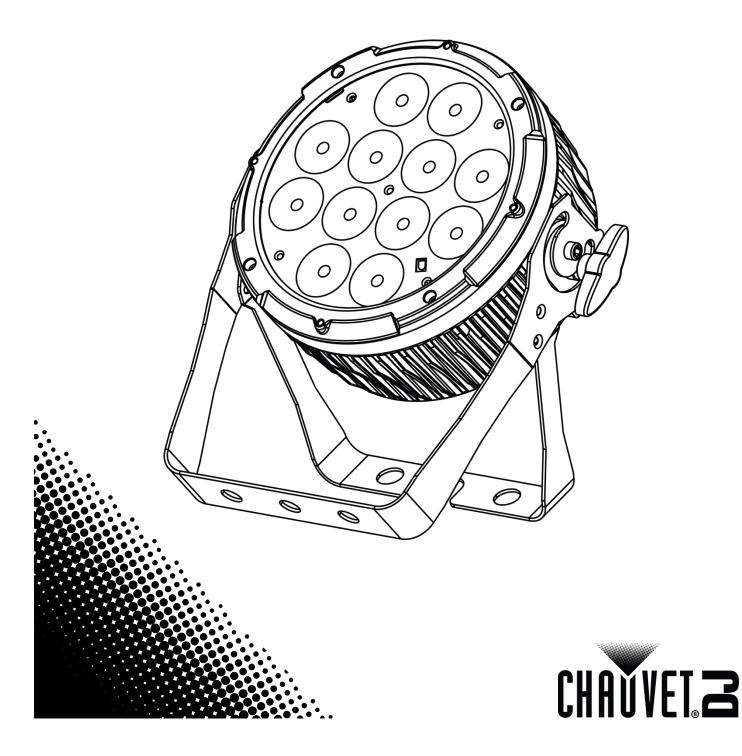


**User Manual** 



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## **1. BEFORE YOU BEGIN**

What Is Included Unpacking Instructions Claims	<ul> <li>Gel Frame</li> <li>Gel Frame Hold Carefully unpack the parts are in the pack</li> <li>If the box or the con shipping, or show s</li> <li>Failure to report da addition, keep the box</li> <li>For other issues, succession</li> </ul>	Warranty Card		
Text	Convention	Meaning		
Conventions	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></enter>	A key to be pressed on the product's control panel		
	ON	A value to be entered or selected		
Symbols	Symbol	Meaning		
	Â	Electrical warning. Not following these instructions may cause electrical damage to the product, accessories, or the user.		
	$\triangle$	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.		
	Í	Important installation or configuration information. The product may not function correctly if this information is not used.		
		Useful information.		

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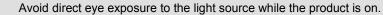
Electronically published by Chauvet in the United States of America.

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Product at a	Use on Dimmer	$\otimes$	Auto Programs	✓
Glance	Outdoor Use	0	Auto-ranging Power Supply	$\checkmark$
	Sound-Active	✓	Replaceable Fuse	$\checkmark$
	DMX	✓	User-Serviceable	$\otimes$
	Master/Slave	✓		

**Safety Notes** Please read the following Safety Notes carefully before working with the product. The Notes include important safety information about installation, usage, and maintenance.

- 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.



• Make sure the power cord is not crimped or damaged.

