COLORband PiX M ILS

User Manual







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Warranty

Limited Warranty

FOR WARRANTY REGISTRATION AND COMPLETE TERMS AND CONDITIONS PLEASE VISIT OUR WEBSITE.

For Customers in the United States and Mexico: www.chauvetlighting.com/warranty-registration.

For Customers in the United Kingdom, Republic of Ireland, Belgium, the Netherlands, Luxembourg, France, and Germany: www.chauvetlighting.eu/warranty-registration.

Chauvet warrants that this product shall be free from defects in material and workmanship under normal use, for the period specified in, and subject to the exclusions and limitations set forth in the full limited warranty on our website. This warranty extends only to the original purchaser of the product and is not transferable. To exercise rights under this warranty, you must provide proof of purchase in the form of an original sales receipt from an authorized dealer that shows the product name and date of purchase. THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES. This warranty gives you specific legal rights. You may also have other rights that vary from state to state and country to country. This warranty is valid only in the United States, United Kingdom, Republic of Ireland, Belgium, the Netherlands, Luxembourg, France, Germany and Mexico. For warranty terms in other countries, please consult your local distributor.



1. Before You Begin

What Is Included

- COLORband PiX M ILS
- Power cable
- Quick Reference Guide

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	1–512 A range of values					
50/60	0/60 A set of values of which only one can be chosen					
Settings	A menu option not to be modified					
<enter></enter>	<enter> A key to be pressed on the product's control panel</enter>					
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.
i	Important installation or configuration information. The product may not function correctly if this information is not used.
	Useful information.

Disclaimer

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Safety Notes

In the event of a serious operating problem, stop using immediately.

DO NOT:

- ♦ Open this product or attempt any repairs. It contains no user-serviceable parts.
- Look at the light source when the product is on.
- Use if the power cord is crimped or damaged.
- ♦ Disconnect by pulling on the power cord.
- Allow flammable materials close to the product when it is operating.
- ♦ Touch the housing when it is on.
- Block any ventilation holes/slots in the housing.



- Connect to a dimmer or rheostat.
- Carry the product by its power cord.
- ◆ Operate in temperatures higher than 104°F (40°C).
- ♦ Expose to environments that exceed the Ingress Protection (IP) rating.
- Expose to rain or moisture.
- Use outdoors.
- Submerge.
- Leave outdoors for extended periods of time.
- Expose to corrosive environmental conditions such as temperature, humidity, salinity, pressure, radiation, or shock.
- Set this product on a flammable surface.

ALWAYS:

- ♦ Connect to a grounded circuit.
- ♦ Connect to operating voltages as specified on the product's spec sticker.
- Disconnect from power before replacing the fuse.



- Disconnect from its power source during periods of inactivity.
- Use a safety cable when suspending overhead.
- Heed all restrictions and warnings on the spec sticker.
- ♦ Mount in a location with at least 20 in (50 cm) of ventilation.
- Replace the fuse with the same type and rating.
- ♦ Use a clamp with a captive bolt when a single hanging bracket is used.

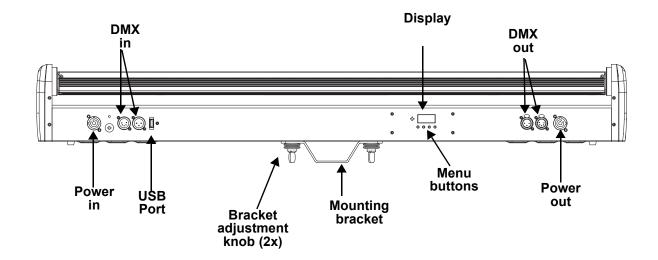


Keep this User Manual for future use. If the product is sold to someone else, be sure that they also receive this document.



2. Introduction

Product Overview

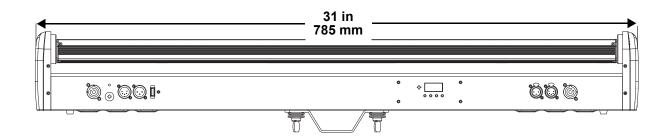


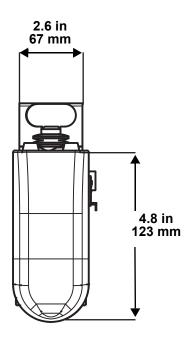


WARNING! DO NOT plug anything other than a D-Fi USB into the USB port. Doing so may cause damage to the product.



