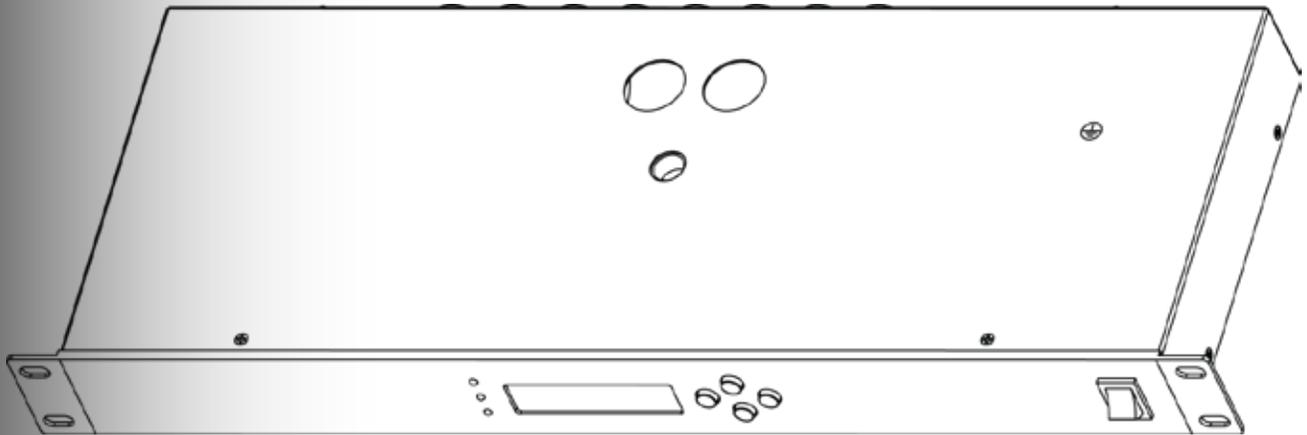


NET-X

User Manual

Firmware V2.5



CHAUVET[®]
PROFESSIONAL

Edition Notes

The Net-X User Manual Rev. 4 includes a description, safety precautions, and installation, programming, operation, and maintenance instructions for the Net-X as of the release date of this edition in January 2016.

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Document Printing

For better 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 your printer to scale the content accordingly.

Intended Audience

Any person in charge of installing, operating, and/or maintaining this product should completely read through this manual before installing, operating, or maintaining this product.

Disclaimer

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Document Revision

The Net-X User Manual Rev. 4 supersedes all previous versions of this manual. Discard any older versions of this manual and replace with this version. Go to www.chauvetprofessional.com for the latest version.

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1. Before You Begin

What Is Included

- Net-X
- Neutrik® powerCON® power cord
- Warranty card
- User Manual

Unpacking

Carefully unpack the Net-X and check that all the parts are in the package, and are in good condition.

Claims

Upon receipt, if the container 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 do so in a timely manner may invalidate your claim with the carrier. In addition, keep the container and all the packing material 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 receiving the merchandise. For information on contacting Chauvet, see [Contact Us](#) at the end of this Manual.

Conventions

Convention	Meaning
1–512	A range of values
50/60	A set of values
Settings	A menu option
Menu > Settings	A sequence of menu options
<ENTER>	A button to be pressed
ON	A value to be entered or selected

Symbols

Symbols	Meaning
	Critical installation, configuration, or operation information. Failure to comply with this information may cause the product not to work, damage third-party equipment, or cause harm to the operator.
	Important installation or configuration information. Failure to comply with this information may keep the product from working.
	Useful information.

Safety Notes

Please read the following Safety Notes carefully before starting to work with the product. These notes provide important safety information about the installation, usage, and maintenance.



- Always connect this product to a grounded circuit.
- Make sure the power cord is not crimped or damaged.
- Always connect this product to a power source with the proper voltage as listed on the product sticker.
- Do not operate the product if there is damage to the housing.
- This product is for indoor use only! It is rated IP20. Do not expose the product to rain or moisture.
- Always disconnect this product from power before cleaning it or changing the fuse.
- Never disconnect the product from the power source by pulling or tugging on the cord.
- If mounting the product overhead, always secure it using a safety cable.
- Make sure there are no flammable materials close to the product when it is operating.



