               |
|                 |                     | 108                  | 115   | R42 - Deep Salmon          |
|                 |                     | 116                  | 121   | R44 - Middle Rose          |
|                 |                     | 122                  | 130   | R349 - Fisher Fuchsia      |
|                 |                     | 131                  | 138   | R54 - Special Lavender     |
|                 |                     | 139                  | 146   | R64 - Light Steel Blue     |
|                 |                     | 147                  | 154   | R364 - Blue Bell           |
|                 |                     | 155                  | 162   | R65 - Daylight Blue        |
|                 |                     | 163                  | 170   | R80 - Primary Blue         |
|                 |                     | 171                  | 178   | R81 - Urban Blue           |
|                 |                     | 179                  | 186   | R82 - Surprise Blue        |
|                 |                     | 187                  | 194   | R382 - Congo Blue          |
|                 |                     | 195                  | 202   | R83 - Medium Blue          |
|                 |                     | 203                  | 210   | R383 - Sapphire Blue       |
|                 |                     | 211                  | 218   | R90 - Dark Yellow Green    |
|                 |                     | 219                  | 226   | R91 - Primary Green        |
|                 |                     | 227                  | 234   | R92 - Turquoise            |
| 235             | 242                 | R93 - Blue Green     |       |                            |
| 243             | 250                 | R393 - Emerald Green |       |                            |
| 251             | 255                 | No function          |       |                            |
| 9               | Color Temperature   | 000                  | 005   | No function                |
|                 |                     | 006                  | 025   | 2800K                      |
|                 |                     | 026                  | 050   | 3200K                      |
|                 |                     | 051                  | 075   | 3500K                      |
|                 |                     | 076                  | 100   | 4000K                      |
|                 |                     | 101                  | 125   | 4500K                      |
|                 |                     | 126                  | 150   | 5000K                      |
|                 |                     | 151                  | 175   | 5600K                      |
|                 |                     | 176                  | 200   | 6000K                      |
|                 |                     | 201                  | 225   | 6500K                      |
| 226             | 255                 | No function          |       |                            |

**DMX Values (Cont.)**

| 12Ch<br>(Cont.) | Channel | Function      | Value     | Percent/Setting                       |
|-----------------|---------|---------------|-----------|---------------------------------------|
|                 | 10      | Auto Programs | 000 ó 010 | No function                           |
|                 |         |               | 011 ó 060 | Auto 1                                |
|                 |         |               | 061 ó 110 | Auto 2                                |
|                 |         |               | 111 ó 160 | Auto 3                                |
|                 |         |               | 161 ó 210 | Auto 4                                |
|                 |         |               | 211 ó 255 | Auto 5                                |
|                 | 11      | Auto Speed    | 000 ó 255 | Slow to fast                          |
|                 | 12      | Dimmer Speed  | 000 ó 051 | Preset dimmer speed from display menu |
|                 |         |               | 052 ó 101 | Dimmer speed mode off                 |
|                 |         |               | 102 ó 152 | Dimmer speed mode 1 (fastest)         |
|                 |         |               | 153 ó 203 | Dimmer speed mode 2                   |
|                 |         |               | 204 ó 255 | Dimmer speed mode 3 (slowest)         |

| 10Ch | Channel | Function    | Value     | Percent/Setting      |
|------|---------|-------------|-----------|----------------------|
|      | 1       | Dimmer      | 000 ó 255 | 0–100%               |
|      | 2       | Dimmer Fine | 000 ó 255 | 0–100%               |
|      | 3       | Red         | 000 ó 255 | 0–100%               |
|      | 4       | Green       | 000 ó 255 | 0–100%               |
|      | 5       | Blue        | 000 ó 255 | 0–100%               |
|      | 6       | Amber       | 000 ó 255 | 0–100%               |
|      | 7       | Lime        | 000 ó 255 | 0–100%               |
|      | 8       | Strobe      | 000 ó 010 | No function          |
|      |         |             | 011 ó 255 | Strobe, slow to fast |

