

NORTHSTAR™

QUANTUM PRO LED WASH



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Wisconsin, USA
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1. GETTING STARTED

What's In The Box?

- 1 x NorthStar Quantum™ Pro
- A groovy PowerCon Cord
- A Sweet Safety Cable & Mounting Bracket
- One really classy DMX cable
- This Lovely User Manual

Getting It Out Of The Box

Congratulations on purchasing the NorthStar Quantum™ Pro, the next generation of LED moving head washes! Now that you've got your NorthStar™ you should carefully unpack the box and check the contents to ensure that all parts are present and in good condition. If anything looks as if it has been damaged in transit, notify the shipper immediately and keep the packing material for inspection. Again, please save the carton and all packing materials. If a fixture must be returned to the factory, it is important that the fixture be returned in the original factory box and packing.

Powering Up!

All fixtures must be powered directly off a switched circuit and **cannot be run off a rheostat (variable resistor) or dimmer circuit, even if the rheostat or dimmer channel is used solely for a 0% to 100% switch.**

AC Voltage Switch - Not all fixtures have a voltage select switch, so please verify that the fixture you receive is suitable for your local power supply. See the label on the fixture or refer to the fixture's specifications chart for more information. A fixture's listed current rating is its average current draw under normal conditions. Check the fixture or device carefully to make sure that if a voltage selection switch exists that it is set to the correct line voltage you will use.

Warning! Verify that the voltage select switch on your unit matches the line voltage applied. Damage to your fixture may result if the line voltage applied does not match the voltage indicated on the voltage selector switch. All fixtures must be connected to circuits with a suitable Ground (Earthing).

Getting A Hold Of Us

If something is wrong, just give us a call or send an email. We'll be happy to help, honest.

Blizzard Lighting
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support@blizzardlighting.com | Phone: 866-493-6025
www.blizzardlighting.com

SAFETY INSTRUCTIONS



Please read these instructions carefully. They include important information about the installation, usage and maintenance of this product.

- Please keep this User Guide for future use. If you sell the unit to someone else, be sure that they also receive this User Guide.
- ALWAYS make sure that you are connecting to the proper voltage, and that the line voltage you are connecting to is not higher than that stated on the decal or rear panel of the fixture.
- This product is intended for indoor use only.
- To prevent risk of fire or shock, do not expose fixture to rain or moisture.
- Make sure there are no flammable materials close to the unit while operating.
- The unit must be installed in a location with adequate ventilation, at least 20in (50cm) from adjacent surfaces. Be sure that no ventilation slots are blocked.
- ALWAYS disconnect from the power source before servicing or replacing fuse and be sure to replace with same fuse size and type.
- ALWAYS secure fixture using a safety chain. NEVER carry the fixture by its head. Use its carrying handles.
- DO NOT operate at ambient temperatures higher than 104°F (40°C).
- In the event of a serious operating problem, stop using the unit immediately. NEVER try to repair the unit by yourself. Repairs carried out by unskilled people can lead to damage or malfunction. Please contact the nearest authorized technical assistance center. Always use the same type spare parts.
- NEVER connect the device to a dimmer pack.
- Make sure the power cord is never crimped or damaged.
- Never disconnect the power cord by pulling or tugging on the cord.
- Avoid direct eye exposure to the light source while it is on.

Caution! There are no user serviceable parts inside the unit. Do not open the housing or attempt any repairs yourself. In the unlikely event your unit may require service, please contact Blizzard Lighting at support@blizzardlighting.com.