- This product is not intended for permanent installation.
- Never connect the product to a dimmer or a rheostat.
- Always install the product in a location with adequate ventilation.
- Do not operate the product in an ambient temperature higher than 104 °F (40 °C).
- This product contains no user-serviceable parts. Any reference to servicing in this User Manual will only apply to properly trained Chauvet certified technicians. Do not open the housing or attempt any repairs.
- Any damages caused by manual modifications are not subject to warranty. Chauvet will not accept liability for damage caused by unauthorized modifications or not observing the safety warnings and instructions in the manual.
- All applicable local codes and regulations apply for proper installation of this product.
- In the event of a serious operating problem, stop using the product immediately.
- If the product requires repair contact Chauvet. For more information see [Returns](#) and [Contact Us](#).
- 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 reference.

2. Introduction

Product Description

Net-X is a reliable and versatile rack-mountable ethernet-to-DMX adapter with an integrated optical DMX splitter and ethernet switch capability. It has two 5-pin DMX In ports and eight 5-pin DMX Out ports, all optically isolated. It takes up to 8 Art-Net™ or sACN universes simultaneously. The eight 5-pin DMX Out ports can be assigned to either of the DMX In ports or to one of the Neutrik® etherCON® ports. Neutrik® etherCON® ports are through ports that allow daisy chaining of Net-X units.

Net-X provides a reliable, highly customizable network infrastructure for complex control systems. Merge two controllers into the Net-X via DMX, Art-Net™, or sACN, supporting both LTP (Latest Takes Precedence) and HTP (Highest Takes Precedence) functions.

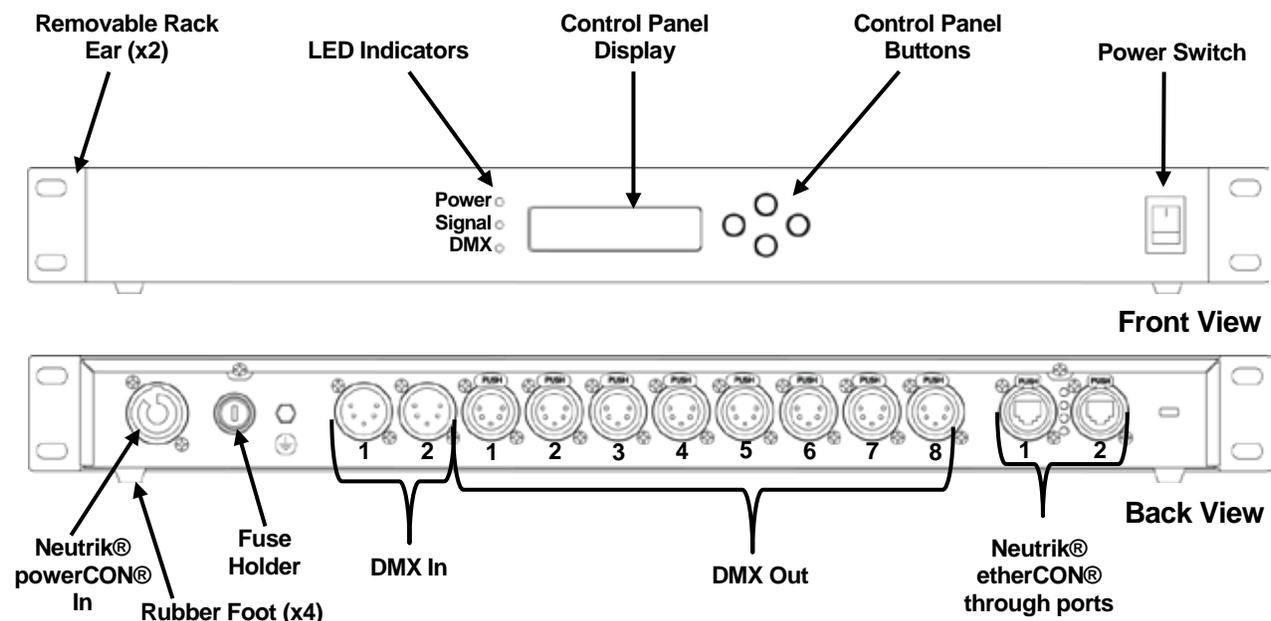
Product Features

- Rack mountable
- Both an ethernet node and an optical splitter
- Eight optically isolated output ports
- Variable operating modes for all DMX outputs
- Two Neutrik® etherCON® in/through ports
- Merge two controllers via DMX, Art-Net™, or sACN

