

# cloud 9

## User Manual



Model ID: CLOU9  
220VCLOUD9

**CHAUVET**  
PROFESSIONAL

## Edition Notes

The Cloud 9 User Manual includes a description, safety precautions, installation, programming, operation, and maintenance instructions for the Cloud 9 as of the release date of this edition.

## Trademarks

Chauvet, Chauvet Professional, the Chauvet logo, and Cloud 9 are registered trademarks or trademarks of Chauvet & Sons, LLC (d/b/a Chauvet and Chauvet Lighting) in the United States and other countries. Other company and product names and logos referred to herein may be trademarks of their respective companies.

## Copyright Notice

The works of authorship contained in this manual, including, but not limited to, all design, text, and images are owned by Chauvet.

© Copyright 2025 Chauvet & Sons, LLC. All rights reserved.

Electronically published by Chauvet in the United States of America.

## Manual Use

Chauvet authorizes its customers to download and print this manual for professional information purposes only. Chauvet expressly prohibits the usage, copy, storage, distribution, modification, or printing of this manual, or its content for any other purpose without written consent from Chauvet.

## Document Printing

For best results, print this document in color, on letter size paper (8.5 x 11 in), double-sided. If using A4 paper (210 x 297 mm), configure the printer to scale the content accordingly.

## Intended Audience

Any person installing, operating, and/or maintaining this product should completely read through the guide that shipped with the product, as well as this manual, before installing, operating, or maintaining this product.

## Disclaimer

Chauvet believes that the information contained in this manual is accurate in all respects. However, Chauvet assumes no responsibility and specifically disclaims any and all liability to any party for any loss, damage or disruption caused by any errors or omissions in this document, whether such errors or omissions result from negligence, accident, or any other cause. Chauvet reserves the right to revise the content of this document without any obligation to notify any person or company of such revision, however, Chauvet has no obligation to make, and does not commit to make, any such revisions.

## Document Revision

Go to [www.chauvetprofessional.com](http://www.chauvetprofessional.com) for the latest version.

Revision	Date	Description
8	05/2025	Updated framemaker format. Added atmospheric notation to Maintenance.

## TABLE OF CONTENTS

<b>1. Before You Begin .....</b>	<b>1</b>
What Is Included .....	1
Claims .....	1
Manual Conventions .....	1
Symbols .....	1
Safety Notes.....	2
<b>2. Introduction .....</b>	<b>3</b>
Features .....	3
Product Overview.....	4
Overview 1 .....	4
Overview 2 .....	5
Product Dimensions .....	6
<b>3. Setup .....</b>	<b>7</b>
AC Power .....	7
AC Plug .....	7
Resetting the Breaker .....	7
DMX Linking.....	7
DMX Personalities.....	7
Mounting .....	8
Orientation.....	8
Rigging.....	8
Procedure.....	8
Hose Attachment.....	9
<b>4. Operation .....</b>	<b>10</b>
Preparation for Operation.....	10
Operation .....	10
Control Panel Operation.....	11
Control Options .....	11
Programming.....	11
Menu Map .....	11
DMX Configuration.....	11
DMX Control.....	11
DMX Channel Assignments and Values .....	12
Standalone Configuration.....	12
Interval .....	12
Duration.....	12
Timer Out .....	12
Volume Out .....	12
Fluid Sensor .....	12
Direct Timer.....	12
Error Codes.....	12
<b>5. Maintenance.....</b>	<b>13</b>
Fog Machine Maintenance.....	13
Storage.....	13
<b>6. Technical Specifications .....</b>	<b>14</b>
<b>Contact Us .....</b>	<b>15</b>
Warranty & Returns.....	15

# 1. Before You Begin

## What Is Included

- Cloud 9
- Seetronic Powerkon power cord (2 for 120 V, 1 for 230 V)
- Directional hose and clamp
- Overflow polyurethane tubing, 8.5mm, 3ft
- Quick Reference Guide

## Claims

Carefully unpack the product immediately and check the container to make sure all the parts are in the package and are in good condition.




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 any 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.

## Manual Conventions

Convention	Meaning
<b>1–512</b>	A range of values
<b>50/60</b>	A set of values of which only one can be chosen
<b>&lt;SET&gt;</b>	A button on the product's control panel
<b>Settings</b>	A product function or a menu option

## 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.



**Any reference to power connections in this manual assumes the use of Seetronic IP-rated cables.**



**The term “DMX” used throughout this manual refers to the USITT DMX512-A digital data transmission protocol.**

**Connection of the control signal: DMX line**

- The product has XLR sockets for DMX input and output.
- **Notice:** This control circuit is isolated and belongs to the Class 2 data port.

**The control circuit has a cumulative leakage current of less than 3.5 mA.**

### Safety Notes

Read all the following safety notes before working with this product. These notes contain important information about the installation, usage, and maintenance of this product.