Product Dimensions







3. Setup

AC Power

The COLORband PiX M ILS 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 (a 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.

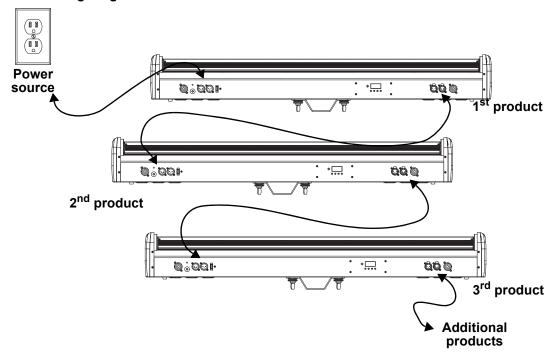
Fuse Replacement

- 1. Disconnect the product from power.
- 2. Using a Phillips-head screwdriver, unscrew the fuse holder and pull it straight out.
- 3. Remove the blown fuse from the holder and replace with a fuse of the exact same type and rating. Re-insert the fuse holder and reconnect power.

Power Linking

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

Power Linking Diagram





It is possible to link up to 12 COLORband PiX M ILS products on 120 VAC or up to 20 products on 230 VAC.



Mounting

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

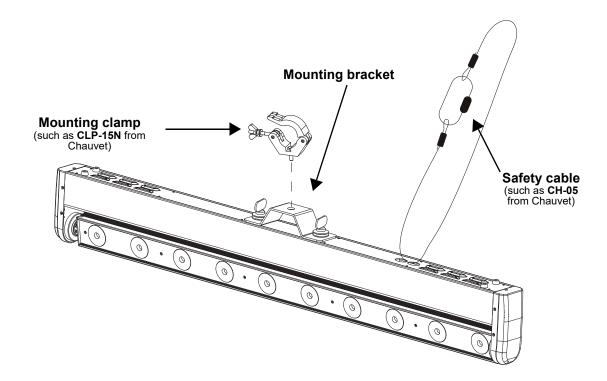
Orientation

The COLORband PiX M ILS 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 adequate ventilation is provided around the product.
- Make sure that the structure or surface onto which you are mounting the product can support the product's weight (see the <u>Technical Specifications</u>).
- 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.

Mounting Diagram





4. Operation

Control Panel Operation

To access the control panel functions, use the four buttons located underneath the display. Refer to the Product Overview to see the button locations on the control panel.

Button	Function
<menu></menu>	Exits from the current menu or function
<up></up>	Navigates upwards through the menu list or increases a selected numeric value
<down></down>	Navigates downwards through the menu list or decreases a selected numeric value
<enter></enter>	Enables the currently displayed menu or sets a selected value into the selected function

Menu Map

Refer to the COLORband PiX M ILS product page on www.chauvetdj.com for the latest menu map.

Mode	Pro	ogramm	ing Levels	Description			
	50	h	d001-508	5-channel DMX mode			
	6Ch		d001–507	6-channel DMX mode			
	80	h	d001–505	8-channel DMX mode			
DMX Mode	10Ch		d001-503	10-channel DMX mode			
	170	Ch	d001–496	17-channel DMX mode			
	320	Ch	d001–481	32-channel DMX mode			
	360	Ch	d001–477	36-channel DMX mode			
ILS Mode	iL	S	iLS1-4	Sets ILS mode			
Static Colors	С		C 1–18	Static colors			
Tilt Settings			t 0–50	Tilt position (0-270°)			
Thi Settings	t		t 51–100	Automatic motorized tilt speed, slow to fast			
Automatic Programs	P		P 1–14	Automatic programs			
Auto Speed	S		S. 001–100	Program speed for P 1–14			
Sound-Active Mode	Snd		Snd	Sound-active programs			
Sound Sensitivity	SenS		U.001-100	Sets sound sensitivity			
	U		r.000–255	Custom static colors			
Custom Color Mixing			U		U		g.000-255
			b.000-255				
			oFF	Disables RFC remote control			
RF Control	SEt	RF	Link	Link to a single remote by pressing and holding <freeze></freeze> (RFC) or <blackout></blackout> (RFC-XL) until the display shows PASS (success) or ErrO (failure)			
THE CONTROL			PubL	Public mode, control with any RFC or RFC-XL remote			
	RE	et	NO	Reset to factory default settings			
	INE.	<u> </u>	YES	Treast to factory default settings			
			OFF				
Dimmer Speed	ИI	М	dIM1	Dimmer speed settings: off, fast, medium, or			
Diffiller Speed	dIM		dIM2	slow			
			dIM3				
Offset	OFFS		0–255	Offset (calibration mode)			



Configuration (DMX)

The COLORband PiX M ILS 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.