2. MEET THE NORTHSTAR QUANTUM™ PRO

CONTROL FEATURES

- User Definable DMX Personalities, 12, 14 or 38-channel DMX LED moving yoke
- Pan: 540°/630° Tilt: 270°
- Full RGBW Color Mixing or
- Stunning 6-segment RGBW color mixing with chase/graphics capabilities
- Pan/Tilt Invert
- Variable 0-18FPS electronic strobe
- Variable electronic dimmer (0 – 100%)
- Remote fixture reset
- Multiple built-in color macros
- Multiple built-in automated programs
- User-programmable manual mode & programs
- 5 preset white outputs - 2700K, 3200K, 4200K, 5600K, 8000K

ADDITIONAL FEATURES

- Lux: 56,500 @ 1m, 10,000 @ 5m
- Beam Angle: 25°
- Light source: 36x 10-Watt (4*2.5w) CREE® RGBW “Quad-Color” LEDs, >50,000 hour life expectancy
- Industry-Standard Neutrik® POWERCON® Power In/Out
- Quarter-Turn “OMEGA” clamp bracket
- Compact and lightweight

DMX Quick Reference

Channel	What It Does
1	Pan
2	Pan Fine (16-Bit)
3	Tilt
4	Tilt Fine (16-Bit)
5	Strobe
6	Dimmer
7	Red (Entire Fixture)
8	Green (Entire Fixture)
9	Blue (Entire Fixture)
10	White (Entire Fixture)
11	Pan/Tilt Speed
12	Color Macros
13	Segment Control Mode
14	Functions
14-38	Individual Segment Control

Figure 1: The NorthStar Quantum Pro Pin-Up Picture



Figure 2: The Rear Connections



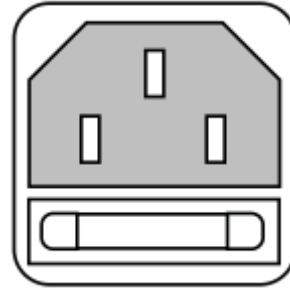
3. SETUP



Before replacing a fuse, disconnect power cord. ALWAYS replace with the same type and rating of fuse.

Fuse Replacement

With a flat head screwdriver, wedge the fuse holder out of its housing. Remove the damaged fuse from its holder and replace with exact same type fuse. Insert the fuse holder back in its place and reconnect power.



Connecting A Bunch of NorthStar Quantum™ Pros

You will need a serial data link to run light shows using a DMX-512 controller or to run shows on two or more fixtures set to sync in master/slave operating mode. The combined number of channels required by all the fixtures on a serial data link determines the number of fixtures the data link can support.

Fixtures on a serial data link must be daisy chained in one single line. Also, connecting more than 32 fixtures on one serial data link without the use of a DMX optically-isolated splitter may result in deterioration of the digital DMX signal.

The maximum recommended cable-run distance is 500 meters (1640 ft). The maximum recommended number of fixtures on a serial data link is 32 fixtures.

Data/DMX Cabling

To link fixtures together you'll need data cables. You should use data-grade cables that can carry a high quality signal and are less prone to electromagnetic interference.

For instance, Belden© 9841 meets the specifications for EIA RS-485 applications. Standard microphone cables will "probably" be OK, but note that they cannot transmit DMX data as reliably over long distances. In any event, the cable should have the following characteristics:

2-conductor twisted pair plus a shield

Maximum capacitance between conductors – 30 pF/ft.

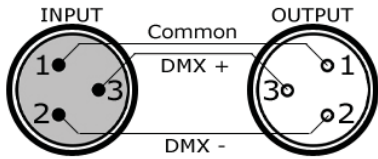
Maximum capacitance between conductor & shield – 55 pF/ft.

Maximum resistance of 20 ohms / 1000 ft.

Nominal impedance 100 – 140 ohms

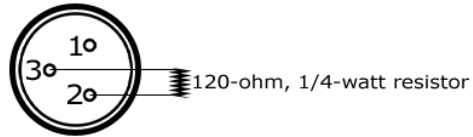
Cable Connectors

Cables must have a male XLR connector on one end and a female XLR connector on the other end. (Duh!)



A Word on Termination: DMX is a resilient communication protocol, however errors still occasionally occur. Termination reduces signal errors, and therefore best practices include use of a terminator in all circumstances. If you are experiencing problems with erratic fixture behavior, especially over long signal cable runs, a terminator may help improve performance.

To build your own DMX Terminator:
Obtain a 120-ohm, 1/4-watt resistor, and wire it between pins 2 & 3 of the last fixture. They are also readily available from specialty retailers.