**This product contains no user-serviceable parts. Any reference to servicing in this User Manual will only apply to properly trained, certified technicians. Do not open the housing or attempt any repairs.**



**All applicable local codes and regulations apply to proper installation of this product.**

- If the external flexible cable or cord of this product is damaged, it shall be replaced by a special cord or cord exclusively available from the manufacturer or its service agent.
- **CAUTION:**
  - This product's housing may be hot when operating. Mount this product in a location with adequate ventilation, at least 20 in (50 cm) from adjacent surfaces.
  - When transferring the product from extreme temperature environments, (e.g., cold truck to warm humid ballroom) condensation may form on the internal electronics of the product. To avoid causing a failure, allow the product to fully acclimate to the surrounding environment before connecting it to power.
  - Condensation from the emitted fog may form on the floor around the output nozzle. Use caution when walking in this area.
- **ALWAYS:**
  - Connect this product to a grounded and protected circuit.
  - Drain the tank before transporting the product.
- **DO NOT:**
  - Open this product. It contains no user-serviceable parts.
  - Leave any flammable material within 30 cm of this product while operating or connected to power.
  - Connect this product to a dimmer or rheostat.
  - Operate this product if the housing, hoses, fluid tank, or cables appear damaged.
  - Operate this product outdoors or in any location where dust, excessive heat, water, or humidity may affect it (adhere to standards for the published IP rating).
  - Use for space-heating purposes.
  - Touch the output nozzle on this product. It is very hot during operation, and it may remain hot for several hours after turning the product off.
  - Add anything to the fluid.
  - Drink the fluid.
  - Allow the fluid to contact skin or eyes.
- **ONLY** use Chauvet fluids.
- Depending on the amount of fog/haze generated, all fog/haze machines may set off smoke detectors.
- The maximum ambient temperature is 113 °F (45 °C). Do not operate this product at higher temperatures.
- The minimum startup temperature is -4°F (-20°C). Do not start the product at lower temperatures.
- The minimum ambient temperature is -22°F (-30°C). Do not operate the product at lower temperatures.
- 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.
- In the event of a serious operating problem, stop using immediately.



**If this Chauvet product requires service, contact Chauvet Technical Support.**

## 2. Introduction

### Features

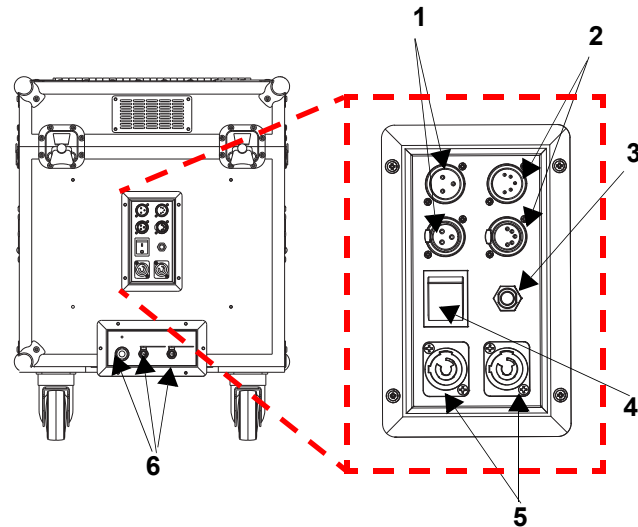
- Professional fogger gives high-impact low-lying fog effect on stage or in ballrooms
- Continuous operation produces fog to cover 3,230 ft<sup>2</sup> (300 m<sup>2</sup>) area
- Ultrasonic agitator combines distilled water with fog to produce low-lying fog effect
- Ships in rugged flight case with locking casters with hinged top cover to allow for operation even when closed
- Control via on board digital display or DMX
- Integrated water drain system makes cleanup fast and easy
- Use low-lying fog fluid (LLG) to produce the CO<sup>2</sup> effect that lasts for several minutes before dissipating
- Use without dry ice or CO<sup>2</sup>—no special licensing or training required
- Quick connector allows easy attachment of the directional hose to the unit with just a ¼ turn

