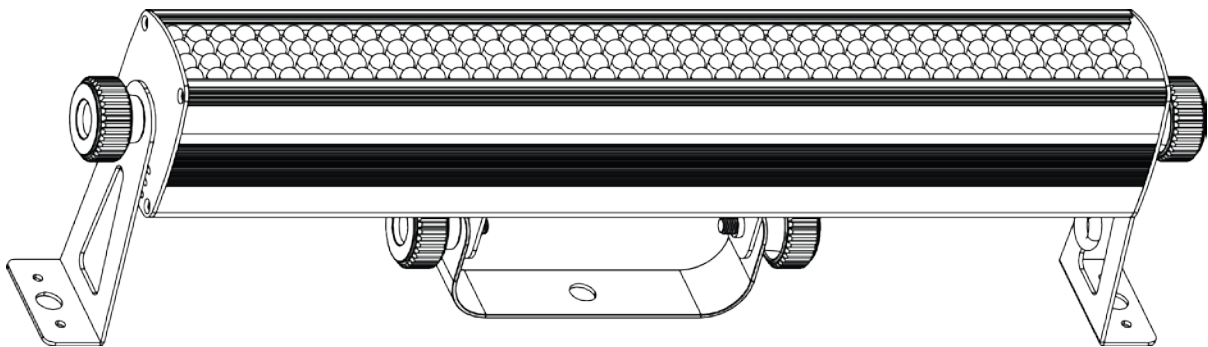


EZrail™ RGBA

User Manual



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1. BEFORE YOU BEGIN

What Is Included

- EZrail™ RGBA
- Power Cord
- Hanging Bracket with Mounting Hardware
- Infrared Remote Control (IRC)
- Warranty Card
- Quick Reference Guide
- 2 L-Brackets

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.

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Author	Date	Editor	Date
A. Leon	06/25/13	T. Yeago	06/25/13

Product at a Glance

Use on Dimmer	X	Auto Programs	P
Outdoor Use	X	Auto-ranging Power Supply	P
Sound-Activated	P	Replaceable Fuse	P
DMX	P	User-Serviceable	X
Master/Slave	P		

Safety Notes

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



- 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.



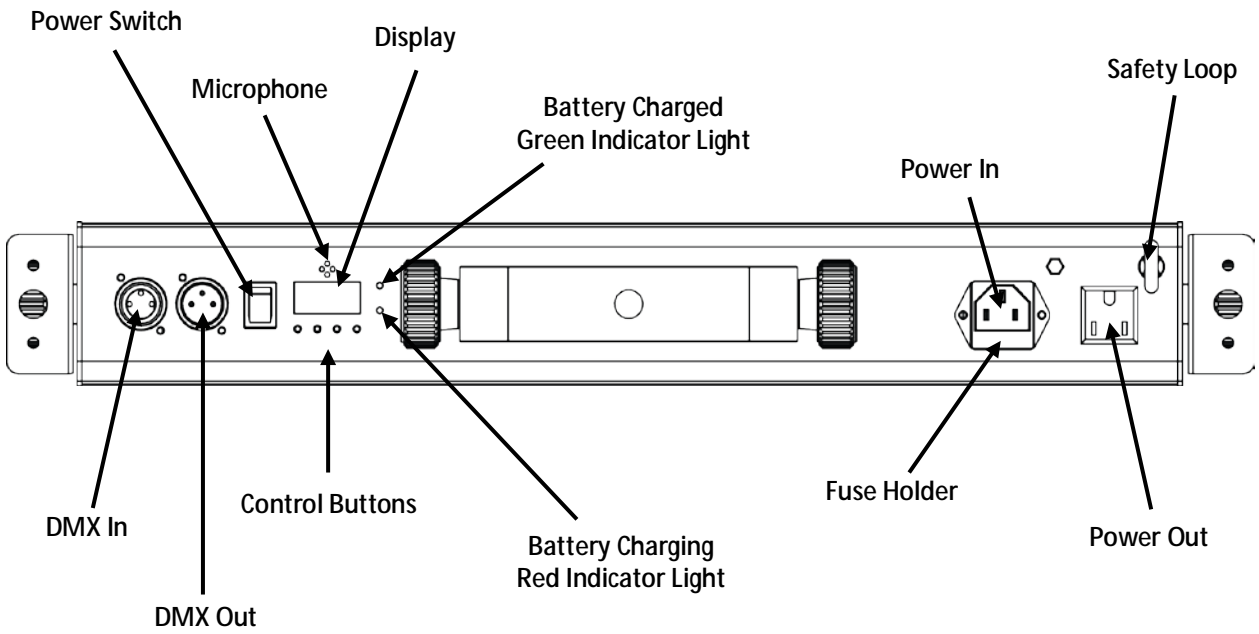
- Always make sure that the voltage of the outlet to which you are connecting the product is within the range stated on the decal or rear panel of the product.
- The product is for indoor use only! (IP20) To prevent risk of fire or shock, do not expose the product to rain or moisture.
- Always install the product in a location with adequate ventilation, at least 20 in (50 cm) from adjacent surfaces.
- Be sure that no ventilation slots on the product's housing are blocked.
- Never connect the product to a dimmer.
- Make sure to replace the fuse with another of the same type and rating.
- Never carry the product from the power cord or any moving part. Always use the hanging/mounting brackets.
- 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.

