

SERVICE & REPAIRS

Covered Region:

United States
tech@chauvetlighting.com
1-800-762-1084, Option 4
5200 NW 108th Ave.
Sunrise, FL 33351

Covered Region:

United Kingdom & Republic of Ireland
uktech@chauvetlighting.com
+44 (0)845 519 6805
Unit 1C
Brookhill Road Industrial Estate
Pixton, Nottingham, UK, NG16 6NT

To secure the best possible service, please follow these simple steps:

- Register your product online <http://www.chauvetlighting.com/warranty-registration/> (or fill out and return attached warranty card) as soon as possible.
- E-mail or call the CHAUVET® office in your region to request a return authorization number (RA#). For customers located outside of a CHAUVET® covered region, please contact your local distributor. Do not send a product without first securing an RA#. Do not write the RA# directly on the box. You must write it on a removable sticker, i.e., a shipping label.
- Units must be in the original packaging with all original accessories. Do not write anything on or alter in any way the original box. Any damage from inadequate packing or carrier mishandling is the sole responsibility of the sender. Double-box all returns. Place the original box in a larger box and surround it with suitable packing materials, such as styrofoam peanuts or foam.
- All shipping charges must be prepaid by the sender. CHAUVET® will, at its own expense, return the repaired product to the sender provided that the return address is within the 48 contiguous United States or United Kingdom and that the product is still under warranty (proof of purchase required*. Please see warranty details on back page). We will ship the best way, at our discretion. *CHAUVET® only provides return shipment within the 48 contiguous United States and United Kingdom. Return shipment outside of these areas is the sole responsibility of the customer.

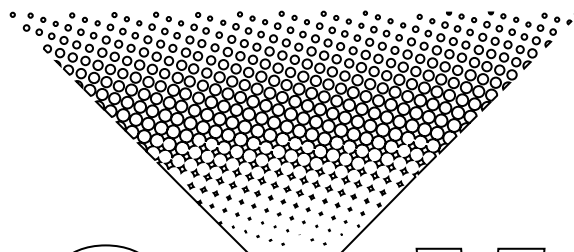
PRODUCTS NOT UNDER WARRANTY: Please notify your CHAUVET® service advisor that your product is no longer under warranty when you request your authorization number. Once the unit has been received, you will be contacted and advised of the cost of carrying out any repair unless the cost does not exceed \$35.00 USD / £20.00 GBP, in which case the repair will be performed without seeking your prior approval. Repaired unit(s) will be shipped back to you upon receipt of payment for all work performed and return freight charges.

- Warranty on repairs: All repairs have a 60-day warranty on replaced parts and repair labor valid from the date the repaired unit is delivered to the shipping agent for return to the customer.

CHAUVET® is not responsible for any loss or damage to additional items or accessories that are sent with returned products. We cannot be held responsible for delays in shipping.

PLEASE NOTE that it is essential that defective products reach the address set out [over leaf] by the last day of the relevant warranty period at the latest. Late claims will not be considered.

This warranty does not confer any rights other than those expressly set out in this warranty and in particular no credit notes will be issued. This warranty does not cover any claims for consequential loss or damage.



CHAUVET®

Value Innovation Performance

Thank you for purchasing a CHAUVET® product from an authorized CHAUVET® dealer. We take great pride in the quality, value, and performance of our products. Please follow the proper operation and maintenance procedures outlined in the accompanying technical documentation. Should you need further technical assistance, e-mail us at the address (on the reverse side) in your region.

LIMITED WARRANTY FOR UNITED STATES, UNITED KINGDOM & REPUBLIC OF IRELAND

A. Our warranty is limited to manufacturing defects in material and workmanship in products bought within the listed covered regions. The warranty is valid from the date of purchase by the original purchaser or date of manufacture* and for a period of:

- **24 months** for DMX-controllable lighting fixtures, video displays and DMX-512 controllers;
- **12 months** for non-DMX effect fixtures, trussing products, VIP gear bags, fog/haze machines, video switches/controllers and non-programmable controllers;
- **6 months** for laser diodes and batteries.