## Introduction

### Product Overview

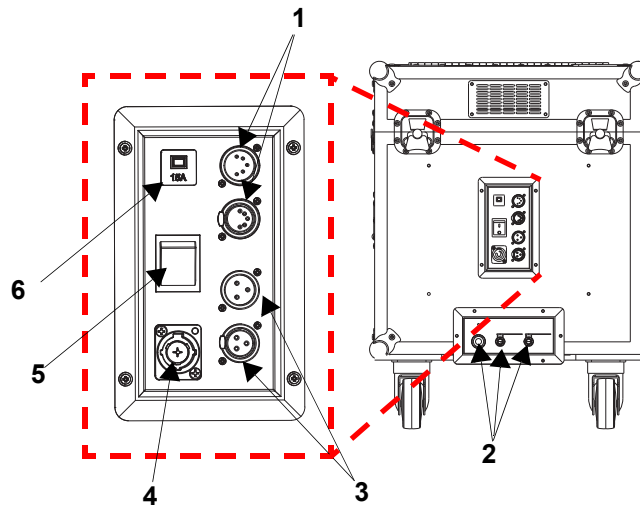
#### Overview 1

#### Cloud 9 120V



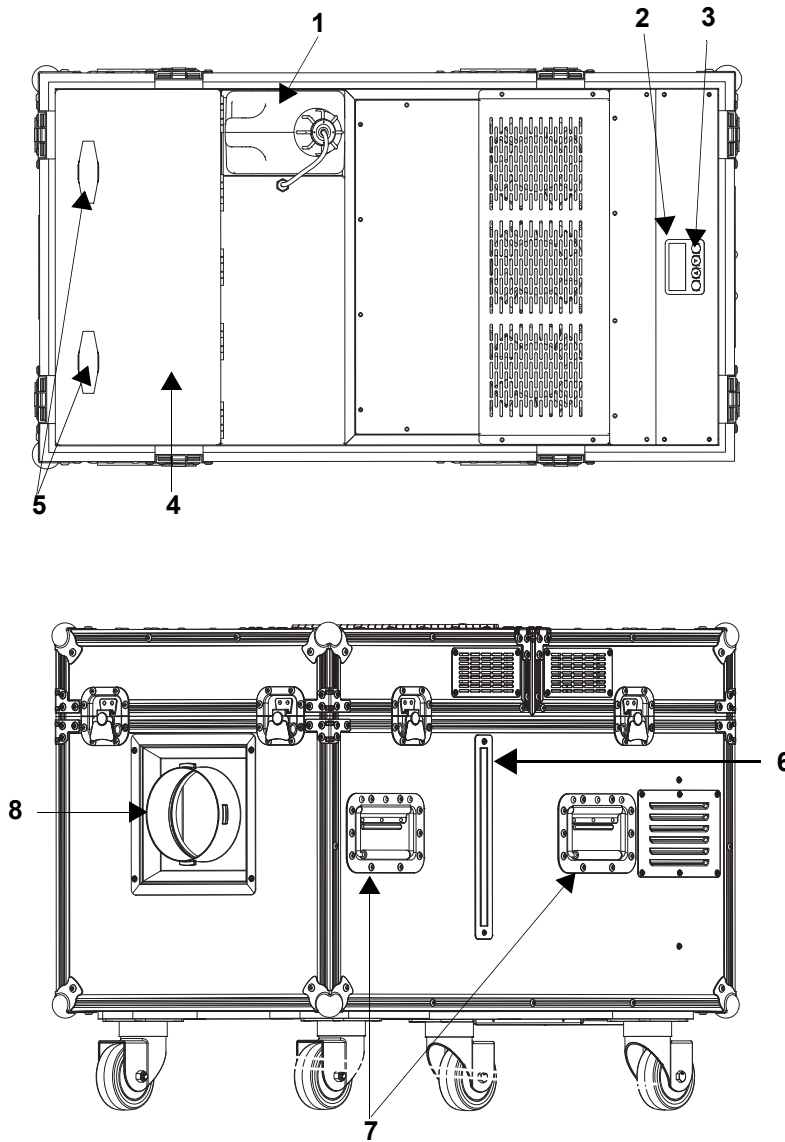
#	Name	#	Name
1	3-pin DMX in/out	4	Power switch
2	5-pin DMX in/out	5	Power in (x2)
3	Breaker	6	Drainage/overflow valves