CAUTION: Do not allow contact between the common and the fixture's chassis ground. Grounding the common can cause a ground loop, and your fixture may perform erratically. Test cables with an ohm meter to verify correct polarity and to make sure the pins are not grounded or shorted to the shield or each other.

3-Pin??? 5-Pin??? Huh!?

If you use a controller with a 5 pin DMX output connector, you will need to use a 5 pin to 3 pin adapter. They are widely available over the internet and from specialty retailers. If you'd like to build your own, the chart below details a proper cable conversion:

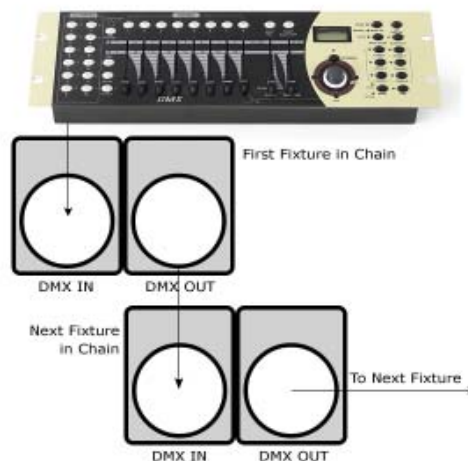
Conductor	3-Pin Female (Output)	5-Pin Male (Input)
Ground/Shield	Pin 1	Pin 1
DMX Data (-)	Pin 2	Pin 2
DMX Data (+)	Pin 3	Pin 3
Not Used.	No Connection.	No Connection.
Not Used.	No Connection.	No Connection.

Take It To The Next Level: Setting Up DMX Control

Step 1: Connect the male connector of the DMX cable to the female connector (output) on the controller.

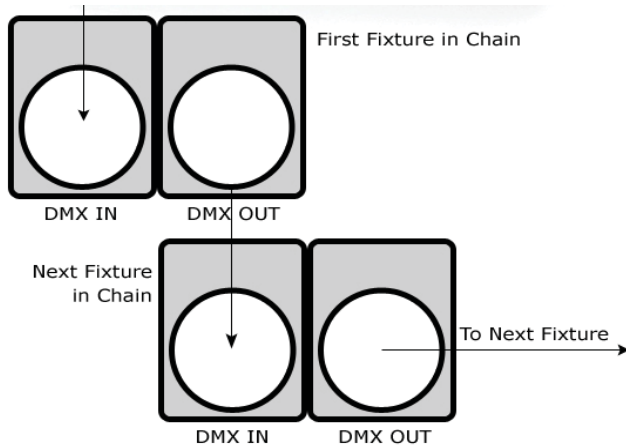
Step 2: Connect the female connector of the DMX cable to the first fixture's male connector (input). *Note:* It doesn't matter which fixture address is the first one connected. We recommend connecting the fixtures in terms of their proximity to the controller, rather than connecting the lowest fixture number first, and so on.

Step 3: Connect other fixtures in the chain from output to input as above. Place a DMX terminator on the output of the final fixture to ensure best communication.



Fixture Linking (Master/Slave Mode)

1. Connect the (male) 3 pin connector side of the DMX cable to the output (female) 3 pin connector of the first fixture.
2. Connect the end of the cable coming from the first fixture which will have a (female) 3 pin connector to the input connector of the next fixture consisting of a (male) 3 pin connector. Then, proceed to connect from the output as stated above to the input of the following fixture and so on.



A quick note: Often, the setup for Master-Slave and Standalone operation requires that the first fixture in the chain be initialized for this purpose via either settings in the control panel or DIP-switches. Secondly, the fixtures that follow may also require a slave setting.

Check the **“Operating Adjustments”** section in this manual for complete instructions for this type of setup and configuration.

Mounting & Rigging

This fixture may be mounted in any SAFE position provided there is enough room for ventilation.