PLEASE NOTE that it is essential that defective products reach the address set out on reverse side by the last day of the relevant warranty period at the latest. Late claims will not be considered. This limited warranty can be amended or changed by CHAUVET® at any time without notice. All warranty claims are judged under the terms of this limited warranty. There is no "grandfathering" of previous terms and conditions from the time of product purchase through the time of the claim. To view the most current warranty, visit www.chauvetlighting.com. *Date of manufacture will be used as the warranty period start date in cases where there is greater than a 12-month difference between date of manufacture and date of purchase. EXAMPLE: A product purchased new in July 2011, but has a manufacture date of April 2010. In this case April 2010 will be used as the warranty period start date.

B. Exclusions:

- a) Parts prone to normal wear and tear including lamps, fuses, brushes, contact rings, zippers, lamp sockets and belts.
- b) Damage or failure caused by abuse, misuse, faulty installation and operation, improper or inadequate maintenance, and any repair or guarantee on repairs not carried out by CHAUVET® are excluded from this warranty. This includes but is not limited to failure due to use outside of environmental parameters (IP rating) as specified by CHAUVET®.
- c) Accessories and/or peripheral equipment included with the product including but not limited to: carry cases, cords, batteries, clamps, lamps and brackets (unless otherwise specifically stated).

For products purchased outside our covered regions: Please consult your local authorized CHAUVET® distributor as warranty policies vary from country to country.

C. It is the original purchaser's responsibility to provide a dated proof of purchase. The warranty is not transferable.

D. During the relevant warranty period CHAUVET® will, at its sole discretion, repair or exchange a defective product under warranty free of charge provided that:

- a) The product serial number has not been altered or removed; and
- b) The product has not been altered, serviced, or manipulated by anyone other than CHAUVET® except with prior written authorization of CHAUVET®.

This warranty does not confer any rights other than those expressly set out in this warranty and in particular no credit notes will be issued.

This warranty does not cover any claims for consequential loss or damage.

E. All shipping charges must be pre-paid by the sender. CHAUVET® will, at its own expense, ship back the repaired product to the sender provided that the return address is within the 48 contiguous United States and United Kingdom*. We will ship the best way at our discretion. *CHAUVET® only provides return shipment within the 48 contiguous United States and United Kingdom. Return shipment outside of these areas is the sole responsibility of the customer.

To secure your warranty coverage, register your product online <http://www.chauvetlighting.com/warranty-registration/> (or fill out and return attached warranty card) as soon as possible. A copy of dated proof of purchase may be required to verify warranty eligibility. Products under warranty receive priority for repairs.

Please attach proof of purchase

Date of Purchase	Purchase Price	Model	Serial #
Place of Purchase		City/State/County	Country
<p>CHAUVET® would like to keep you informed about CHAUVET's products and services that may be of interest to you.</p> <p>I would like to be kept informed by email of CHAUVET's products and services. <input type="checkbox"/></p> <p>If you have any questions about CHAUVET's use of your information, you wish to let us know about changes to your personal details held by us, or if at any time you wish to stop receiving marketing information from us, please contact the data protection officer at the address given.</p>			
First Name	Middle Initial	Last Name	D.O.B. <input type="checkbox"/> M <input type="checkbox"/> F
Address			Telephone #
City/County	Primary use of Product <input type="checkbox"/> Mobile DJ <input type="checkbox"/> Touring <input type="checkbox"/> Event <input type="checkbox"/> Club <input type="checkbox"/> Stage/Theater <input type="checkbox"/> Architectural <input type="checkbox"/> Band <input type="checkbox"/> Worship <input type="checkbox"/> Other _____		
E-mail	ZIP/Postal Code		
Warranty can also be filled out online at http://www.chauvetlighting.com			

To return via fax: US: 800-544-4898 UK & Ireland: +44 (0)1773 511110 To return via mail: Refer to address on reverse side