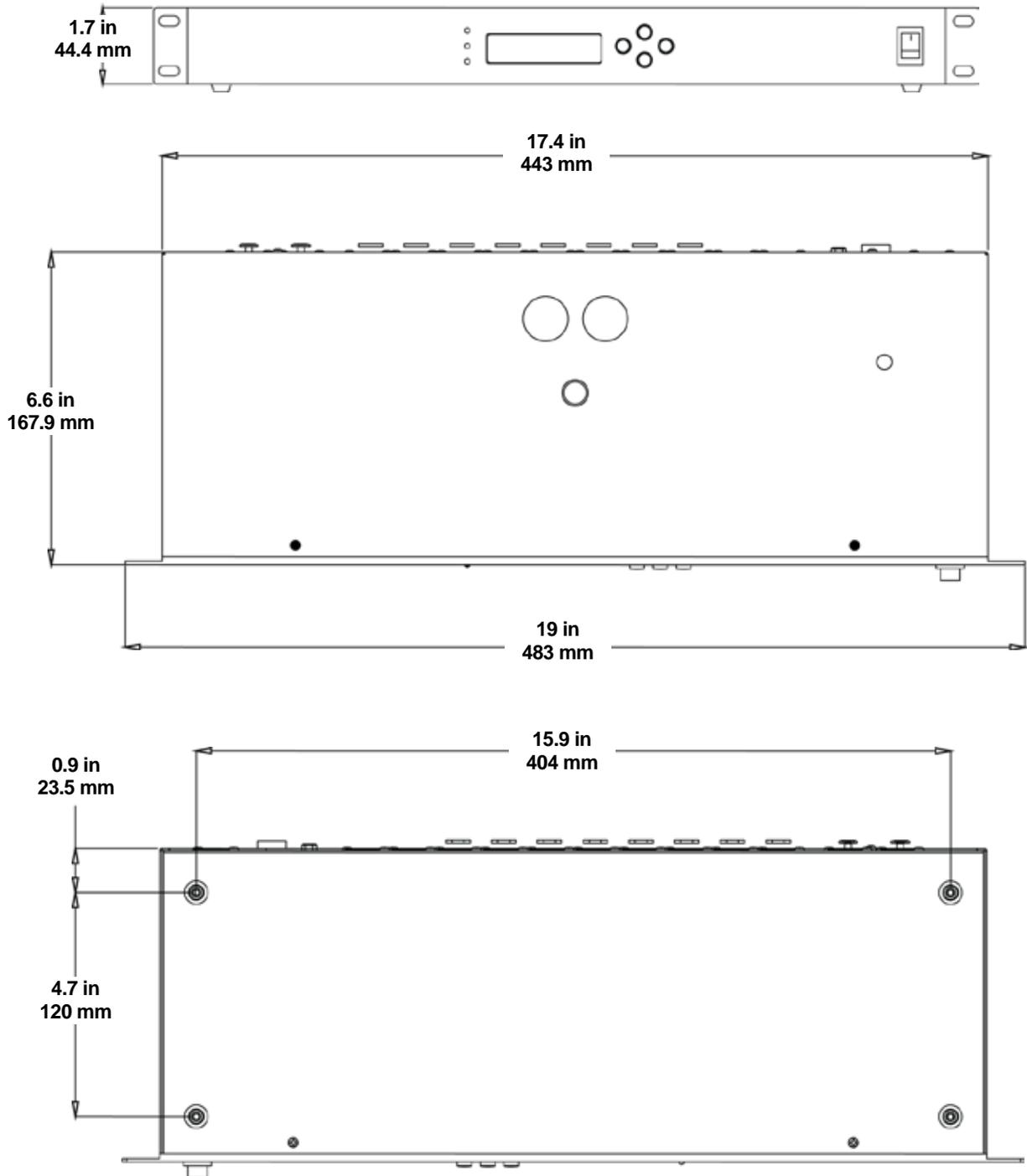
Additional Products

The Net-X is an adapter and switch combined that works as part of a control system. Chauvet has a line of video products and lighting products that work with the Net-X. For more information about compatible Chauvet products, see the Chauvet website at <http://www.chauvetlighting.com/product-manuals-literature/>.

Product Overview



Product Dimensions



3. Setup And Installation

AC Power

Net-X has an internal auto-ranging power supply that works with an input voltage range of 100–240 VAC, 50/60 Hz. To determine the power requirements for the Net-X refer to the label affixed to the product or [Technical Specifications](#).

The listed rating indicates the maximum current draw during normal operation. For more information, download Sizing Circuit Breakers from the Chauvet website at www.chauvetprofessional.com.



- **Always connect this product to a properly grounded and protected circuit.**
- **Never connect this product to a rheostat (variable resistor) or dimmer circuit, even if the rheostat or dimmer channel serves only as a 0 to 100% switch.**
- **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.**

Fuse Replacement

The Net-X uses a T 250 mA, 250 V fuse accessible from the back of the product. To change the fuse, do the following:

1. Disconnect the product from power.
2. With a flat-head screwdriver, unscrew the fuse holder cap from the housing.
3. Remove the blown fuse.
4. Replace with a fuse of the same type and rating.
5. Screw the fuse holder cap back in place and reconnect power.