∠!∖

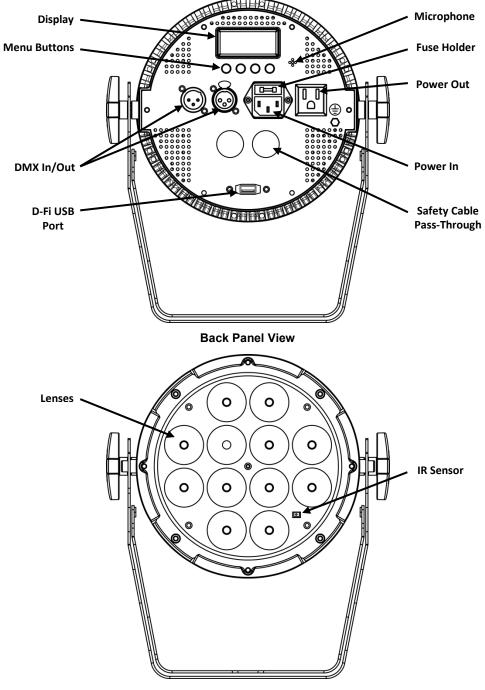
- Never disconnect the product from power cord by pulling or tugging on the cord.
  If mounting the product overhead, always secure to a fastening device using a safety cable.
- Make sure there are no flammable materials close to the product when operating.
- Do not touch the product's housing when operating because it may be very hot.
- Always make sure that the voltage of the outlet to which you are connecting the product is within the range stated on the decal or rear panel of the product.
- The product is for indoor use only! (IP20) To prevent risk of fire or shock, do not expose the product to rain or moisture.
- Always install the product in a location with adequate ventilation, at least 20 in (50 cm) from adjacent surfaces.
- Be sure that no ventilation slots on the product's housing are blocked.
- Never connect the product to a dimmer.
- Make sure to replace the fuse with another of the same type and rating.
- Never carry the product from the power cord or any moving part. Always use the hanging/mounting bracket.
  - The maximum ambient temperature (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. Please contact the nearest authorized technical assistance center.
- To eliminate unnecessary wear and improve its lifespan, during periods of non-use completely disconnect the product from power via breaker or by unplugging it.



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

# **2. INTRODUCTION**

### **Product Overview**

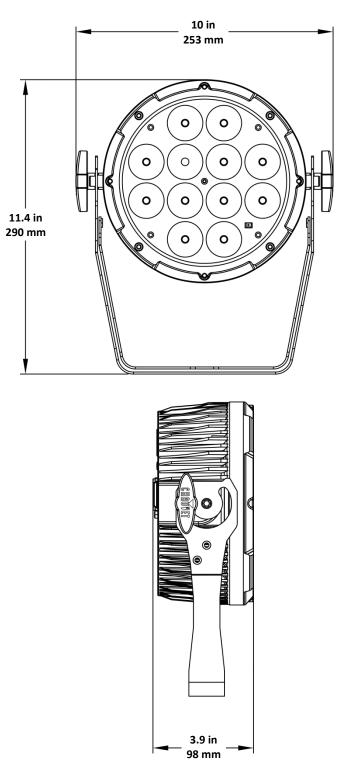


**Front View** 



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

### **Product Dimensions**



# 3. Setup

**AC Power** The SlimPAR PRO H USB has an auto-ranging power supply and it can work with an input voltage range of 100 to 240 VAC, 50/60 Hz. To determine the product's power requirements (circuit breaker, power outlet, and wiring), use the current value listed on the label affixed to the product's back panel, or refer to the product's specifications chart. The listed current rating indicates the product's average current draw under normal conditions.

• Always connect the product to a protected circuit (circuit breaker or fuse). Make sure the product has an appropriate electrical ground to avoid the risk of electrocution or fire.



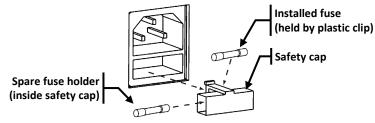
• To eliminate unnecessary wear and improve its lifespan, during periods of non-use completely disconnect the product from power via breaker or by unplugging it.



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

1. Wedge the tip of a flat-head screwdriver into the slot of the fuse holder.

- Replacement 3.
- Pry the fuse holder out of the housing.
   Remove the blown fuse from the holder and replace with a fuse of the exact same type and rating.
  - Insert the fuse holder back in place and reconnect power.