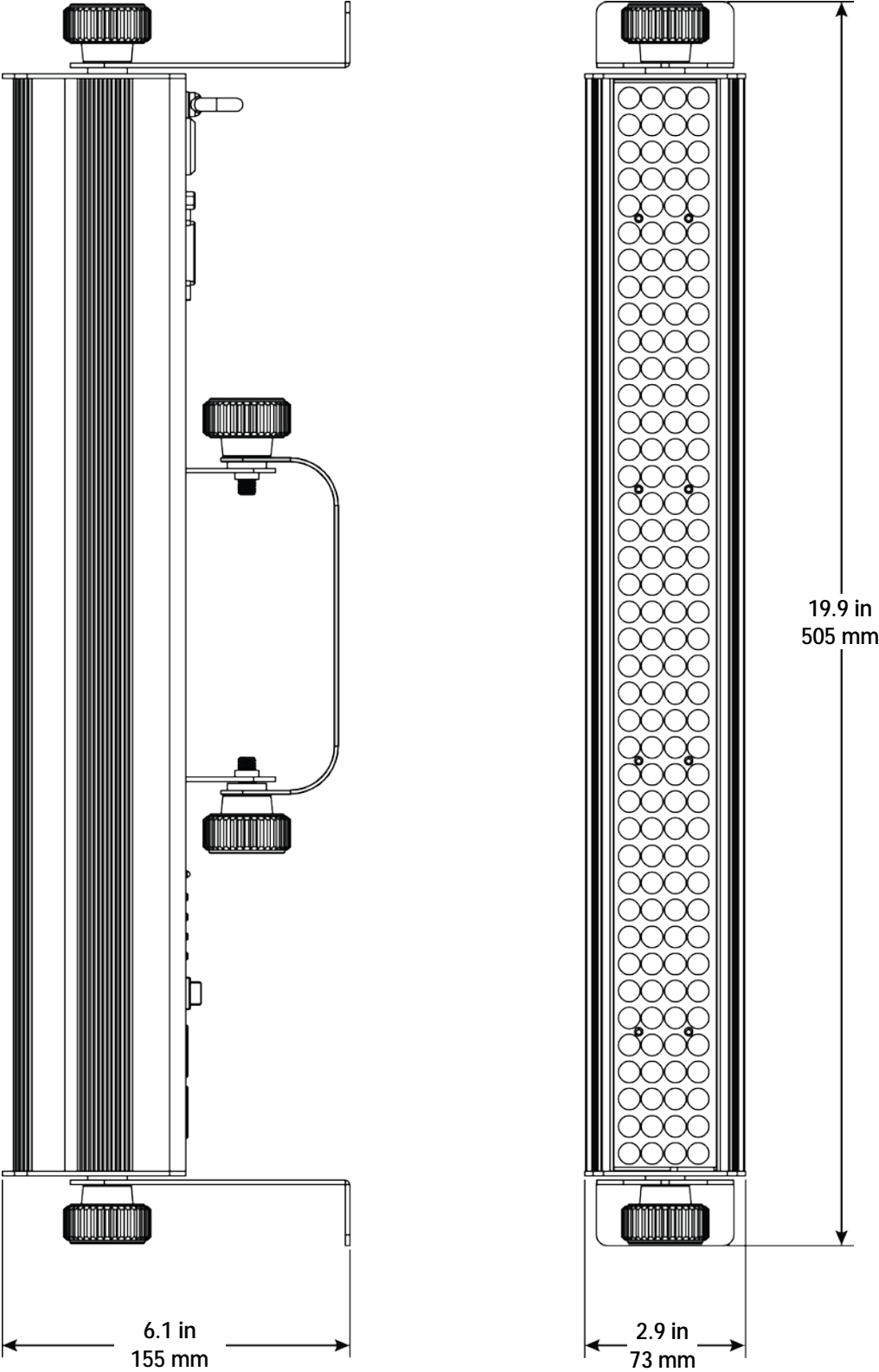
2. INTRODUCTION

Overview



Back Panel View

Dimensions



3. SETUP

AC Power The EZrail™ RGBA 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.