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 COLORband PiX M ILS uses up to 36 DMX channels, which defines the highest configurable address as 477.

Download the DMX Primer from www.chauvetdj.com to know more about the DMX protocol.

To select the starting address, do the following:

- Press <MENU> repeatedly until 5Ch, 6Ch, 8Ch, 10Ch, 17Ch, 32Ch, or 36Ch shows on the display.
- 2. Press **<ENTER>**.
- 3. Use **<UP>** or **<DOWN>** to select the starting address, from **d. 1–477**.
- Press **<ENTER>**.



D-Fi USB Connectivity

The COLORband PiX M ILS 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 and manual display control / menu buttons will be unavailable until you unplug the D-Fi USB. The priority levels are:



- 1. D-Fi USB
- 2. Wired DMX
- 3. Manual Digital Display/Menu Buttons

D-Fi USB Compatibility

The D-Fi USB can receive a DMX signal from the D-Fi Hub and the FlareCON Air 2 as well as other D-Fi USB products.

Configuration (D-Fi USB)

- 1. Set the DMX Personality and DMX address on the COLORband PiX M ILS.
- 2. Use the Chart provided to set BOTH:
 - the Channel, and then
 - The Receiving or Transmitting option

NOTE: DIP Switch $\underline{5}$ is for Transmitting OR Receiving, please choose carefully. D-Fi USB DIP Switch Channels

	Receiving——, Receiving——,							Tr	ans	mitti	ng-	—		Tr	ansı	nitti	ng -	—					
Ch.	1	2	3	4	T/R	Ch.	1	2	3	4	T/R	Ch.	1	2	3	4	T/R	Ch.	1	2	3	4	T/R
1						9						1						9					
2						10						2						10					
3						11						3						11					
4						12						4						12					
5						13						5						13					
6						14						6						14					
7						15						7						15					
8						16						8						16					



DMX Channel Assignments and Values DMX Values

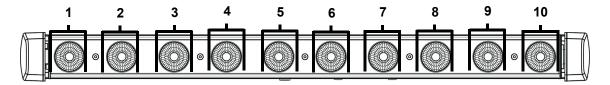
5Ch	6Ch	8Ch	10Ch	17Ch	32Ch	36Ch	Function	Va	alue	9	Percent/Setting				
1	1	_	1	_	_	_	Red				0–100%				
2	2	_	2	_	_	_	Green				0–100%				
3	3	_	3	_	_	_	Blue				0–100%				
<u> </u>	_	1	_	1	1	1	Red 1				0–100%				
	_	2	_	2	2	2	Green 1				0–100%				
	_	3	_	3	3	3	Blue 1				0–100%				
	_	4	_	4	4	4	Red 2				0–100%				
	_	5	_	5	5	5	Green 2				0–100%				
	_	6	_	6	6	6	Blue 2				0–100%				
	_	_	_	7	7	7	Red 3				0–100%				
	_	_	_	8	8	8	Green 3				0–100%				
	_	_	_	9	9	9	Blue 3				0–100%				
	_	_	_	10	10	10	Red 4				0–100%				
	_	_	_	11	11	11	Green 4				0–100%				
	_	_	_	12	12	12	Blue 4				0–100%				
	_	_	_	13	13	13	Red 5				0–100%				
_	_	_	_	14	14	14	Green 5				0–100%				
_	_	_	_	15	15	15	Blue 5				0–100%				
_	_	_	_	_	16	16	Red 6				0–100%				
_	_	_	_	_	17	17	Green 6				0–100%				
_	_	_	_	_	18	18	Blue 6				0–100%				
	_	_	_	_	19	19	Red 7				0–100%				
_	_	_	_	_	20	20	Green 7				0–100%				
_	_	_	_	_	21	21	Blue 7				0–100%				
_	_	_	_	_	22	22	Red 8				0–100%				
_	_	_	_	_	23	23	Green 8	000	⇔ 2	255	0–100%				
	_	_	_	_	24	24	Blue 8				0–100%				
_	_	_	_	_	25	25	Red 9	000	⇔ :	255	0–100%				
_	_	_	_	_	26	26	Green 9				0–100%				
_	_	_	_	_	27	27	Blue 9				0–100%				
_	_	_	_	_	28	28	Red 10	000	⇔ :	255	0–100%				
_	_	_	_	_	29	29	Green 10	000	⇔ :	255	0–100%				
_	_	_	_	_	30	30	Blue 10	000	⇔ :	255	0–100%				
-			_				0.1	000	⇔ (015	No function				
-	_	-	4	_	_	-	Color macros	016	⇔ :	255	Color macros				
							Strobe	000	⇔ (015	No function				
							(When Ch. 32/6 is 000 ⇔ 031)	016	⇔ :	255	Strobe, slow to fast				
							Program speed	000			Program speed,				
-	_	_	5	_	_	31	(When Ch. 32/6 is 032 ⇔ 223)				slow to fast				
							Sound sensitivity	000	⇔ (010					
										(When Ch. 32/6 is 224 ⇔ 255)	011	⇔ 2	255	Sound sensitivity,	
													_		low to high