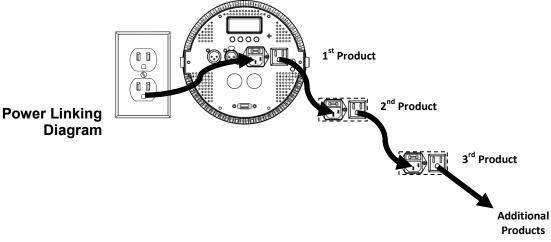




Disconnect the product from the power outlet before replacing the fuse.

Power Linking Th

The product provides power linking via the Edison outlet located in the back of the product. Please see the diagram below for further explanation.





You can power link up to 5 SlimPAR PRO H USB products on 120 VAC or up to 10 SlimPAR PRO H USB products on 230 VAC.

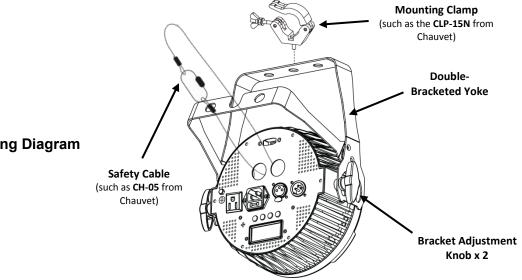
The power linking diagram corresponds to the North American version of the product ONLY! If using the product in other markets, you must consult with the local Chauvet distributor as power linking connectors and requirements may differ in your country or region.

Mountina	Before mounting the product, read and follow the safety recommendations indicated in the <u>Safety Notes</u> .
mounting	the <u>Safety Notes</u> .

Orientation The SlimPAR PRO H USB may be mounted in any position; however, make sure adequate ventilation is provided around the product.

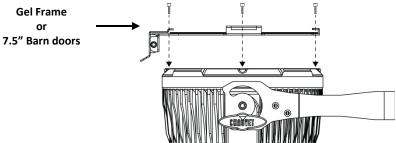
Before deciding on a location for the product, always make sure there is easy **Rigging** • access to the product for maintenance and programming purposes.

- Make sure that the structure onto which you are mounting the product can support the product's weight. See the Technical Specifications for weight information.
- When mounting the product overhead, always use a safety cable. Mount the product securely to a rigging point, whether an elevated platform or a truss.
- When rigging the product onto a truss, use a mounting clamp of appropriate weight capacity.
- When power linking multiple products, mount the products close enough for power linking cables 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.



Gel Frame The SlimPAR PRO H USB comes with a gel frame and a gel frame holder, which can be

attached with the included screws. The gel frame holder can easily fit 7.5 inch barn Holder doors, such as the Ovation 7.5" Barndoor from CHAUVET Professional.



### **Mounting Diagram**

## 4. OPERATION

**Control Panel Operation** To access the control panel functions, use the four buttons located underneath the display. Please refer to the <u>Product Overview</u> to see the button locations on the control panel.

Button	Function
<menu></menu>	Press to find an operation mode or to back out of the current menu option
<up></up>	Press to scroll up the list of options or to find a higher value
<down></down>	Press to scroll down the list of options or to find a lower value
<enter></enter>	Press to activate a menu option or a selected value

Menu Map	Main Level	Programmi	ng Levels	Description
mond map	6-CH	d001–	-512	6-channel DMX mode
	7-CH	d001-	-512	7-channel DMX mode
	12CH	d001-	-512	12-channel DMX mode
	C	C1-	63	Static colors
		P1		6-color program (snap)
	P	P2	2	6-color program (pulse)
	(automatic)	P3	}	32-color program (snap)
		P4	Ļ	32-color program (fading)
	S	S1-	100	Program speed for P1–P4
	Snd	Snd1		6-color program (sound-active)
	(sound-active)	Snd	12	32-color program (sound-active)
	SenS	u <b>0</b>	100	Sound sensitivity setting
		r000–255	(red)	
		g000–255	(green)	Custom static colors
	U	b000–255	(blue)	Combine red, green, blue, amber, white,
	0	A000–255	(amber)	and UV
		W000–255	(white)	
		P000-255	(UV)	
		OF	F	
	dIM	dIM	11	Dimmer anode mode fact to alow, or off
	alivi	dIM	12	Dimmer speed mode, fast to slow, or off
		dIM	13	
	05-	Or	ı	IR function on or off
	SEr	OF	F	

DMX Linking The SlimPAR PRO H USB works with a DMX controller. Information about DMX is in the CHAUVET DMX Primer, which is available from the Chauvet website http://www.chauvetlighting.com/downloads/DMX Primer rev05 WO.pdf.