#### Cloud 9 230V



#	Name	#	Name
1	5-pin DMX in/out	4	Power in
2	Drainage/overflow valves	5	Power switch
3	3-pin DMX in/out	6	Breaker

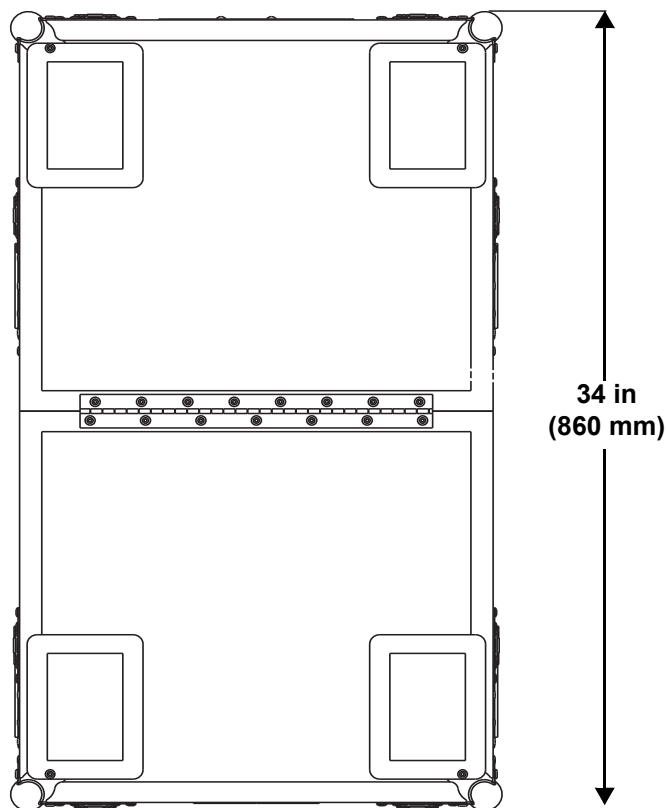
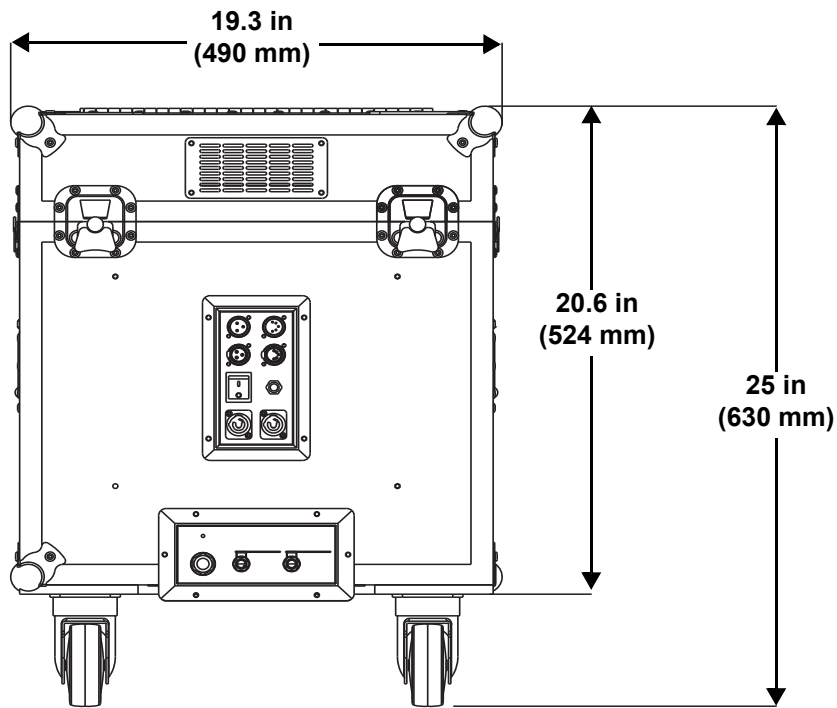
## Overview 2



#	Name	#	Name
1	Fluid tank	5	Open/close water tank
2	LCD display	6	Fluid level indicator
3	Menu buttons	7	Handles (x4)
4	Distilled water tank	8	Nozzle



## Product Dimensions



## 3. Setup

### AC Power

Each Cloud 9 has a fixed power supply that works with an input voltage of either 120 VAC (60 Hz) or 230 VAC (50 Hz), depending on the specific model. To determine the power requirements for each Cloud 9, refer to the label affixed to the product. You can also refer to the [Technical Specifications](#) chart in this manual.

The listed current rating indicates the maximum current draw during normal operation. For more information, download Sizing Circuit Breakers from the Chauvet website: [www.chauvetprofessional.com](http://www.chauvetprofessional.com).



- **Always connect the product to a protected circuit (e.g., 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.**



**The 120 V version of the Cloud 9 consumes more than 20 A of power, and thus requires 2 power cords with its own circuit.**

### AC Plug

The Cloud 9 comes with a power input cord terminated with a Seetronic Powerkon connector on one end and an Edison plug on the other end (U.S. market). If the power input cord that came with the product has no plug, or if it is necessary to change the plug, use the table below to wire the new plug.

Connection	Wire (U.S.)	Wire (Europe)	Screw Color
AC Live	Black	Brown	Yellow or Brass
AC Neutral	White	Blue	Silver
AC Ground	Green/Yellow	Green/Yellow	Green

### Resetting the Breaker

This product is equipped with a resettable circuit breaker. If the breaker trips, all sections of this product will lose power.

1. Remove the power cord from main power.
2. Allow unit to cool for 15 minutes.
3. After 15 minutes, user may attempt to reset the breaker by pressing the button with their finger.
4. Plug the product's power cord into the power outlet and continue using as recommended.

### DMX Linking

The Cloud 9 can link to a DMX controller using a 3- or 5-pin DMX connection. If using other DMX-compatible products with this product, each can be controlled individually with a single DMX controller.

### DMX Personalities

The Cloud 9 uses a 3- or 5-pin DMX data connection for the 2-channel DMX personality.

- Refer to the Introduction for a brief description of each DMX personality.
- Refer to the Operation chapter to learn how to configure the Cloud 9 to work in these personalities.
- The DMX Values section provides detailed information regarding the DMX personalities.