It is important never to obstruct the fan or vents pathway. Mount the fixture using a suitable “C” or “O” type clamp. The clamp should be rated to hold at least 10x the fixture’s weight to ensure structural stability. Do not mount to surfaces with unknown strength, and ensure properly “rated” rigging is used when mounting fixtures overhead.

Adjust the angle of the fixture by loosening both knobs and tilting the fixture. After finding the desired position, retighten both knobs.

- When selecting installation location, take into consideration lamp replacement access (if applicable) and routine maintenance.
- Safety cables **MUST ALWAYS** be used.
- Never mount in places where the fixture will be exposed to rain, high humidity, extreme temperature changes or restricted ventilation.

4. OPERATING ADJUSTMENTS

The Control Panel

All the goodies and different modes possible with the NorthStar Quantum™ Pro are accessed by using the control panel on the front of the fixture. There are 4 control buttons below the LCD display which allow you to navigate through the various control panel menus.



Button	Function
<MENU>	Used to access the menu or to return to a previous menu option
<ENTER>	Used to select and store the current menu or option within a menu
<DOWN>	Scrolls through menu options in descending order
<UP>	Scrolls through menu options in ascending order

Access control panel functions using the four panel buttons located directly underneath the LCD Display.

The Control Panel LCD Display shows the menu items you select from the menu map on page #11. When a menu function is selected, the display will show immediately the first available option for the selected menu function. To select a menu item, press **<ENTER>**.

Use the **<UP>** and **<DOWN>** buttons to navigate the menu map and menu options. Press the **<ENTER>** button to access the menu function currently displayed or to enable a menu option. To return to the previous option or menu without changing the value, press the **<MODE>** button.

Control Panel Menu Structure

Main Function	Sub Function	Selection	What It Does...	
Function Mode 1	DMX Address 1	=000 <-> 255	Sets the DMX address	
	Set to Slave 2	N/A	Sets the fixture to SLAVE mode	
	Auto Run 3	Program 1-8	Sets the fixture to operate automatically, in one of 8 preset programs.	
		=Alone / = Master	Sets the fixture as either a standalone or MASTER fixture while in Auto Run mode.	
	Music Control 4	Program 1-8	Sets the fixture to react to music, in one of 8 preset programs.	
		=Alone / = Master	Sets the fixture as either a standalone or MASTER fixture while in Music Control mode.	
Reset 2	N/A	= ON / = OFF	Performs "power-up" reset and homes all stepper motors	
Reverse Pan 3	N/A	= YES / = NO	Reverses the fixture's Pan movement	
Reverse Tilt 4	N/A	= YES / = NO	Reverses the fixture's Tilt movement	
Mic Sensitivity 5	N/A	= 0 - 100%	Sets the sensitivity of the fixture's built-in microphone.	
Special 6	Reset Default 1	= OFF / = ON	Allows the fixture to be configured for manual custom operation.	
	Calibration 2	Code		Allows calibration of the fixture's PAN and TILT, after entering the administrator code (088).
		= 000 - 255		
		Pan		Calibrates the fixture's PAN motor. Please note that this setting is factory set and does not need to be altered under normal circumstances.
		= 000 - 255		
	Tilt		Calibrates the fixture's TILT motor. Please note that this setting is factory set and does not need to be altered under normal circumstances.	
	= 000 - 255			
	Temperature 3	N/A	Displays the fixture temperature at the LED heat sink	
	Manual Control 4	Pan		Allows manual operation of the fixture by setting each DMX channel via the front panel
		Tilt		
		Pan Fine		
		Tilt Fine		
		Move Speed		
		Strobe		
Dimmer				
Red				
Green				
Blue				
White				
VCW				
Color Fading				
R/G/B/W In A/B/C/D/E/F				

Control Panel Menu Structure (Continued)