(DMX)

- **Configuration** Set the product in DMX mode to control with a DMX controller. 1. Connect the product to a suitable power outlet.
  - 2 Connect a DMX cable from the DMX output of the DMX controller to the DMX input socket on the product.

Connectivity

D-Fi USB The SlimPAR PRO H USB is able to become a D-Fi wireless receiver/transmitter with the use of the D-Fi USB from Chauvet DJ. Simply set the product's DMX Personality and DMX Address, set the DIP switch D-Fi receiving/transmitting channel, then plug it into the D-Fi USB port.



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

Once plugged in, the D-Fi USB will take over the product. Wired DMX, manual display control / menu buttons and IRC will be unavailable until you unplug the D-Fi USB. The priority levels are:



1.

2.

3. IRC-6 Remote Control

Configuration (D-Fi USB)

- 4. Manual Digital Display/Menu Buttons
- Set the DMX Personality and DMX address on your product.
- Use the Chart provided to set BOTH:
- the Channel, and then .
- the Receiving or Transmitting option. .

#### NOTE: DIP Switch 5 is for Transmitting OR Receiving, please choose carefully.

D-Fi USB DIP Switch			
Channels	Channel 1	Channel 1	
	Channel 2	Channel 2	
	Channel 3	Channel 3	
	Channel 4	Channel 4	
	Channel 5	Channel 5	
	Channel 6	Channel 6	
	Channel 7	Channel 7	
	Channel 8	Channel 8	
	Channel 9	Channel 9	
	Channel 10	Channel 10	
	Channel 11	Channel 11	
	Channel 12	Channel 12	
	Channel 13	Channel 13	
	Channel 14	Channel 14	
	Channel 15	Channel 15	
	Channel 16	Channel 16	

DMX Personality and Starting	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.
Address	The SlimPAR PRO H USB uses up to 12 DMX channels in a 12CH DMX mode, which defines the highest configurable address to <b>501</b> . If you are not familiar with the DMX protocol, download the DMX Primer from <u>www.chauvetlighting.com</u> .
	To select the starting address, do the following:

- Press <MENU> repeatedly until 6-CH, 7-CH, or 12CH shows on the display.
   Press <ENTER> and d 1–512 will show on the display.
   Use <UP> or <DOWN> to select the starting address.
   Press <ENTER>.

### **DMX** Channel Assignments and Values

12CH	Channel	Function	Value	Percent/Setting		
-	1	Dimmer	000 ⇔ 255	0–100%		
-	2	Red	000 ⇔ 255	0–100%		
-	3	Green	000 ⇔ 255	0–100%		
-	4	Blue	000 ⇔ 255	0–100%		
-	5	Amber	000 ⇔ 255	0–100%		
-	6	White	000 ⇔ 255	0–100%		
-	7	UV	000 ⇔ 255	0–100%		
-	8	Strobo	000 ⇔ 015	No function		
	0	Strobe	016 ⇔ 255	Strobe, slow to fast		
	9	Color Macros	000 🗇 015	No function		
-	5	(Overrides Ch. 2–7)	016 ⇔ 255	Color macros		
			000 ⇔ 031	No function		
		10 Mode	032 ⇔ 063	Pulse effect 0–100%	CH2~7 must be active	
				Pulse effect 100%–0		
			096 ⇔ 127	Pulse effect 100%-0-100%	L	
	10		128 🗇 159	Auto fade transition		
			160 🗇 191	Auto snap transition (6 colors)		
			192 ⇔ 223	Auto snap transition (32 colors)		
			224 🗇 249	Sound-active mode (6 colors)		
			250 ⇔ 255	Sound-active mode (32 color	rs)	
		<b>Speed</b> (when CH10 is 032–223)	000 ⇔ 255	Slow to fast		
	11	Sound Sensitivity	000 🗇 010	Off		
_		(when CH10 is 224–255)	011 ⇔ 255	Control the sound sensitivity	level	
			000 ⇔ 051	Default dimmer speed set fro	m menu	
			052 ⇔ 101	Dimmer speed mode off		
	12	2 Dimmer Speed	102 ⇔ 152	Dimmer speed mode 1 (fast speed)		
			153 🗇 203	Dimmer speed mode 2 (medium speed)		
			204 🗇 255	Dimmer speed mode 3 (slow	speed)	