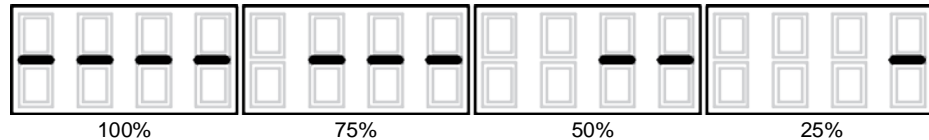
Never connect the product to a rheostat (variable resistor) or dimmer circuit, even if the rheostat or dimmer channel serves only as a 0–100% switch.

Charging the Battery

The EZrail™ RGBA comes with a rechargeable lithium battery for cable-free operation. To charge the battery, simply plug in the power cord at any time before, during, or after operation. To charge the battery before or after operation with all the LEDs off, leave the power switch in the Off position. The red indicator light for the battery turns on while the battery is charging. The green indicator light turns on when the battery is done charging.

Battery Life Indicator

The battery life indicator shows the remaining amount of internal battery life when the menu buttons are inactive. Use the chart below to find out how much battery life remains per charge cycle.



The EZrail™ RGBA battery should be charged 24 hours prior to initial use for optimal battery life.

Battery Maintenance

To keep the battery in optimal operating condition, store the product in a cool, dry place and charge at least once every 30 days when not in use.

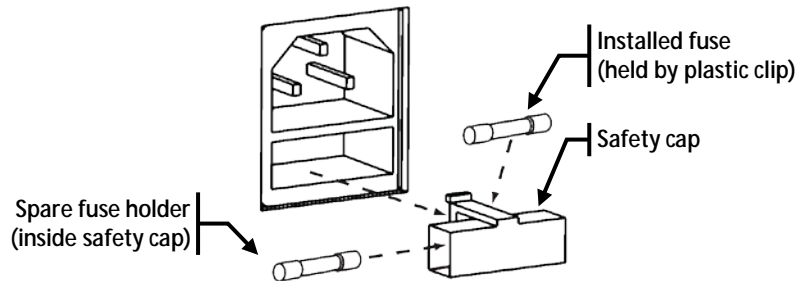
Avoid exposure to extreme temperatures. If the product is exposed to extreme cold or hot temperatures, warm up/cool down the product before use and before charging.

Fuse Replacement



Disconnect the product from power before replacing the fuse.

1. Disconnect the product from power.
2. Wedge the tip of a flat-head screwdriver into the slot of the fuse holder.
3. Pry the fuse holder out of the housing.
4. Remove the blown fuse from the holder.
5. Replace with a fuse of the exact same type and rating.
6. Insert the fuse holder back in place and reconnect power.

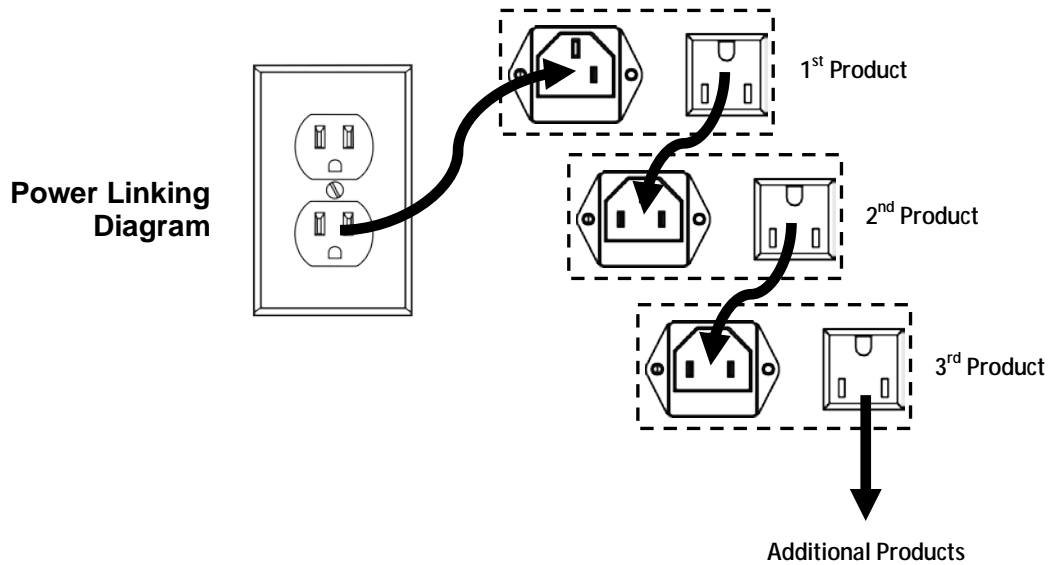
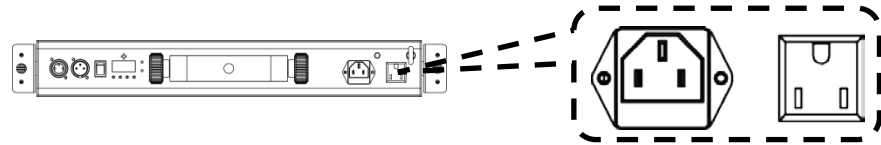