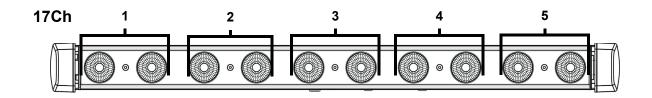


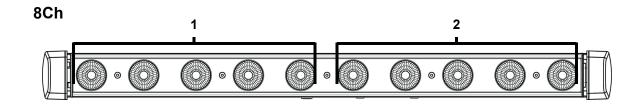
							l=					
5Ch	6Ch	8Ch	10Ch	17Ch	32Ch	36Ch	Function	Value	Percent/Setting			
									No function			
								032 ⇔ 045	Auto program 1			
								046 ⇔ 059	Auto program 2			
								060 ⇔ 072	Auto program 3			
								073 ⇔ 086	Auto program 4			
									Auto program 5			
								101 ⇔ 113	Auto program 6			
								114 ⇔ 127	Auto program 7			
-	-	_	6	_	-	32	Auto programs		Auto program 8			
									Auto program 9			
									Auto program 10			
									Auto program 11			
									Auto program 12			
									Auto program 13			
								210 223	Auto program 14			
								224 ⇔ 255	Sound-active program			
-	4	_	7	-	-	33	Dimmer	000 ⇔ 255	0–100%			
4	5	7	8	16	31	34	Tilt	000 ⇔ 255	0–100%			
5	6	8	9	17	32	35	Tilt speed	000 ⇔ 255	Tilt speed, fast to slow			
								000 051	Dimmer speed set from display			
								052 ⇔ 101	Dimmer speed mode off			
-	_	_	10	_	-	36	Dimmer speed mode	102 ⇔ 152	Dimmer speed mode 1 fast			
											153 ⇔ 203	Dimmer speed mode 2 medium
								204 255	Dimmer speed mode 3 slow			



Zones for DMX Control 36Ch / 32Ch









Configuration (Standalone)

Set the product in the standalone mode to control without a DMX controller.



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.

Static Color Mode

To run the COLORband PiX M ILS on a static color, follow the instructions below.

- 1. Press <MENU> repeatedly until C-- shows on the display.
- Press **<ENTER>**.
- 3. Use **<UP>** or **<DOWN>** to select a static color, from **C 1–18**.
- 4. Press <ENTER>.

Automatic Program

To run a program on the COLORband PiX M ILS, follow the instructions below.

- 1. Press <MENU> repeatedly until P-- shows on the display.
- 2. Press <ENTER>.
- 3. Use **<UP>** or **<DOWN>** to select an automatic program, from **P 1–14**.
- 4. Press <ENTER>.

Auto Program Speed

To adjust the auto program speed on the COLORband PiX M ILS, do the following:

- 1. Press <MENU> repeatedly until S-- shows on the display.
- 2. Use **<UP>** or **<DOWN>** to increase or decrease the program speed, from **S. 001–100**.
- 3. Press <ENTER>.

Sound-Active Programs

To run the COLORband PiX M ILS with a sound-active program, follow the instructions below.

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

Sound Sensitivity

To set the sound sensitivity on the COLORband PiX M ILS, do the following:

- Press <MENU> repeatedly until SenS shows on the display.
- Use **<UP>** or **<DOWN>** to increase or decrease the sound sensitivity, from **U.001–100**.
- Press <ENTER>.