7-CH	Channel	Function	Value	Percent/Setting
	1	Dimmer	000 🗇 255	0–100%
	2	Red	000 ⇔ 255	0–100%
	3	Green	000 ⇔ 255	0–100%
	4	Blue	000 ⇔ 255	0–100%
	5	Amber	000 🗇 255	0–100%
	6	White	000 ⇔ 255	0–100%
	7	UV	000 ⇔ 255	0–100%

6-CH	Channel	Function	Value	Percent/Setting
	1	Red	000 🗇 255	0–100%
	2	Green	000 ⇔ 255	0–100%
	3	Blue	000 ⇔ 255	0–100%
	4	Amber	000 ⇔ 255	0–100%
	5	White	000 ⇔ 255	0–100%
	6	UV	000 ⇔ 255	0–100%

Configuration (Standalone)	Set the product in one of the standalone modes to control without a DMX controller. Connect the product to a suitable power outlet.
Í	Never connect a product that is operating in any standalone mode to a DMX string connected to a DMX controller. Products in standalone mode may transmit DMX signals that could interfere with the DMX signals from the controller.
Automatic Programs	<ol> <li>To run the SlimPAR PRO H USB in automatic mode, follow the instructions below:</li> <li>Press <menu> repeatedly until P shows on the display.</menu></li> <li>Press <enter>.</enter></li> <li>Use <up> and <down> to select an auto program (P1-4).</down></up></li> <li>Press <enter>.</enter></li> </ol>
Auto-Program Speed	<ol> <li>To change the auto-program speed on the SlimPAR PRO H USB, do the following:</li> <li>Press <menu> repeatedly until S shows on the display.</menu></li> <li>Use <up> and <down> to increase or decrease the program speed (S1-100).</down></up></li> <li>Press <enter>. The product will return to the last selected mode.</enter></li> </ol>
Sound-Active Mode	<ol> <li>To run the SlimPAR PRO H USB in sound-active mode, do the following:</li> <li>Press <menu> repeatedly until Snd shows on the display.</menu></li> <li>Press <enter>.</enter></li> <li>Use <up> and <down> to select a sound-active program (Snd1 or Snd2).</down></up></li> <li>Press <enter>.</enter></li> </ol>
	The product will only respond to low frequencies of music (bass and drums).
Sound Sensitivity	<ul> <li>To change the sound sensitivity on the SlimPAR PRO H USB, follow the instructions below:</li> <li>1. Press <menu> repeatedly until SenS shows on the display.</menu></li> <li>2. Use <up> and <down> to increase or decrease the sound sensitivity (u0-100).</down></up></li> <li>3. Press <enter>. The product will return to the last selected mode.</enter></li> </ul>
Preset Color Mode	<ol> <li>To run the SlimPAR PRO H USB in preset color mode, follow the instructions below:</li> <li>Press <menu> repeatedly until C shows on the display.</menu></li> <li>Press <enter>.</enter></li> <li>Use <up> and <down> to select a static color (C1–63).</down></up></li> <li>Press <enter>.</enter></li> </ol>
Custom Color Mixing	<ol> <li>To custom mix a static color, follow the instructions below:</li> <li>Press <menu> repeatedly until U shows on the display.</menu></li> <li>Press <enter> and one of the following will show on the display:         <ul> <li>r (red)</li> <li>g (green)</li> </ul> </enter></li> </ol>
	<ul> <li>b(blue)</li> <li>A(amber)</li> <li>W(white)</li> <li>P(UV)</li> <li>Press <enter> to cycle through the color settings.</enter></li> <li>When the desired color shows on the display, use <up> or <down> to increase or decrease the color value.</down></up></li> <li>Repeat steps 3 and 4 until the product outputs as desired.</li> </ul>
Dimmer Speed	<ul> <li>To change dimmer speed on the SlimPAR PRO H USB, do the following:</li> <li>Press <menu> repeatedly until dIM shows on the display.</menu></li> <li>Press <enter>.</enter></li> <li>Use <up> and <down> to select: <ul> <li>dIM1 (fast)</li> <li>dIM2 (medium)</li> <li>dIM3 (slow)</li> <li>or</li> <li>OFF.</li> </ul> </down></up></li> <li>Press <enter>.</enter></li> </ul>