**For information about DMX standards, Master/Slave connectivity, or the DMX cables needed to link this product to a DMX controller, download the DMX Primer from the Chauvet website: [www.chauvetprofessional.com](http://www.chauvetprofessional.com).**

### Mounting

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

### Orientation

Always mount this product in a safe position, making sure there is adequate room for ventilation, configuration, and maintenance.

### Rigging

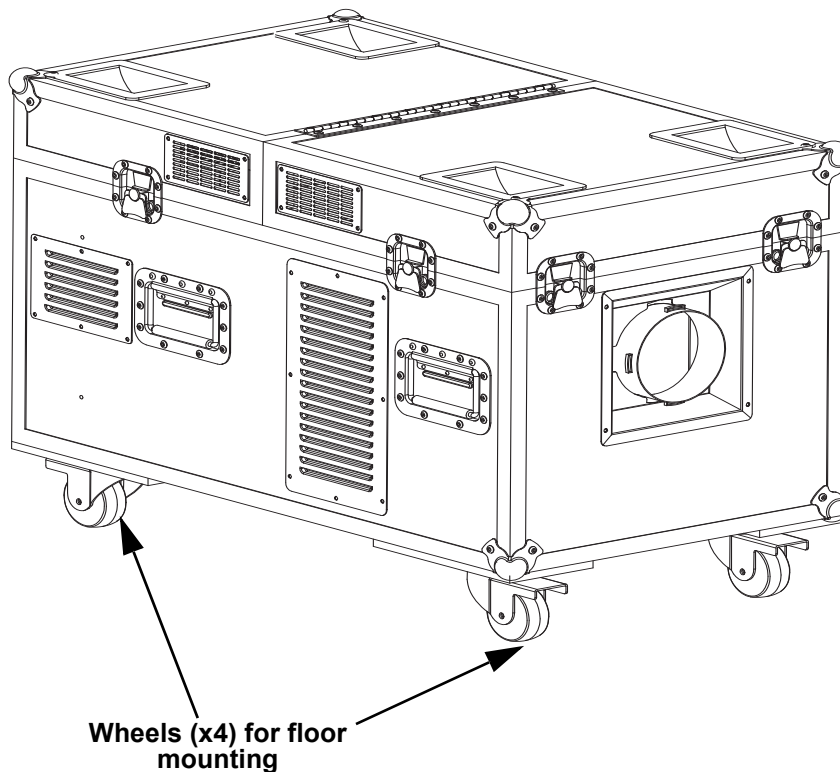
Chauvet recommends using the following general guidelines when mounting this product.

- Before deciding on a location for the product, make sure there is easy access to the product for maintenance and programming purposes.
- Make sure that the structure and attachment points can support the weight before hanging the product (see the [Technical Specifications](#) for weight information).

### Procedure

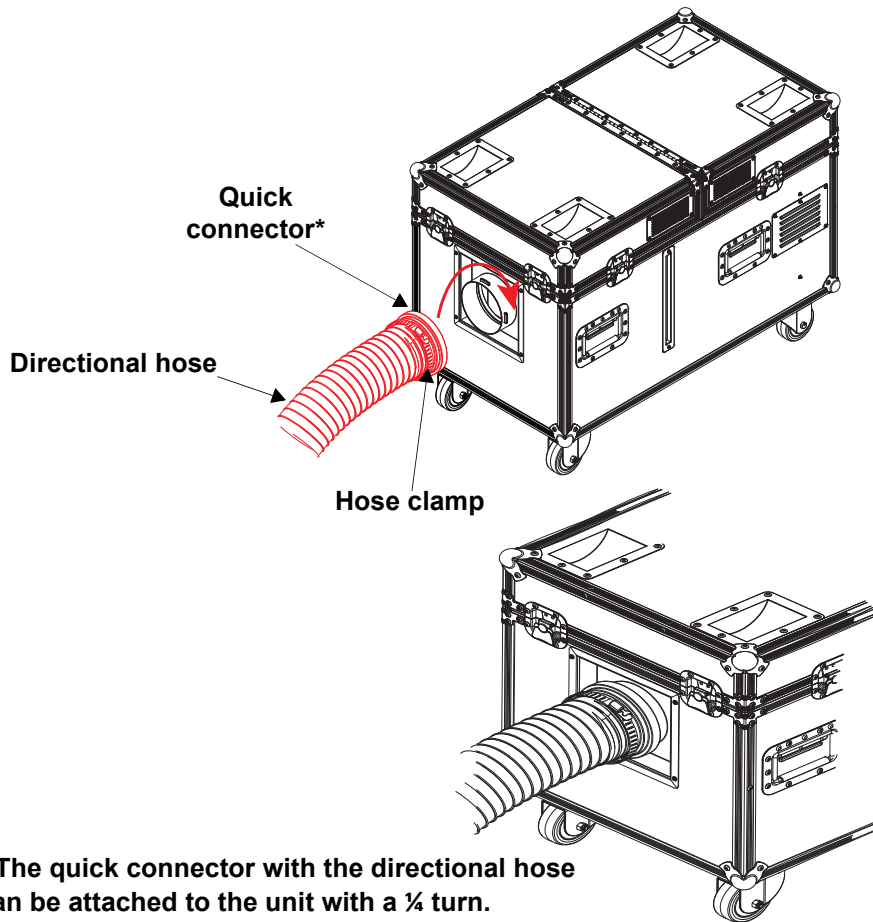
The Cloud 9 includes 4 rubber wheels that are attached for floor mounting.