**DMX Values (Cont.)**

| 10Ch<br>(Cont.) | Channel             | Function             | Value | Percent/Setting            |
|-----------------|---------------------|----------------------|-------|----------------------------|
| 9               | Virtual Color Wheel | 000                  | 005   | No function                |
|                 |                     | 006                  | 013   | R4590 - CalColor 90 Yellow |
|                 |                     | 014                  | 021   | R11 - Light Straw          |
|                 |                     | 022                  | 028   | R312 - Canary              |
|                 |                     | 029                  | 035   | R03 - Dark Bastard Amber   |
|                 |                     | 036                  | 043   | R18 - Flame                |
|                 |                     | 044                  | 051   | R20 - Medium Amber         |
|                 |                     | 052                  | 059   | R21 - Golden Amber         |
|                 |                     | 060                  | 067   | R26 - Light Red            |
|                 |                     | 068                  | 075   | R27 - Medium Red           |
|                 |                     | 076                  | 083   | R33 - No Color Pink        |
|                 |                     | 084                  | 091   | R337 - True Pink           |
|                 |                     | 092                  | 099   | R38 - Light Rose           |
|                 |                     | 100                  | 107   | R41 - Salmon               |
|                 |                     | 108                  | 115   | R42 - Deep Salmon          |
|                 |                     | 116                  | 121   | R44 - Middle Rose          |
|                 |                     | 122                  | 130   | R349 - Fisher Fuchsia      |
|                 |                     | 131                  | 138   | R54 - Special Lavender     |
|                 |                     | 139                  | 146   | R64 - Light Steel Blue     |
|                 |                     | 147                  | 154   | R364 - Blue Bell           |
|                 |                     | 155                  | 162   | R65 - Daylight Blue        |
|                 |                     | 163                  | 170   | R80 - Primary Blue         |
|                 |                     | 171                  | 178   | R81 - Urban Blue           |
|                 |                     | 179                  | 186   | R82 - Surprise Blue        |
|                 |                     | 187                  | 194   | R382 - Congo Blue          |
|                 |                     | 195                  | 202   | R83 - Medium Blue          |
|                 |                     | 203                  | 210   | R383 - Sapphire Blue       |
|                 |                     | 211                  | 218   | R90 - Dark Yellow Green    |
|                 |                     | 219                  | 226   | R91 - Primary Green        |
|                 |                     | 227                  | 234   | R92 - Turquoise            |
| 235             | 242                 | R93 - Blue Green     |       |                            |
| 243             | 250                 | R393 - Emerald Green |       |                            |
| 251             | 255                 | No function          |       |                            |
| 10              | Color Temperature   | 000                  | 005   | No function                |
|                 |                     | 006                  | 025   | 2800K                      |
|                 |                     | 026                  | 050   | 3200K                      |
|                 |                     | 051                  | 075   | 3500K                      |
|                 |                     | 076                  | 100   | 4000K                      |
|                 |                     | 101                  | 125   | 4500K                      |
|                 |                     | 126                  | 150   | 5000K                      |
|                 |                     | 151                  | 175   | 5600K                      |
|                 |                     | 176                  | 200   | 6000K                      |
|                 |                     | 201                  | 225   | 6500K                      |
| 226             | 255                 | No function          |       |                            |



**DMX Values (Cont.)**

| 7Ch | Channel | Function | Value                  | Percent/Setting                     |
|-----|---------|----------|------------------------|-------------------------------------|
|     | 1       | Dimmer   | 000 ó 255              | 0–100%                              |
|     | 2       | Red      | 000 ó 255              | 0–100%                              |
|     | 3       | Green    | 000 ó 255              | 0–100%                              |
|     | 4       | Blue     | 000 ó 255              | 0–100%                              |
|     | 5       | Amber    | 000 ó 255              | 0–100%                              |
|     | 6       | Lime     | 000 ó 255              | 0–100%                              |
|     | 7       | Strobe   | 000 ó 010<br>011 ó 255 | No function<br>Strobe, slow to fast |

| 5Ch | Channel | Function | Value     | Percent/Setting |
|-----|---------|----------|-----------|-----------------|
|     | 1       | Red      | 000 ó 255 | 0–100%          |
|     | 2       | Green    | 000 ó 255 | 0–100%          |
|     | 3       | Blue     | 000 ó 255 | 0–100%          |
|     | 4       | Amber    | 000 ó 255 | 0–100%          |
|     | 5       | Lime     | 000 ó 255 | 0–100%          |

## 5. Technical Information

### Product Maintenance

To maintain optimum performance and minimize wear, clean this product frequently. Usage and environment are contributing factors in determining the cleaning frequency. Clean this product at least twice a month. Dust build-up reduces light output performance and can cause overheating. This can lead to reduced light source life and increased mechanical wear.