### IRC-6 Infrared Remote Control

**IRC-6 Infrared** The SlimPAR PRO H USB is compatible with the IRC-6 infrared remote control from Chauvet. To activate IR mode, follow the instructions below:

- Remote 1. Press <MENU> repeatedly until SEr shows on the display.
- Control 2. Press <ENTER> to accept.
  - 3. Press **<UP>** or **<DOWN>** to select **On** or **OFF**.
  - 4. Press **<ENTER>**.

### **IRC-6** Operation

#### Automatic Mode

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

To turn on Automatic mode:

- 1. Press **<AUTO>** on the IRC-6.
- 2. Press <+> or <-> to choose between the different auto programs.

To adjust the speed of the automatic program:

1. Press <SPEED> on the IRC-6.

2. Press <+> or <-> to increase or decrease the speed of the program.

#### Sound-Active Mode

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

To turn on Sound-Active mode:

- 1. Press **<SOUND>** on the IRC-6.
- 2. Press <+> or <-> to select Snd1 or Snd2.

To adjust sound sensitivity in Sound-Active mode:

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

#### **Manual Color Control**

- To choose a specific color with the IRC-6:
- 1. Press <MANUAL> on the IRC-6.
- 2. Press any number between **<0>~<9>** to choose your color.

To manually control the RGB percentage:

- 1. Press <MANUAL> on the IRC-6.
- Press <R> (red), <G> (green), <B> (blue), <A> (amber), <UV>/<P> (UV), or <W> (white) to choose your color.
- 3. Press <+> or <-> to increase or decrease the percentage of each color.

#### **Miscellaneous Operation**

To adjust the total output level:

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

To adjust the strobe rate of the program:

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

To select only fading programs:

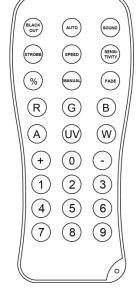
- 1. Press **<FADE>** on the IRC-6.
- 2. Press <+> or <-> to select **P2** or **P4**.

To black out the lights:

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

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

**NOTE**: The IRC-6 will not respond to any inputs when Black Out is activated. If the remote does not respond when a button is pressed, try pressing **<BLACK OUT>**. You may have inadvertently activated Black Out.



#### Master/Slave The Master/Slave mode allows a single SlimPAR PRO H USB product (the "master") to control the actions of one or more SlimPAR PRO H USB products (the "slaves") without Mode the need of a DMX controller. The master product will be set to operate in either Stand-(wired) Alone mode or with the IRC-6, while the slave products will be set to operate in Slave mode. Once set and connected, the slave products will operate in unison with the master product. Configure the products as indicated below. Slave products:

- 1. Press <MENU> repeatedly until 6-CH, 7-CH, or 12CH shows on the display.
- Press <ENTER> to accept. 2.
- Set the DMX address to d 1. 3.
- 4. Connect the DMX input of the first slave product to the DMX output of the master product
- 5. Connect the DMX input of the subsequent slave products to the DMX output of the previous slave product.
- Finish setting and connecting all the slave products. 6.