A spare fuse is not included; however, the safety cap has room for a spare.



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.



You can power link up to 32 EZrail™ RGBA units on 120 VAC or up to 64 EZrail™ RGBA units on 230 VAC.



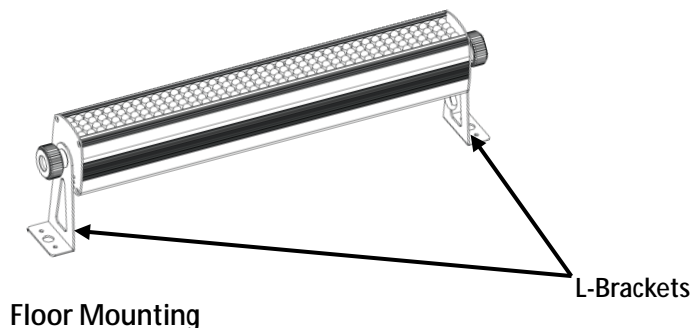
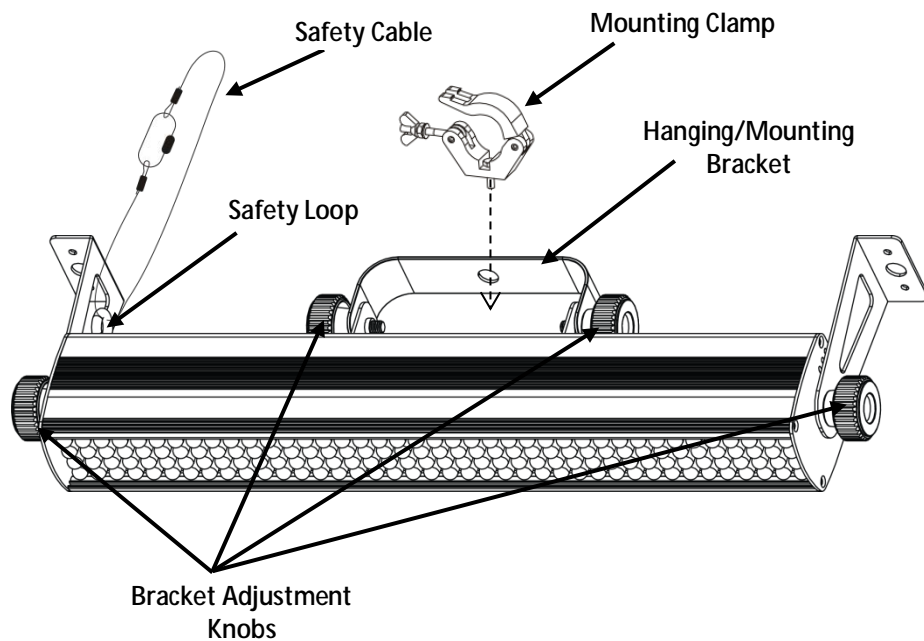
The power linking diagram shown above corresponds to the North American version of the product **ONLY!** If using the product in other markets, you must consult with the local CHAUVET® distributor as power linking connectors and requirements may differ in your country or region.

Mounting Before mounting the product, read and follow the safety recommendations indicated in the Safety Notes.

Orientation The EZrail™ RGBA 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. The brackets have a 13-mm hole, which is appropriate for this purpose.
 - 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 bracket adjustment knobs allow for directional adjustment when aiming the product to the desired angle. Only loosen or tighten the bracket knobs manually. Using tools could damage the knobs.
 - The L-brackets also serve as floor supports/allow for surface mounting. When mounting the product on the floor, make sure that the product and cables are away from people and vehicles.