### Floor Mounting Diagram



## Hose Attachment

The Cloud 9 comes with a quick connector, a directional hose, and a clamp that attaches to the nozzle for a low-lying fog effect. To attach or remove the hose, use the quick connector to secure the directional hose to the nozzle.



\* The quick connector with the directional hose can be attached to the unit with a  $\frac{1}{4}$  turn.



**This product may NOT be tilted. This product should be level while operating. Drain all distilled water before transporting or storing.**

## 4. Operation

### Preparation for Operation

To prepare the Cloud 9 for operation:

1. Open the flight case.
2. Pull out the fluid tank and remove the cap.
3. Verify that the two plastic hoses attached to the inside of the cap are in place and in good condition.
4. Pour Chauvet fog fluid inside the tank, and re-cap.
5. Reinsert the tank.
6. Make sure that the plastic hose that goes from the cap to the fogger is not bent.
7. Plug in power and wait approximately 4 minutes for warm-up to complete.



- Due to water evaporation, the Cloud 9 may need to be refilled with distilled water to continue triggering the machine.
- The Cloud 9 is fitted with a safety shutoff feature, which prevents the unit's heaters from turning on when the water level is too low. If this safety shutoff feature has been engaged, simply add more water to continue using the Cloud 9.



While operating the Cloud 9, make sure there is adequate fog or haze fluid and distilled water in the machine to prevent pump and heater damage. When the fog fluid/distilled water level becomes low, simply add more fog or haze fluid to continue using the Cloud 9.

### Operation

To prepare the Cloud 9 for operation:

1. Place the machine on a level surface. Plug the Seetronic Powerkon power cord(s) (2 for the 120 V unit, 1 for the 230 V unit) in to the Cloud 9.
2. Remove the top lid.
3. Fill the water tank with distilled water to the maximum fill line located on the inside of the tank. The container can hold up to 5.3 gal (20 l).
4. Fill the fluid tank with Chauvet haze or fog fluid to the maximum fill line located on the outside of the tank. The container can hold up to 1 gal (3.5 l).
  - Low-lying Fog Fluid – Best overall performance for a medium to large coverage area. Fog dissipates after lifting into the air.
5. Turn the product on using the power switch on the back panel. Make sure the fans are operating properly.
6. Using the control panel, set the product to the desired operating mode.



Allow the Cloud 9 about 4 minutes to heat up before continuing.



- When storing the product, ALWAYS be sure to store the fluid tank with the cap up (see [Floor Mounting Diagram](#)) before installing the front cover to avoid tube damage that may cause leakage.
- Condensation may form on the bottom of the product, creating damp or wet conditions under and around the Cloud 9. Use caution! Surfaces around the product may become slippery.
- Filling the distilled water tank above the maximum fill line will reduce the performance of the product. To ensure optimal performance, drain any excess water via the overfill drain prior to use.



- Only use Chauvet approved haze or fog fluid. The use of any other fluid will void the product's warranty.
- Low-lying Fog Fluid will provide the best overall performance for a medium to large coverage area. Fog dissipates after lifting into the air.

## Control Panel Operation

Button	Function
<MENU>	Exits from the current menu or function
<UP/TIMER>	<b>UP</b> navigates upwards through the menu list and increases the numeric value when in a function. <b>TIMER</b> starts the timer controlled operation
<DOWN/VOLUME>	<b>DOWN</b> navigates downwards through the menu list and decreases the numeric value when in a function. <b>VOLUME</b> triggers the pump to modify the output volume
<ENTER/STOP>	<b>ENTER</b> enables the currently displayed menu or sets the currently selected value into the selected function. <b>STOP</b> turns the fog output off.



If the product is turned off while in timer mode, the product will still be in timer mode when the product is turned back on.



The Cloud 9 can operate with the top lid on or off.

## Control Options

Set the Cloud 9 starting address in the 001-512 DMX range. This enables control of up to 256 products in the 2-channel personality.

## Programming

Refer to the Menu Map to understand the menu options. The menu map shows the main level and a variable number of programming levels for each option.

- To go to the desired main level, press <MENU> repeatedly until the option shows on the display.
- To select an option or value within the current programming level, press <UP> or <DOWN> until the option shows on the display. Either the selected value or the option for another programming level will appear on the display.
- Press <MENU> repeatedly to exit to the previous main level.