#### Master product:

- 1. Set the master product to operate in either Stand-Alone mode or with the IRC-6.
- 2. Make the master product the first product in the DMX daisy chain.
- Configure all the slave products before connecting the master to the daisy chain.
- Never connect a DMX controller to a DMX string configured for Master/Slave operation because the controller may interfere with the signals from the master.
  - Do not connect more than 31 slaves to the master.

Master/Slave The D-Fi USB allows a single SlimPAR PRO H USB product (the "master") to control the actions of one or more SlimPAR PRO H USB products (the "slaves") without the need of a DMX controller or DMX cables. The master (transmitter) product will be set to operate (D-Fi USB) in either Stand-Alone mode or with the IRC-6, while the slave (receiver) products will be set to operate in Slave mode. Once set and connected, the slave products will operate in unison with the master product.

Configure the products as indicated below.

#### Slave products:

- 1. Press <MENU> repeatedly until 6-CH, 7-CH, or 12CH shows on the display.
- 2. Press <ENTER> to accept.
- Set the DMX address to d 1. 3.
- 4. Set the D-Fi USB to receive on a specific channel, 1–16.
- 5. Plug in the D-Fi USB.
- Finish setting and connecting all the slave products. 6

#### Master product:

- 1. Press <MENU> repeatedly until the DMX personality the slaves are set to shows on the display.
- 2. Press <ENTER> to accept.
- 3 Set the DMX address to d 1.
- Set the master product to operate in either Stand-Alone mode or with the IRC-6. 4
- Set the D-Fi USB to transmit on the D-Fi channel the slaves are receiving on. 5.
- Plug in the D-Fi USB.
- All products must be set to the same DMX personality, DMX address, and D-Fi channel.

Configure all the slave products before configuring the master to transmit. Never connect a DMX controller to a D-Fi channel configured for Master/Slave operation because the controller may interfere with the signals from the master.

## **5. MAINTENANCE**

# Maintenance

Product Dust build-up reduces light output performance and can cause overheating. This can lead to reduction of the light source's life and/or mechanical wear. To maintain optimum performance and minimize wear, clean your lighting products at least twice a month. However, be aware that usage and environmental conditions could be contributing factors to increase the cleaning frequency.

To clean the product, follow the instructions below:

- Unplug the product from power. 1.
- Wait until the product is at room temperature. 2.
- Use a vacuum (or dry compressed air) and a soft brush to remove dust collected on 3. the external surface/vents.
- Clean all transparent surfaces with a mild soap solution, ammonia-free glass 4. cleaner, or isopropyl alcohol.
- 5. Apply the solution directly to a soft, lint free cotton cloth or a lens cleaning tissue.
- Softly drag any dirt or grime to the outside of the transparent surface. 6.
- 7. Gently polish the transparent surfaces until they are free of haze and lint.



Always dry the transparent surfaces carefully after cleaning them.