Mounting Diagram



4. OPERATION

Control Panel Operation

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

Button	Function
<MENU>	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	
2-CH	d 1–d512 (Starting Address)	2-channel DMX mode	
4-CH		4-channel DMX mode	
5-CH		5-channel DMX mode	
8-CH		8-channel DMX mode	
10CH		10-channel DMX mode	
18CH		18-channel DMX mode	
SLAv		Slave mode	
SU__	SU 0–SU31	Sound sensitivity control	
Colr	r 0–r255	Red (0–100%)	
	g 0–g255	Green (0–100%)	
	b 0–b255	Blue (0–100%)	
	A 0–A255	Amber (0–100%)	
-ir-		IRC functionality	
Pr __ (Preset Programs)	Pr 1–Pr17	SP 1–SP99, SPFL	Run speed (slow to fast)
		Fd 0–Fd99	Dimmer speed (slow to fast)
		FS 0–FS99	Strobe speed (slow to fast)
		1_ _ _	Background color (only available in Pr16 and Pr17)
		2_ _ _	Front color (only available in Pr16 and Pr17)
AUTO (Auto Program)	n 1–n100	Number of loops	
	SP 1–SP99, SPFL	Run speed (slow to fast)	
	Fd 0–Fd99	Dimmer speed (slow to fast)	
	FS 0–FS99	Strobe speed (slow to fast)	

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.

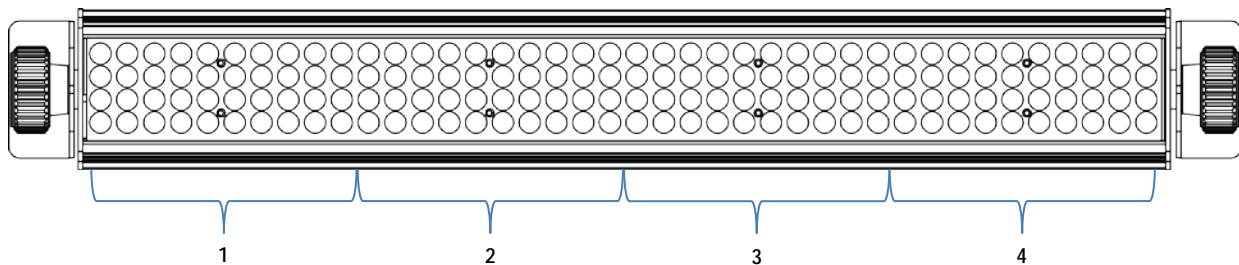
The EZrail™ RGBA uses up to 18 DMX channels in its 18-channel DMX personality, which defines the highest configurable address to **495**.

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

To select the starting address, do the following:

1. Press **<MENU>** repeatedly until the desired DMX personality (**2-CH, 4-CH, 5-CH, 8-CH, 10CH, 18CH**) shows on the display.
2. Press **<ENTER>** and **d 1-d512** shows on the display.
3. Use **<UP>** or **<DOWN>** to select the starting address.
4. Press **<ENTER>**.

EZrail™ RGBA Sections for DMX Control



DMX Channel Modes, Assignments, and Values

18-Channel	Channel	Function	Value	Setting	Section
	1	Dimmer	000 ◊ 255	0-100%	
	2	Red	000 ◊ 255	0-100%	1
	3	Green	000 ◊ 255	0-100%	
	4	Blue	000 ◊ 255	0-100%	
	5	Amber	000 ◊ 255	0-100%	
	6	Red	000 ◊ 255	0-100%	2
	7	Green	000 ◊ 255	0-100%	
	8	Blue	000 ◊ 255	0-100%	
	9	Amber	000 ◊ 255	0-100%	3
	10	Red	000 ◊ 255	0-100%	
	11	Green	000 ◊ 255	0-100%	
	12	Blue	000 ◊ 255	0-100%	
	13	Amber	000 ◊ 255	0-100%	4
	14	Red	000 ◊ 255	0-100%	
	15	Green	000 ◊ 255	0-100%	
	16	Blue	000 ◊ 255	0-100%	
	17	Amber	000 ◊ 255	0-100%	
	18	Shutter	000 ◊ 255	0-100%	