Custom Color Mixing

To mix a custom color on the COLORband PiX M ILS, do the following:

- 1. Press **<MENU>** repeatedly until **u--** shows on the display.
- 2. Press **<ENTER>** and one of the following will show on the display:
 - **r.** _ _ _ (red)
 - **g.** _ _ _ (green)
 - b. (blue)
- 3. Press **<ENTER>** to cycle through the options.
- 4. Use <UP> or <DOWN> to increase or decrease the selected value, from 0-255.
- 5. Repeat steps 3 and 4 until the color is set as desired.

Dimmer

To set the dimmer value on the COLORband PiX M ILS, follow the instructions below.

- 1. Press <MENU> repeatedly until dIM shows on the display.
- Press **<ENTER>**.
- 3. Use **<UP>** or **<DOWN>** to set the dimmer, from **dIM1** (fast) to **dIM3** (slow) or **OFF**.
- Press < ENTER >.



RF Control

To lock/unlock the touchscreen on the COLORband PiX M ILS, do the following:

- 1. Press <MENU> repeatedly until SEt shows on the display. Press <ENTER>.
- 2. Use **<UP>** or **<DOWN>** to select **RF**. Press **<ENTER>**.
- Use <UP> or <DOWN> to select Link (Link to a single remote), PubL (Public mode), or oFF (deactivates RFC remote control).
- 4. Press **<ENTER>**.



Password: <UP>, <DOWN>, <UP>, <DOWN>, <ENTER>

Factory Reset

To reset the COLORband PiX M ILS to default factory settings, follow the instructions below:

- 1. Press <MENU> repeatedly until SEt shows on the display. Press <ENTER>.
- 2. Use **<UP>** or **<DOWN>** to select **RESt**. Press **<ENTER>**.



Master/Slave Mode

The Master/Slave mode allows a single COLORband PiX M ILS product (the "master") to control the actions of one or more COLORband PiX M ILS products (the "slaves") without the need of a DMX controller. The master product will be set to operate in standalone, 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 5Ch, 6Ch, 8Ch, 10Ch, 17Ch, 32Ch, or 36Ch shows on the display.
- 2. Press <ENTER>.
- 3. Set the DMX address to d001.
- 4. Connect the DMX input of the first slave product to the DMX output of the master product.
- Connect the DMX input of the subsequent slave products to the DMX output of the previous slave product.
- 6. Finish setting and connecting all the slave products.

Master product:

- 1. Press **<MENU>** repeatedly to go to the desired function or program.
- 2. Press <ENTER>.
- 3. Set the master product to operate in standalone.
- 4. 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 15 slaves to the master.

Master/Slave Mode (D-Fi USB)

The D-Fi USB allows a single COLORband PiX M ILS product (the "master") to control the actions of one or more COLORband PiX M ILS products (the "slaves") without the need of a DMX controller or DMX cables. The master (transmitter) product will be set to operate in standalone mode, while the slave (receiver) products will be set to operate in DMX 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 3-Ch shows on the display.
- 2. Press <ENTER>.
- 3. Use **<UP>** or **<DOWN>** to set the starting address to **d** 1.
- 4. Press <ENTER>.
- 5. Set the D-Fi USB to receive on a specific channel, 1–16.
- 6. Plug in the D-Fi USB.
- 7. Finish setting and connecting all the slave products.

Master product:

- 1. Set the master product to operate in standalone mode.
- 2. Set the D-Fi USB to transmit on the D-Fi channel the slaves are receiving on.
- 3. 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.

ILS Mode

ILS (Integrated Lighting System) provides 4 modes that synchronize with the GigBAR MOVE+ILS: Modes 1 and 3 synchronize with side 1 of the GigBAR MOVE+ILS, whereas modes 2 and 4 synchronize with side 2 of the GigBAR MOVE+ILS. When linked, effects will sync with the most similar effect on the selected side of the GigBAR MOVE+ILS: Kinta effects will sync with one of the kintas, moving heads will sync with one of the moving heads, and wash effects will sync with one of the pars. Laser effects will sync with the laser, and strobe effects will sync with the strobe effects regardless of ILS mode.

This product will synchronize with the par effect on the selected side of the GigBAR MOVE+ILS.