Dimensions and	Length	Width	Height	Weight	
Weight	10 in (253 mm)	3.9 in (98 mm)	11.4 in (290 mm)	7.2 lb (3.3 kg)	
	Note: Dimensions in inches rounded to the nearest decimal digit.				
Power	Power Supply Type	Range		Voltage Selection	
	Switching (internal)	100 to 240 VAC, 50/60 Hz		Auto-ranging	
	Parameter	120 V, 60 Hz		230 V, 50 Hz	
	Consumption	99 W		96 W	
	Operating Current	1.4 A		0.8 A	
	Power linking current (products)	8 A (5 products)		8 A (10 products)	
	Fuse	F 2 A, 250 V		F 2 A, 250 V	
	Power I/O	U.S./Worldwide		UK/Europe	
	Power input connector	IEC		IEC	
	Power output connector	E	dison	IEC	
	Power Cord plug	Edis	on (U.S.)	Local plug	
Light Source	Туре	P	ower	Lifespan	
	LED	10 W		50,000 hours	
	Color	Quantity		Current	
	Hex-color RGBAW+UV		12	2.4 A	
Photometrics	Parameter	١	/alue		
	Strobe Rate	0 te	o 31 Hz		
	Beam Angle		24°		
	Field Angle		41°		
	Illuminance @ 2 m	3,2	218 lux		
Thermal	Maximum External Temp	o. Coolir	ng System		
	104 °F (40 °C)	Cor	nvection		
DMX	I/O Connectors	Chan	nel Range		
	3-pin XLR	6,	7 or 12		
Ordering	Product Name	Iter	n Code	UPC Number	
	SlimPAR PRO H USB	03	031132	781462214807	

# 6. TECHNICAL SPECIFICATIONS



### RETURNS

In case you need to get support or return a product:

- If you are located in the U.S., contact Chauvet World Headquarters.
- If you are located in the UK or Ireland, contact Chauvet Europe Ltd.
- If you are located in Mexico, contact Chauvet Mexico.
- If you are located in Benelux, contact Chauvet Europe BVBA.
- If you are located in any other country, DO NOT contact Chauvet. Instead, contact your local distributor. See <u>www.chauvetlighting.com</u> for distributors outside the U.S., UK, Ireland, Mexico, or Benelux.



If you are located outside the U.S., UK, Ireland, Mexico, or Benelux, contact your distributor of record and follow their instructions on how to return Chauvet products to them. Visit our website <u>www.chauvetlighting.com</u> for contact details.

Call the corresponding Chauvet Technical Support office and request a Return Merchandise Authorization (RMA) number before shipping the product. Be prepared to provide the model number, serial number, and a brief description of the cause for the return.

Send the merchandise prepaid, in its original box, and with its original packing and accessories. Chauvet will not issue call tags.

Clearly label the package with the RMA number. Chauvet will refuse any product returned without an RMA number.



### Write the RMA number on a properly affixed label. DO NOT write the RMA number directly on the box.

Before sending the product, clearly write the following information on a piece of paper and place it inside the box:

- Your name
- Your address
- Your phone number
- RMA number
- A brief description of the problem

Be sure to pack the product properly. Any shipping damage resulting from inadequate packaging will be your responsibility. FedEx packing or double-boxing are recommended.



Chauvet reserves the right to use its own discretion to repair or replace returned product(s).

### CONTACT US

### USA WORLD HEADQUARTERS

General Information – Chauvet Address: 5200 NW 108th Avenue Sunrise, FL 33351 Voice: (954) 577-4455 Fax: (954) 929-5560 Toll free: (800) 762-1084

#### EUROPE

General Information - Chauvet Europe BVBA Address: Stokstraat 18 9770 Kruishoutem Belgium Voice: +32 9 388 93 97

General Information - Chauvet Europe Ltd. Address: Unit 1C Brookhill Road Industrial Estate Pinxton, Nottingham, UK NG16 6NT Voice: +44 (0)1773 511115 Fax: +44 (0)1773 511110

#### MEXICO

General Information - Chauvet Mexico Address: Av. Santa Ana 30 Parque Industrial Lerma Lerma, Mexico C.P. 52000 Voice: +52 (728) 285-5000

#### **Technical Support**

Voice: (954) 577-4455 (Press 4) Fax: (954) 756-8015 Email: tech@chauvetlighting.com

World Wide Web www.chauvetlighting.com

Technical Support Email: <u>Eutech@chauvetlighting.eu</u>

World Wide Web <u>www.chauvetlighting.eu</u>

Technical Support Email: uktech@chauvetlighting.com

World Wide Web www.chauvetlighting.co.uk

#### Technical Support Email: servicio@chauvet.com.mx

World Wide Web www.chauvet.com.mx

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.