## Menu Map

Main Level	Programming Levels	Description
Interval Set	5–200S	Sets the interval between fog output
Duration Set	5–200S	Sets the duration of the fog output
Timer Out	1-100%	Sets the output volume in timer mode
Volume Out	1–100%	Fog volume 1–100%
Fan Speed	1–100%	Fan speed (slow to fast)
Fluid Sensor	ON/OFF	Turns the fluid sensor ON or OFF
DMX512 Address	1–512	Selects the DMX starting address
Direct Timer	NO/YES	Enables/disables the timer

## DMX Configuration

Use DMX configurations to operate the product with a DMX controller.

### DMX Control

In this mode, each product will respond to a unique starting address from the DMX controller. All products with the same starting address will respond in unison.

- Go to **DMX512 Address**. main level.
- Select the starting address (**1–511**).

## Operation

### DMX Channel Assignments and Values

#### 2CH

Channel	Function	Value	Percent/Setting
1	Fan Speed	000 ⇌ 010	No function
		011 ⇌ 512	1–100%
2	Fog Output	000 ⇌ 010	No function
		011 ⇌ 512	1–100%

### Standalone Configuration

Use standalone configuration to operate the product without a DMX controller.

#### Interval

To control the **Interval** between fog output, follow the instructions below.

1. Go to **Interval Set** main level and press **Enter**.
2. Use the **UP** and **DOWN** arrows to select the desired speed (**5–200S**).

#### Duration

To control the **Duration** of fog output, do the following:

1. Go to the **Duration Set** main level and press **Enter**.
2. Use the **UP** and **DOWN** arrows to select the fog duration (**5–200S**).

#### Timer Out

To access the **Timer Out** mode, follow the instructions below.

1. Go to the **Timer Out** main level and press **Enter**.
2. Use the **UP** and **DOWN** arrows to select the output volume, **1–100%**.

#### Volume Out

To set the **Fan Speed**, do the following:

1. Go to the **Fan Speed** main level and press **Enter**.
2. Use the **UP** and **DOWN** arrows to select the fan speed, **1–100%**.

#### Fluid Sensor

To enable or disable the **Fluid Sensor**:

1. Go to the **Fluid Sensor** main level.
2. Use the **UP** and **DOWN** arrows to select **ON** or **OFF**.

#### Direct Timer

To access the **Direct Timer**, do the following:

1. Go to the **Direct Timer** main level.
2. Use the **UP** and **DOWN** arrows to select **NO** or **YES**.

### Error Codes

See the table below for error codes and recommended solutions:

Status Message/Warning	Status Description	Recommended Action
Fog Fluid Low	Displays when the Cloud 9 is operating and the fog fluid is low.	Refill fluid
Failure to Heat	Displays when the Cloud 9 is turned on and the heater fails to reach operating temperatures	Contact customer service
Ready to Go Low	Displays when the Cloud 9 is heated and ready to operate.	Operate the Cloud 9
Distill H2O Low	Displays when the distilled water tank is low on fluid.	Refill the distilled water tank

## 5. Maintenance

### Fog Machine Maintenance

Proper maintenance of Chauvet atmospheric products will increase the reliability and lifespan of products. Maintenance should be completed every 30-90 days, depending on how frequently products are used.



- **When performing maintenance, use Chauvet Fog Cleaner Quart (FCQ) for U.S., or cleaning Fluid 250 (CF250) for EU products. Run the fluid through the system to reduce the accumulation of particulate matter in the heating element.**
- **DO NOT allow the atmospheric product to become clogged. Once a product is clogged, the cleaning procedure is unlikely to effectively clear the clog.**

The recommended cleaning procedure is as follows:

1. Unplug the product from power.
2. Remove the hose from the fluid tank/reservoir. Remove the FCQ/CF250 screw cap and place the hose in the Fog Cleaner bottle.
3. Connect the product to power and allow it to warm up (if not already warmed up).
4. Run the FCQ/CF250 through the product in a well-ventilated area for 60-90 seconds of continuous, full output. Some products require multiple cycles to achieve this.



**DO NOT allow the product to run dry!**

5. Move the hose from the FCQ/CF250 to a small bottle with distilled water (only use distilled water, not tap or any other water or liquid). Run distilled water through the product for at least 30 seconds to clear any remaining cleaning solution from the pump and heater.



- **Turn off the product when not in use or when storing.**
- **DO NOT leave the cleaning solution in the product.**
- **DO NOT operate the product without fluid at any time.**
- **DO NOT leave Chauvet atmospheric fluid in the product tank/reservoir for more than 10 days without use.**



**Fog Cleaner Quart (FCQ) and Cleaning Fluid 250 (CF250) were specifically developed by Chauvet to clean Chauvet atmospheric products equipped with heaters. Use FCQ/CF250 regularly, no longer than 90 days between cleanings (30-60 days if the product is used more frequently), to prevent shortening the life of the product.**

### Storage

Before storing the Chauvet atmospheric product, run FCQ/CF250 through the system as described in the cleaning procedure above and do not refill the tank with atmospheric fluid before storing the product.