Main Function	Sub Function	Selection	What It Does...	
Edit Program 7	Program 1-8	=000 <-> 255	Sets the DMX address	
	Steps		Selects the number of individual steps to display in the current program, from 0-48	
	Scenes	1-XXX		Selects the scene to edit using the parameters below
		Pan	Programs each parameter in the program step, using a value between 000 - 255.	
		Tilt		
		Pan Fine		
		Tilt Fine		
		Move Speed		
		Strobe		
		Dimmer		
		Red		
		Green		
		Blue		
		White		
		VCW		
Color Fading				
R/G/B/W In A/B/C/D/E/F				
Mode of Channel 8	Mode Set	16Bit Mode	Sets the fixture to one of 3 available DMX personalities. (See pages 14/15 for more information)	
		8Bit Mode		
		Design Mode		
	Design Mode Set	Max Channel = XX PAN, Etc. = 001	Allows the user to customize the DMX profile. See "Design Mode," below.	
Version 9	N/A	vX.X	Displays the fixture's software version	

Custom DMX Personalities: About Design Mode

Design mode allows the user to customize their own DMX profile or "personality." For instance, the built-in 16-bit mode features the familiar Pan/Pan-Fine/Tilt/Tilt-Fine approach for channels 1-4. However, with Design Mode, the user may specify the channel arrangement in any way they choose. For instance, you might set Pan as channel 15, Tilt as channel 16, and elect not to use the Pan-Fine/Tilt-Fine channels at all. Or you may disable the remote reset function to avoid accidental deployment.

Pretty cool, hey? And, it's really easy to use. Just enter the "Design Mode Set" menu function, and 1.) the total number of channels to assign to each fixture, and 2.) specify a channel number for each function. If you do not wish to enable a function, simply leave its channel value at "000." Bam - your own custom built DMX personality!

DMX Channel Values

Channel			Channel Value	Does...
8-Bit	16-Bit	Design Mode		
1	1		000 <-> 255	Pan
	2		000 <-> 255	Pan Fine (16-Bit Pan)
2	3		000 <-> 255	Tilt
	4		000 <-> 255	Tilt Fine (16-Bit Tilt)
3	5		000 <-> 005 006 <-> 250 251 <-> 255	Strobe Closed Strobe (Slow <-> Fast) Open
4	6		000 <-> 255	Dimmer 0 <-> 100%
5	7		000 <-> 255	Red Dimmer (Entire Fixture) 0 <-> 100%
6	8		000 <-> 255	Green Dimmer (Entire Fixture) 0 <-> 100%
7	9		000 <-> 255	Blue Dimmer (Entire Fixture) 0 <-> 100%
8	10		000 <-> 255	White Dimmer (Entire Fixture) 0 <-> 100%
9	11		000 <-> 255	Pan/Tilt Speed Fast <-> Slow
10	12		000 <-> 000 001 <-> 003 004 <-> 006 007 <-> 009 010 <-> 012 013 <-> 015 016 <-> 016 017 <-> 051 052 <-> 052 053 <-> 087 088 <-> 088 089 <-> 123 124 <-> 124 125 <-> 159 160 <-> 160 161 <-> 195 196 <-> 196 197 <-> 231 232 <-> 255	Color Macros Off (Fixture controlled by Channels 7-11 and/or 16-39) White (2700K) White (3200K) White (4200K) White (5600K) White (8000K) Blue (Blue @ 100%, Red/Green/White @ 0%) Blue @ 100%, Red/White @ 0%, Green @ 0% <-> 100% Cyan (Blue, Green @ 100%, Red, White @ 0%) Green @ 100%, Red/White @ 0%, Blue @ 100% <-> 0% Green (Green @ 100%, Red/Blue/White @ 0%) Green @ 100%, White/Blue @ 0%, Red @ 0% <-> 100% Yellow (Green, Red @ 100%, Blue/White @ 0%) Red @ 100%, Blue/White @ 0%, Green @ 100% <-> 0% Red (Red @ 100%, Green/Blue/White @ 0%) Red @ 100%, Green/White @ 0%, Blue @ 0% <-> 100% Magenta (Red @ 100%, Green/White @ 0%, Blue @ 100%) Blue @ 100%, Green/White @ 0%, Red @ 100% <-> 0% Rainbow Snap (Slow <-> Fast)
11	13		000 <-> 004 005 <-> 255	Segment Control Mode (For Channel 12 Macros) Full Fixture Segments chase (Slow <-> Fast)
12	14		000 <-> 079 080 <-> 099 120 <-> 139 140 <-> 159 160 <-> 179 180 <-> 199 200 <-> 219 220 <-> 239 240 <-> 255	Functions No Function Reset (Hold for 5 seconds) Internal program 1 Internal program 2 Internal program 3 Internal program 4 Internal program 5 Internal program 6 Internal program 7 Internal program 8
		15	000 <-> 255	Red Section 1 0 <-> 100%
		16	000 <-> 255	Green Section 1 0 <-> 100%
		17	000 <-> 255	Blue Section 1 0 <-> 100%
		18	000 <-> 255	White Section 1 0 <-> 100%
		19	000 <-> 255	Red Section 2 0 <-> 100%
		20	000 <-> 255	Green Section 2 0 <-> 100%
		21	000 <-> 255	Blue Section 2 0 <-> 100%
		22	000 <-> 255	White Section 2 0 <-> 100%