10-Channel	Channel	Function	Value	Setting	Section
	1	Dimmer	000 ◊ 255	0-100%	
	2	Red	000 ◊ 255	0-100%	1 + 2
	3	Green	000 ◊ 255	0-100%	
	4	Blue	000 ◊ 255	0-100%	
	5	Amber	000 ◊ 255	0-100%	
	6	Red	000 ◊ 255	0-100%	3 + 4
	7	Green	000 ◊ 255	0-100%	
	8	Blue	000 ◊ 255	0-100%	
	9	Amber	000 ◊ 255	0-100%	
	10	Shutter	000 ◊ 255	0-100%	

8-Channel	Channel	Function	Value	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	Auto Programs	000 ó 007	No Function
			008 ó 015	Red
			016 ó 023	Green
			024 ó 031	Blue
			032 ó 039	Amber
			040 ó 047	Cyan
			048 ó 055	Magenta
			056 ó 063	Yellow
			064 ó 071	White (RGB)
			072 ó 079	Red + Amber
			080 ó 087	Green + Amber
			088 ó 095	Blue + Amber
			096 ó 103	Red + Green + Amber
			104 ó 111	Red + Blue + Amber
			112 ó 119	Green + Blue + Amber
			120 ó 127	White (RGBA)
			128 ó 135	Auto Program 1
			136 ó 143	Auto Program 2
			144 ó 151	Auto Program 3
			152 ó 159	Auto Program 4
	160 ó 167	Auto Program 5		
	168 ó 175	Auto Program 6		
	176 ó 183	Auto Program 7		
	184 ó 191	Auto Program 8		
	192 ó 199	Auto Program 9		
	200 ó 207	Auto Program 10		
	208 ó 215	Auto Program 11		
	216 ó 223	Auto Program 12		
	224 ó 231	Auto Program 13		
	232 ó 239	Auto Program 14		
	240 ó 247	Auto Program 15		
	248 ó 255	Sound-Active mode		
	7	Speed/Sensitivity	000 ó 255	Auto programs speed (when Auto Programs is between 128–247) Sound sensitivity (when Auto Programs is between 248–255)
	8	Shutter	000 ó 255	0–100%

5-Channel	Channel	Function	Value	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%

4-Channel	Channel	Function	Value	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%

2-Channel	Channel	Function	Value	Setting
	1	Auto Programs	000 ó 007	No Function
			008 ó 015	Red
			016 ó 023	Green
			024 ó 031	Blue
			032 ó 039	Amber
			040 ó 047	Cyan
			048 ó 055	Magenta
			056 ó 063	Yellow
			064 ó 071	White (RGB)
			072 ó 079	Red + Amber
			080 ó 087	Green + Amber
			088 ó 095	Blue + Amber
			096 ó 103	Red + Green + Amber
			104 ó 111	Red + Blue + Amber
			112 ó 119	Green + Blue + Amber
			120 ó 127	White (RGBA)
			128 ó 135	Auto Program 1
			136 ó 143	Auto Program 2
			144 ó 151	Auto Program 3
			152 ó 159	Auto Program 4
			160 ó 167	Auto Program 5
			168 ó 175	Auto Program 6
			176 ó 183	Auto Program 7
			184 ó 191	Auto Program 8
	192 ó 199	Auto Program 9		
	200 ó 207	Auto Program 10		
	208 ó 215	Auto Program 11		
	216 ó 223	Auto Program 12		
	224 ó 231	Auto Program 13		
	232 ó 239	Auto Program 14		
	240 ó 247	Auto Program 15		
	248 ó 255	Sound-Active mode		
	2	Speed/Sensitivity	000 ó 255	Auto programs speed (when Auto Programs is between 128–247) Sound sensitivity (when Auto Programs is between 248–255)

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 Static, Auto, 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.

Preset Programs including Sound-Active Mode

To select a preset programs, do the following:

1. Press **<MENU>** repeatedly until **Pr 1–Pr17** shows on the display.
2. Use **<UP>** and **<DOWN>** to select the desired preset program.
Note: Pr 1–Pr15 are auto programs and Pr16–Pr17 are Sound-Active programs.
3. Press **<ENTER>** and run speed options **SP 1–SP99**, **SPFL** (slow to fast) show on the display.
4. Use **<UP>** or **<DOWN>** to select the desired run speed for the preset program.
5. Press **<ENTER>** and the dimmer speed options **Fd 0–Fd99** (slow to fast) show on the display.
6. Use **<UP>** or **<DOWN>** to select the desired dimmer speed for the preset program.
7. Press **<ENTER>** and the strobe speed options **FS 0–FS99** (slow to fast) show on the display.
8. Use **<UP>** or **<DOWN>** to select the desired strobe speed for the preset program.
9. Press **<ENTER>**.