**Test-run the Chauvet atmospheric products monthly to achieve the best performance.**

Chauvet does not guarantee products will withstand storage for long durations, even if the cleaning process is followed. Please use caution and test regularly to ensure the product continues to function properly.



## Technical Specifications

### 6. Technical Specifications

#### Dimensions and Weight

Length	Width	Height	Weight
33.9 in (860 mm)	19.3 in (490 mm)	24.8 in (630 mm)	121.3 lb (55 kg)

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

#### Power

Power Supply Type	Range	Voltage Selection
Fixed	120 VAC, 60 Hz or 230 VAC, 50 Hz	Fixed
Parameter	120 V, 60 Hz	230 V, 50 Hz
Consumption (input A)	1000 W	2600 W
(input B)	1130 W	
Operating current (input A)	8.36 A	11.3 A
(input B)	9.40 A	
Breaker	15 A, 120 V	20 A, 230 V
Power I/O	U.S./Worldwide	UK/Europe
Power input connector	Seetronic Powerkon	Seetronic Powerkon
Power cord plug	Edison (U.S.)	Local plug

#### Operation/Capacity/Consumption

Heat-up Time	Fluid Tank Capacity	Distilled Water Tank Capacity
3 minutes	0.92 gal (3.5 l)	5.3 gal (20 l)
Output	Fluid Consumption	Water Consumption
15,000 CFM	29ml/min (0.007 gal/min)	165ml/min (0.044 gal/min)
Max Run Time (100% Output)	Required Accessories	
2 hours	LLG	

#### Thermal

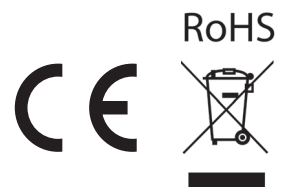
Maximum External Temperature	Cooling System
113 °F (45 °C)	Convection

#### DMX

I/O Connector	Channel Range
3-or 5-pin XLR	2

#### Ordering

Product Name	Item Name	Item Code	UPC Number
Cloud 9 120V	CLOUD9	05071490	781462218386
Cloud 9 230V	220CLOUD9	05071492	781462218409



## Contact Us

General Information	Technical Support
<b>Chauvet World Headquarters</b>	
Address: 3360 Davie Rd., Suite 509 Davie, FL 33314 Voice: (954) 577-4455 Fax: (954) 929-5560 Toll Free: (800) 762-1084	Voice: (844) 393-7575 Fax: (954) 756-8015 Email: <a href="mailto:chauvetcs@chauvetlighting.com">chauvetcs@chauvetlighting.com</a> Website: <a href="http://www.chauvetprofessional.com">www.chauvetprofessional.com</a>
<b>Chauvet U.K.</b>	
Address: Pod 1 EVO Park Little Oak Drive, Sherwood Park Nottinghamshire, NG15 0EB UK Voice: +44 (0) 1773 511115 Fax: +44 (0) 1773 511110	Email: <a href="mailto:UKtech@chauvetlighting.eu">UKtech@chauvetlighting.eu</a> Website: <a href="http://www.chauvetprofessional.eu">www.chauvetprofessional.eu</a>
<b>Chauvet Benelux</b>	
Address: Vaartlaan 9 9800 Deinze Belgium Voice: +32 9 388 93 97	Email: <a href="mailto:BNLtech@chauvetlighting.eu">BNLtech@chauvetlighting.eu</a> Website: <a href="http://www.chauvetprofessional.eu">www.chauvetprofessional.eu</a>
<b>Chauvet France</b>	
Address: 3, Rue Ampère 91380 Chilly-Mazarin France Voice: +33 1 78 85 33 59	Email: <a href="mailto:FRtech@chauvetlighting.fr">FRtech@chauvetlighting.fr</a> Website: <a href="http://www.chauvetprofessional.eu">www.chauvetprofessional.eu</a>
<b>Chauvet Germany</b>	
Address: Bruno-Bürgel-Str. 11 28759 Bremen Germany Voice: +49 421 62 60 20	Email: <a href="mailto:DEtech@chauvetlighting.de">DEtech@chauvetlighting.de</a> Website: <a href="http://www.chauvetprofessional.eu">www.chauvetprofessional.eu</a>
<b>Chauvet Mexico</b>	
Address: Av. de las Partidas 34 - 3B (Entrance by Calle 2) Zona Industrial Lerma Lerma, Edo. de México, CP 52000 Voice: +52 (728) 690-2010	Email: <a href="mailto:servicio@chauvet.com.mx">servicio@chauvet.com.mx</a> Website: <a href="http://www.chauvetprofessional.mx">www.chauvetprofessional.mx</a>

## Warranty & Returns

**For warranty terms and conditions and return information, please visit our website.**

For customers in the United States and Mexico: [www.chauvetlighting.com/warranty-registration](http://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](http://www.chauvetlighting.eu/warranty-registration).