To clean your product:

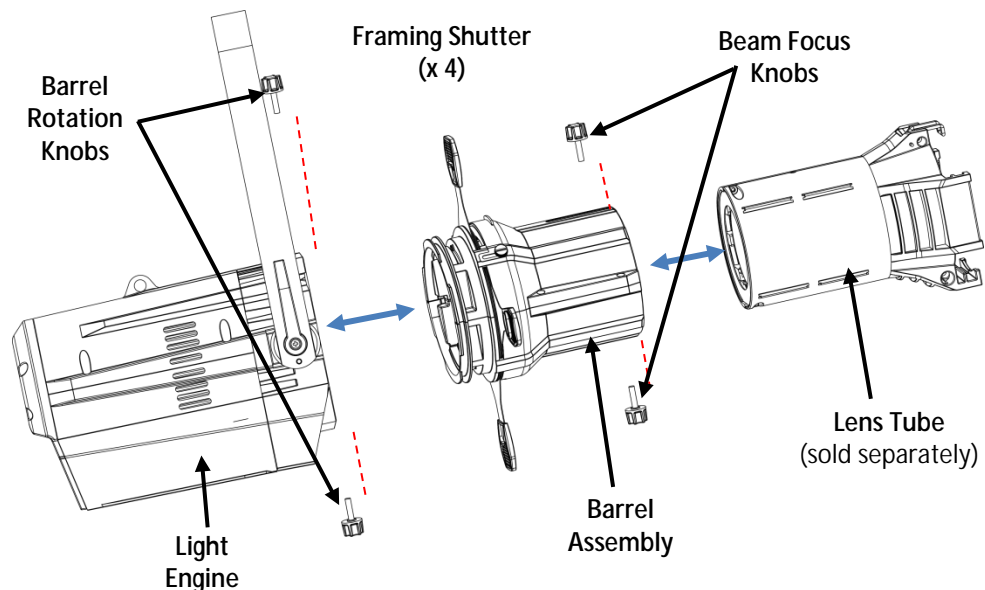
1. Unplug the product from power.
2. Wait until the product is at room temperature.
3. Use a vacuum (or dry compressed air) and a soft brush to remove dust collected on the external vents.
4. Clean all external surfaces with a mild solution of non-ammonia glass cleaner or isopropyl alcohol.
5. Apply 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.**



**Do not spin the cooling fans while blowing compressed air into them.**



### Cleaning the Light Engine Lens

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

1. Separate the light engine from the barrel assembly by unscrewing the barrel rotation knobs.
2. Clean the lens as described in Product Maintenance.



- **Take great care not to damage or scratch the lens assembly, which will now be exposed inside the light engine housing.**
- **Always close the framing shutters when transporting or storing the product.**