Note: With preset programs Pr16 and Pr 17 only, the options for background color and front color become available as follows:

After pressing **<ENTER>**, **1 _ _ _** (background color) shows on the display.

10. Use **<UP>** or **<DOWN>** to select the desired background color (**r, g, b, A, rg, rb, rA, gb, gA, bA, rgb, rgA, rbA, gbA, and rgbA**) for Pr16/Pr17.
11. Press **<ENTER>** and **2 _ _ _** (front color) shows on the display.
12. Use **<UP>** or **<DOWN>** to select the desired front color (**r, g, b, A, rg, rb, rA, gb, gA, bA, rgb, rgA, rbA, gbA, and rgbA**) for Pr16/Pr17.
13. Press **<ENTER>**.

Sound Sensitivity

To set the sound sensitivity for the Sound-Active mode, follow the instructions below:

1. Press **<MENU>** repeatedly until **SU 0–SU31** shows on the display.
2. Use **<UP>** and **<DOWN>** to select the desired sound sensitivity.
3. Press **<ENTER>**.



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

Auto Program

To enable the auto program, do the following:

1. Press **<MENU>** repeatedly until **AUTO** shows on the display.
2. Press **<ENTER>** and **n 1–n100** (number of loops) show on the display.
3. Use **<UP>** or **<DOWN>** to select the desired setting.
4. Press **<ENTER>** and run speed options **SP 1–SP99**, **SPFL** (slow to fast) show on the display.
5. Use **<UP>** or **<DOWN>** to select the desired run speed for the auto program.
6. Press **<ENTER>** and the dimmer speed options **Fd 0–Fd99** (slow to fast) show on the display.
7. Use **<UP>** or **<DOWN>** to select the desired dimmer speed for the auto program.
8. Press **<ENTER>** and the strobe speed options **FS 0–FS99** (slow to fast) show on the display.
9. Use **<UP>** or **<DOWN>** to select the desired strobe speed for the auto program.
10. Press **<ENTER>**.

Custom Color Mixing

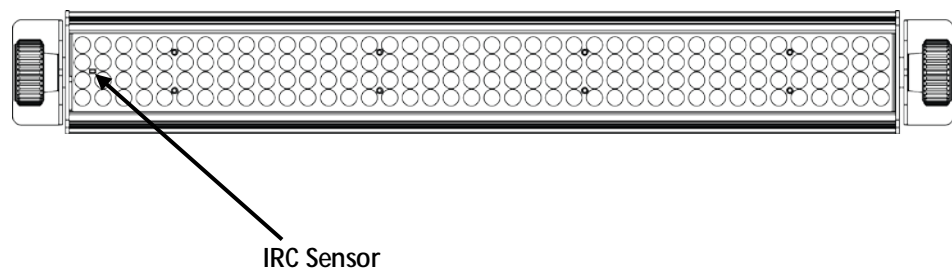
To custom mix a color, follow the instructions below:

1. Press **<MENU>** repeatedly until **Colr** shows on the display.
2. Press **<ENTER>** and one of the following colors shows on the display: **rXXX** (red), **gXXX** (green), **bXXX** (blue) or **AXXX** (amber).
3. Press **<ENTER>** repeatedly to select the desired color.
4. Use **<UP>** or **<DOWN>** to select the desired color value (**0–255**).
NOTE: Selecting **0** will turn the color off.
5. Press **<ENTER>** to select color value and continue to the next color.
6. Repeat steps 3 to 5 until you create your desired color.

Infrared Remote Control (IRC)

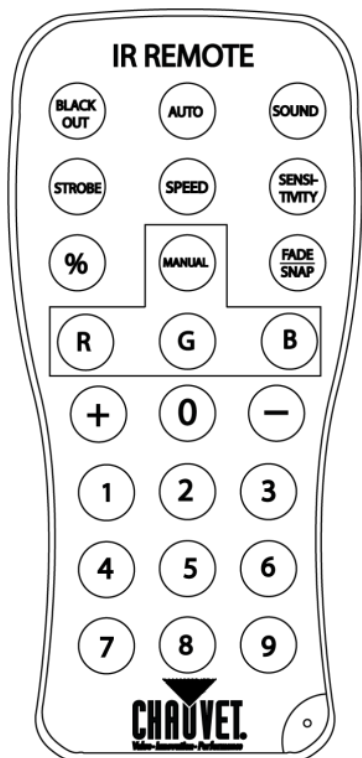
The EZrail™ RGBA is fully compatible with the Infrared Remote Control (IRC) from CHAUVET®. To enable use with the IRC, do the following:

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



IRC Operation

Note: Make sure to point the IRC directly at the receiver on the front of the product.