DMX Channel Values (Continued)

Channel			Channel Value	Does...
8-Bit	16-Bit	Design Mode		
		23	000 <-> 255	Red Section 3 0 <-> 100%
		24	000 <-> 255	Green Section 3 0 <-> 100%
		25	000 <-> 255	Blue Section 3 0 <-> 100%
		26	000 <-> 255	White Section 3 0 <-> 100%
		27	000 <-> 255	Red Section 4 0 <-> 100%
		28	000 <-> 255	Green Section 4 0 <-> 100%
		29	000 <-> 255	Blue Section 4 0 <-> 100%
		30	000 <-> 255	White Section 4 0 <-> 100%
		27	000 <-> 255	Red Section 5 0 <-> 100%
		28	000 <-> 255	Green Section 5 0 <-> 100%
		29	000 <-> 255	Blue Section 5 0 <-> 100%
		30	000 <-> 255	White Section 5 0 <-> 100%
		27	000 <-> 255	Red Section 6 0 <-> 100%
		28	000 <-> 255	Green Section 6 0 <-> 100%
		29	000 <-> 255	Blue Section 6 0 <-> 100%
		30	000 <-> 255	White Section 6 0 <-> 100%

Troubleshooting

Symptom	Solution
Fixture Auto-Shut Off	Check the fan in the fixture. If it is stopped or moving slower than normal, the unit may have shut itself off due to high heat. This is to protect the fixture from overheating. Clear the fan of obstructions, or return the unit for service.
Beam is Dim	Check optical system and clean excess dust/grime. Also ensure that the 220V/110V switch is in the correct position, if applicable.
No Light Output	Check to ensure fixture is operating under correct mode, IE sound active/auto/DMX/Etc., if applicable. Contact service for more information.
Chase Speed Too Fast/Slow	Check to ensure proper setup of speed adjustment.
No Power	Check fuse, AC cord and circuit for malfunction.
Blown Fuse	Check AC cord and circuit for damage, verify that moving parts are not restricted and that unit's ventilation is not obstructed
Slow Movement	Verify that 220V/110V switch is in the correct position, if applicable. Also check that speed channels are set appropriately.
No Response to Audio	Verify that the fixture is in "Sound Active" mode. Adjust Audio Sensitivity, If Applicable.
Fixture Not Responding / Responding Erratically	Make sure all connectors are seated properly and securely. Use Only DMX Cables. Install a Terminator. Check all cables for defects. Reset fixture(s).
Intermittant Lamp	Check lamp for properly installation. Relamp, lamp may have reached end of life.
Remote Doesn't Work	Verify remote control cable is installed properly and securely. Verify remote is correct type (CA-9 or other as applicable.)
Fixture Moving On Its Own	Verify proper mode of operation. Is the fixture in "Auto" mode?

If your problem isn't listed, or if problems persist, please contact support: support@blizzardlighting.com.