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

## 6. Technical Specifications

|   |                                  |                   |                         |                   |                 |                   |                          |          |                     |        |
|---|----------------------------------|-------------------|-------------------------|-------------------|-----------------|-------------------|--------------------------|----------|---------------------|--------|
| <b>Dimensions and Weight</b>  | <b>Length</b>                    | <b>Width</b>      |                         | <b>Height</b>     |                 | <b>Weight</b>     |                          |          |                     |        |
|   | 19.49 in (495 mm)                | 11.22 in (285 mm) |                         | 19.17 in (487 mm) |                 | 15.40 lb (7.1 kg) |                          |          |                     |        |
| <b>Note:</b> Dimensions in inches rounded to the nearest decimal digit. |                                  |                   |                         |                   |                 |                   |                          |          |                     |        |
| <b>Power</b>  | <b>Power Supply Type</b>         |                   | <b>Range</b>            |                   |                 |                   | <b>Voltage Selection</b> |          |                     |        |
|   | Switching (internal)             |                   | 100–240 VAC, 50/60 Hz   |                   |                 |                   | Auto-ranging             |          |                     |        |
|   | <b>Parameter</b>                 |                   | <b>120 VAC, 60 Hz</b>   |                   |                 |                   | <b>230 VAC, 50 Hz</b>    |          |                     |        |
|   | Consumption                      |                   | 240 W                   |                   |                 |                   | 234 W                    |          |                     |        |
|   | Current                          |                   | 2.006 A                 |                   |                 |                   | 1.074 A                  |          |                     |        |
|   | Power linking current (products) |                   | 13.6 A (6 products)     |                   |                 |                   | 13.6 A (12 products)     |          |                     |        |
|   | Fuse/Breaker                     |                   | T 3.15 A, 250 V         |                   |                 |                   | T 3.15 A, 250 V          |          |                     |        |
|   | <b>Power I/O</b>                 |                   | <b>U.S./Canada</b>      |                   |                 |                   | <b>Worldwide</b>         |          |                     |        |
|   | 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        |                          |          |                     |        |
| <b>Light Source</b>   | <b>Type</b>                      |                   | <b>Power</b>            |                   |                 |                   | <b>Lifespan</b>          |          |                     |        |
|   | LED                              |                   | 3 W                     |                   |                 |                   | 50,000 hours             |          |                     |        |
|   | <b>Color</b>                     |                   | <b>Quantity</b>         |                   |                 |                   | <b>Current</b>           |          |                     |        |
|   | Red                              |                   | 18                      |                   |                 |                   | 1.4 A                    |          |                     |        |
|   | Green                            |                   | 18                      |                   |                 |                   | 1.4 A                    |          |                     |        |
|   | Blue                             |                   | 19                      |                   |                 |                   | 1.4 A                    |          |                     |        |
|   | Amber                            |                   | 18                      |                   |                 |                   | 1.4 A                    |          |                     |        |
|   | Lime Green                       |                   | 18                      |                   |                 |                   | 1.4 A                    |          |                     |        |
| <b>Photometrics</b>   | <b>Parameter</b>                 |                   | <b>19° Lens</b>         | <b>26° Lens</b>   | <b>36° Lens</b> | <b>50° Lens</b>   | <b>15°–30° Lens</b>      |          | <b>25°–50° Lens</b> |        |
|   | Illuminance @ 5 m                |                   | 3,017 lx                | 1,894 lx          | 1,137 lx        | 513 lx            | 3,784 lx                 | 1,223 lx | 1,657 lx            | 647 lx |
|   | Lumens                           |                   | 3,236                   | 4,316             | 3,918           | 3,813             | N/A                      | N/A      | N/A                 | N/A    |
|   | Beam angle                       |                   | 19°                     | 24°               | 28°             | 41°               | 13°                      | 24°      | 23°                 | 36°    |
|   | Field angle                      |                   | 19°                     | 26°               | 34°             | 51°               | 15°                      | 29°      | 26°                 | 50°    |
| <b>Thermal</b>  | <b>Max. External Temperature</b> |                   | <b>Cooling System</b>   |                   |                 |                   |                          |          |                     |        |
|   | 113 °F (45 °C)                   |                   | Fan-Assisted Convection |                   |                 |                   |                          |          |                     |        |
| <b>DMX</b>  | <b>I/O Connectors</b>            |                   | <b>Connector Type</b>   |                   |                 |                   | <b>Channel Range</b>     |          |                     |        |
|   | 3- and 5-pin XLR                 |                   | Sockets                 |                   |                 |                   | 5, 7, 10, 12, 13, 15     |          |                     |        |
| <b>Ordering</b>   | <b>Product Name</b>              |                   | <b>Item Code</b>        |                   |                 |                   | <b>UPC Number</b>        |          |                     |        |
|   | Ovation E-910FC                  |                   | 03121116                |                   |                 |                   | 781462214647             |          |                     |        |



UL 1573  
CSA C22.2 No. 166  
E113093



**Returns** 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
- The 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

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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.