Automatic Mode

Automatic mode will enable you to run the automatic programs on the product.

To turn on Automatic mode:

1. Press **<AUTO>** on the IRC.
2. Press **<+>** or **<->** to choose between any different auto programs.

To adjust the speed of the automatic program:

1. Press **<SPEED>** on the IRC.
2. Press **<%>**.
3. Press **<+>** or **<->** to either increase or decrease the speed of the program.

Sound-Active Mode

Sound-Active mode will enable the product to respond to the music.

To turn on Sound Active mode:

1. Press **<SOUND>** on the IRC.

To adjust sound sensitivity in Sound-Active mode:

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

Manual Color Control

To choose a specific color with the IRC:

1. Press **<MANUAL>** on the IRC.
2. Press any number between **0-9** to choose your color (**0** = white (RGBA), **1** = red, **2** = amber, **3** = yellow, **4** = green, **5** = cyan, **6** = blue, **7** = magenta, **8** = orange, and **9** = amber).

To manually control the RGB percentage:

1. Press **<MANUAL>** on the IRC.
2. Press **<R>**, **<G>**, or **** to choose your color.
3. Press **<+>** or **<->** to increase or decrease the percentage of each color.

Miscellaneous Operation

To adjust the strobe rate of the program:

1. Press **<STROBE>** on the IRC.
2. Press **<+>** or **<->** to increase or decrease the strobe rate.

To change the switching effect of the program:

1. Press **<FADE/SNAP>** on the IRC.

Fade will slowly switch the effect. Snap will rapidly switch the effect.

To black out the lights:

1. Press **<BLACK OUT>** on the IRC.

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

Note: The IRC will not respond to any inputs when Black Out is activated. If the remote does not respond when a button is pressed, try pressing **<BLACK OUT>**. You may have inadvertently activated Black Out.

Master/Slave Mode

The Master/Slave mode allows a single EZrail™ RGBA unit (the “master”) to control the actions of one or more EZrail™ RGBA units (the “slaves”) without the need of a DMX controller. The master unit will be set to operate in either a preset program (including 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 **<MENU>** repeatedly until **SLAv** shows on the display.
2. Press **<ENTER>** to accept.
3. Connect the DMX input of the first slave unit to the DMX output of the master unit.
4. Connect the DMX input of the subsequent slave units to the DMX output of the previous slave unit.
5. Finish setting and connecting all the slave units.

Master unit:

1. Set the master unit to operate in either a preset program (including Sound-Active mode).
2. Make the master unit the first unit in the DMX daisy chain.



- **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.**

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/or 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 and reachable internal components.
- Clean all external optics and 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 external optics or glass/transparent surface.
- Gently polish the external optics and glass/transparent surfaces until they are free of haze and lint.



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

6. TECHNICAL SPECIFICATIONS

Dimensions and Weight	Length	Width	Height	Weight
	19.9 in (505 mm)	2.9 in (73 mm)	6.1 in (155 mm)	5.6 lb (2.6 kg)

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

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

Parameter	120 V, 60 Hz	230 V, 50 Hz
Consumption	31 W	33 W
Operating	0.2 A	0.1 A
Power linking current (units)	8 A (32 units)	8 A (64 units)
Fuse	T 1 A, 250 V	T 1 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	0.25 W	100,000 hours

Color	Quantity	Current
Red	40	20 mA
Green	40	20 mA
Blue	40	20 mA
Amber	40	20 mA

Photo Optic	Parameter	
	Illuminance @ 2 m	805 lx
	Beam angle	15°
	Field angle	30°

Thermal	Maximum External Temp.	Cooling System
	104 °F (40 °C)	Convection

DMX	I/O Connectors	Connector Type	Channel Range
	3-pin XLR	Sockets	2, 4, 5, 8, 10, 18

Ordering	Product Name	Item Code	UPC Number
	EZrail™ RGBA	03030691	781462210397



To return a product or request support:

- In the U.S., contact CHAUVET® World Headquarters (see below).
- In the UK or Ireland, contact CHAUVET® Europe Ltd. (see below).
- 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:

- Name
- Address
- Phone number
- RMA number
- 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

World Headquarters CHAUVET®

General Information

Address: 5200 NW 108th Avenue
Sunrise, FL 33351
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World Wide Web

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United Kingdom & Ireland CHAUVET® Europe Ltd.

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