5. APPENDIX

A Quick Lesson On DMX

DMX (aka DMX-512) was created in 1986 by the United States Institute for Theatre Technology (USITT) as a standardized method for connecting lighting consoles to lighting dimmer modules. It was revised in 1990 and again in 2000 to allow more flexibility. The Entertainment Services and Technology Association (ESTA) has since assumed control over the DMX512 standard. It has also been approved and recognized for ANSI standard classification.

DMX covers (and is an abbreviation for) Digital MultipleXed signals. It is the most common communications standard used by lighting and related stage equipment.

DMX provides up to 512 control "channels" per data link. Each of these channels was originally intended to control lamp dimmer levels. You can think of it as 512 faders on a lighting console, connected to 512 light bulbs. Each slider's position is sent over the data link as an 8-bit number having a value between 0 and 255. The value 0 corresponds to the light bulb being completely off while 255 corresponds to the light bulb being fully on.

DMX data is transmitted at 250,000 bits per second using the RS-485 transmission standard over two wires. As with microphone cables, a grounded cable shield is used to prevent interference with other signals.

There are five pins on a DMX connector: a wire for ground (cable shield), two wires for "Primary" communication which goes from a DMX source to a DMX receiver, and two wires for a "Secondary" communication which goes from a DMX receiver back to a DMX source. Generally, the "Secondary" channel is not used so data flows only from sources to receivers. Hence, most of us are most familiar with DMX-512 as being employer over typical 3-pin "mic cables," although this does not conform to the defined standard.

DMX is connected using a daisy-chain configuration where the source connects to the input of the first device, the output of the first device connects to the input of the next device, and so on. The standard allows for up to 32 devices on a single DMX link.

Each receiving device typically has a means for setting the "starting channel number" that it will respond to. For example, if two 6-channel fixtures are used, the first fixture might be set to start at channel 1 so it would respond to DMX channels 1 through 6, and the next fixture would be set to start at channel 7 so it would respond to channels 7 through 12.

The greatest strength of the DMX communications protocol is that it is very simple and robust. It involves transmitting a reset condition (indicating the start of a new "packet"), a start code, and up to 512 bytes of data. Data packets are transmitted continuously. As soon as one packet is finished, another can begin with no delay if desired (usually another follows within 1 ms). If nothing is changing (i.e. no lamp levels change) the same data will be sent out over and over again. This is a great feature of DMX -- if for some reason the data is not interpreted the first time around, it will be re-sent shortly.

Not all 512 channels need to be output per packet, and in fact, it is very uncommon to find all 512 used. The fewer channels are used, the higher the "refresh" rate. It is possible to get DMX refreshes at around 1000 times per second if only 24 channels are being transmitted. If all 512 channels are being transmitted, the refresh rate is around 44 times per second.

In summary, since its design and evolution in the 1980's DMX has become the standard for lighting control. It is flexible, robust, and scalable, and its ability to control everything from dimmer packs to moving lights to foggers to lasers makes it an indispensable tool for any lighting designer or lighting performer.

Keeping Your NorthStar Quantum Pro As Good As New

The fixture you've received is a rugged, tough piece of pro lighting equipment, and as long as you take care of it, it will take care of you. That said, like anything, you'll need to take care of it if you want it to operate as designed. You should absolutely keep the fixture clean, especially if you are using it in an environment with a lot of dust, fog, haze, wild animals, wild teenagers or spilled drinks.

Cleaning the optics routinely with a suitable glass cleaner will greatly improve the quality of light output. Keeping the fans free of dust and debris will keep the fixture running cool and prevent damage from overheating.

In transit, keep the fixtures in cases. You wouldn't throw a prized guitar, drumset, or other piece of expensive gear into a gear trailer without a case, and similarly, you shouldn't even think about doing it with your shiny new light fixtures.

Common sense and taking care of your fixtures will be the single biggest thing you can do to keep them running at peak performance and let you worry about designing a great light show, putting on a great concert, or maximizing your client's satisfaction and "wow factor." That's what it's all about, after all!