To set the COLORband PiX M ILS to respond to an ILS signal:

- 1. Press <MENU> repeatedly until iLS shows on the display.
- 2. Use **<UP>** or **<DOWN>** to select from iLS1 (side 1), iLS2 (side 2), iLS3 (side 1), or iLS4 (side 2).
- 3. Press **<ENTER>**.



5. Maintenance

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 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:

- 1. Unplug the product from power.
- 2. 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.
- 4. Clean all transparent surfaces with a mild soap solution, ammonia-free glass cleaner, or isopropyl alcohol.
- 5. Apply the solution directly to a soft, lint-free cotton cloth or a lens-cleaning tissue.
- 6. Softly drag any dirt or grime to the outside of the transparent surface.
- 7. Gently polish the transparent surfaces until they are free of haze and lint.



Always dry the transparent surfaces carefully after cleaning them.



6. Technical Specifications

Dimensions and Weight

 Length
 Width
 Height
 Weight

 31 in (785 mm)
 2.6 in (67 mm)
 4.8 in (123 mm)
 8.2 lb (3.7 kg)

Note: Dimensions in inches are rounded.

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	86 W	84 W
Operating current	1.2 A	0.7 A
Power-linking current (products)	1.2 A (12 products)	1.2 A (20 products)
Fuse	T 2 AL, 250 V	T 2 AL, 250 V
Power I/O	U.S./Worldwide	UK/Europe
Power input connector	powerCON [®] compatible	powerCON [®] compatible
Power output connector	powerCON [®] compatible	powerCON [®] compatible
Power cord plug	Edison	Bare wire

Light Source

Type	Color	Quantity	Power	Current	Lifespan
LED	Tri-color RGB	10	6 W	2 A	50,000 hours

Photometrics

Beam Angle	Field Angle	Illuminance @ 2 m
15°	27°	7,441 lux

Thermal

Maximum External Temperature	Cooling System
104 °F (40 °C)	Convection

DMX

I/O Connector	Channel Range
3-pin and 5-pin XLR	5, 6, 8, 10, 17, 32, or 36

Ordering

Product Name	Item Code	UPC Number
COLORband PiX M ILS	10032031	781462223793





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 U.K. or Ireland, contact Chauvet U.K..
- If you are located in Benelux, contact Chauvet Benelux
- If you are located in France, contact Chauvet France.
- If you are located in Germany, contact Chauvet Germany.
- If you are located in Mexico, contact Chauvet Mexico.
- If you are located in any other country, DO NOT contact Chauvet. Instead, contact your local distributor. See www.chauvetdj.com for distributors outside the U.S., U.K., Ireland, Benelux, France, Germany, or Mexico.



If you are located outside the U.S., U.K., Ireland, Benelux, France, Germany, or Mexico, contact your distributor of record and follow their instructions on how to return Chauvet products to them. Visit our website www.chauvetdj.com 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.

To submit a service request online, go to www.chauvetdj.com/service-request.

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

General Information	Technical Support
Chauvet World Headquarters	
Address: 3360 Davie Rd.	Voice: (844) 393-7575
Davie, FL 33314	Fax: (954) 756-8015
Voice: (954) 577-4455	Email: chauvetcs@chauvetlighting.com
Fax: (954) 929-5560	
Toll Free: (800) 762-1084	Website: www.chauvetdj.com
Chauvet U.K.	
Address: Unit 1C	Email: <u>UKtech@chauvetlighting.eu</u>
Brookhill Road Industrial Estate	
Pinxton, Nottingham, UK	Website: www.chauvetdj.eu
NG16 6NT	
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Fax: +44 (0) 1773 511110	
Chauvet Benelux	
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Address: 3, Rue Ampère 91380 Chilly-Mazarin	Email: FRtech@chauvetlighting.fr
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Chauvet Germany	
Address: Bruno-Bürgel-Str. 11 28759 Bremen	Email: <u>DEtech@chauvetlighting.de</u>
Germany	Website: www.chauvetdj.eu
Voice: +49 421 62 60 20	
Chauvet Mexico	
Address: Av. de las Partidas 34 - 3B (Entrance by Calle 2)	Email: servicio@chauvet.com.mx
Zona Industrial Lerma	Website: www.chauvetdj.mx
Lerma, Edo. de México, CP 52000	
Voice: +52 (728) 690-2010	

Visit the applicable website above to verify our contact information and instructions to request support. Outside the U.S., U.K., Ireland, Mexico, France, Germany, or Benelux, contact the dealer of record.