Returns (Gasp!)

We've taken a lot of precautions to make sure you never even have to worry about sending a defective unit back, or sending a unit in for service. But, like any complex piece of equipment designed and built by humans, once in a while, something doesn't go as planned. If you find yourself with a fixture that isn't behaving like a good little fixture should, you'll need to obtain a Return Authorization (RA).

Don't worry, this is easy. Just send an email to support@blizzardlighting.com, and we'll issue you an RA. Then, you'll need to send the unit to us using a trackable, pre-paid freight method. We suggest using USPS Priority or UPS. Make sure you carefully pack the fixture for transit, and whenever possible, use the original box & packing for shipping.

When returning your fixture for service, be sure to include the following:

- 1.) Your contact information (Name, Address, Phone Number, Email address).
- 2.) The RA# issued to you
- 3.) A brief description of the problem/symptoms.

We will, at our discretion, repair or replace the fixture. Please remember that any shipping damage which occurs in transit to us is the customer's responsibility, so pack it well!

Shipping Issues

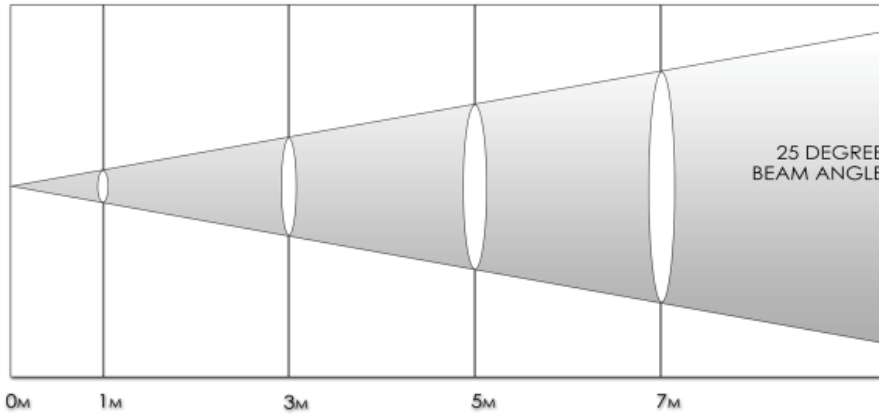
Damage incurred in shipping is the responsibility of the shipper, and must be reported to the carrier immediately upon receipt of the items. Claims must be made within seven (7) days of receipt.

Tech Specs!

Weight & Dimensions	
Length	11 inches (278 mm)
Width	8 inches (202 mm)
Height	15 inches (380 mm)
Weight	20.65 lbs (9.4 kg)
Power	
Operating Voltage	100-240VAC, 50-60 Hertz (autoranging)
Fuse	3.15A 250V (fast-blow)
Power Consumption	420W
Light Source	
LED	36x 10-Watt RGBW CREE Brand, > 50,000 hours
Optical	
Beam Angle	25 degrees
Luminous Intensity	56,500 (full white) lux/1m
Movement Range	
Pan	540/630 degrees
Tilt	270 degrees
Thermal	
Max. Operating Temp.	104 degrees F (40 degrees C) ambient
Control	
Protocol	USITT DMX-512
DMX Channels	12 /14/38 (User Selectable)
Input	3-pin XLR Male
Output	3-pin XLR Female
Favorite Bond	
Connery.	
Warranty	
2-year limited warranty, does not cover mal-function caused by damage to LED's.	

Photometrics

RED	11500 Lux	850	365	195 Lux
GREEN	15800 Lux	2260	910	490 Lux
BLUE	21200 Lux	54	22	12 Lux
WHITE	22200 Lux	2520	1060	570 Lux
ALL	56500 Lux	4500	1870	1080 Lux



BLUE: 295.2 LUMEN
GREEN: 2,419.2 LUMEN
RED: 1,101.6 LUMEN
WHITE: 3600 LUMEN
ALL: 7,416 LUMEN



Enjoy your product!
Our sincerest thanks for your purchase!
--The team @ Blizzard Lighting