- **Disconnect the product from power before replacing the fuse.**
- **Always replace a blown fuse with another of the same type and rating.**

Mounting

Before mounting this product, read and follow the [Safety Notes](#). For our Chauvet line of mounting clamps, go to www.trusst.com/productcategory/accessories-clamps/.

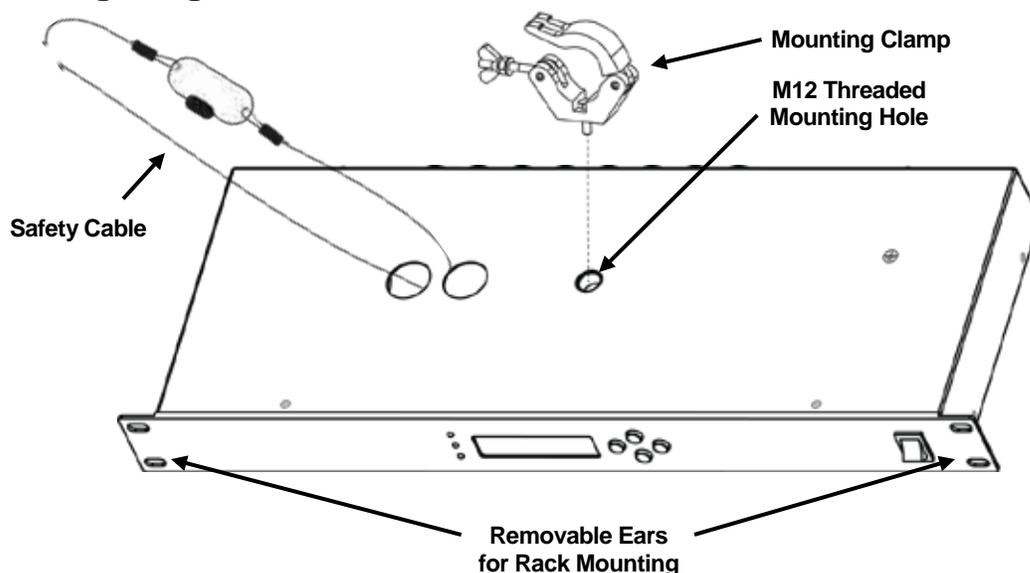
Orientation

Always mount this product in a safe position and make sure the menu and the ports are accessible and there is adequate room for ventilation, configuration, and maintenance. The Net-X fits nicely in a standard 19" rack, can be suspended upright or upside down, or it can be placed on its rubber feet on a flat level surface.

Use the following guidelines when mounting the Net-X:

- When selecting an installation location, consider easy access to this product for operation, programming adjustments, and routine maintenance.
- Make sure to mount this product away from any flammable material as indicated in the [Safety Notes](#).
- Never mount in places where rain, high humidity, extreme temperature changes, or restricted ventilation may affect the product.
- If hanging this product, make sure that the mounting location can support the product's weight. See the [Technical Specifications](#) for the weight-bearing requirements of this product.
- When hanging this product, always secure to a fastening device using a safety cable.
- Leave enough slack on the cables to prevent tension and pull on the plugs.

Mounting Diagram



Installation Guidelines

The Net-X is used as part of a control system for operating various lighting and multi-media products. The physical and digital construction of the control network is determined by the location and signal needs of the products.

When designing a control system that uses the Net-X, consider the following:

- Placing the Net-X so the menu and ports can be accessed
- Running the cables so there is no tension or pull on the cables or plugs
- Planning a large control system carefully before configuring the components, so IP address, DMX address, and other identifiers are not duplicated

Signal Connections

The Net-X receives signal through 2 DMX In ports and one of 2 Neutrik® etherCON® ports. It sends signal out through 8 DMX Out ports and the other Neutrik® etherCON® port.

Art-Net™ Connection

Art-Net™ is an Ethernet protocol that uses TCP/IP to transfer a large amount of DMX512 data using an etherCON® RJ45 connection over a large network. An Art-Net™ protocol document is available from www.chauvetprofessional.com. Art-Net™ designed by and copyright Artistic Licence Holdings Ltd.

sACN Connection

Also known as ANSI E1.31, streaming ACN is an Ethernet protocol that uses the layering and formatting of Architecture for Control Networks to transport DMX512 data over IP or any other ACN compatible network. ACN is maintained by the Professional Lighting and Sound Association (PLASA).

sACN Priority

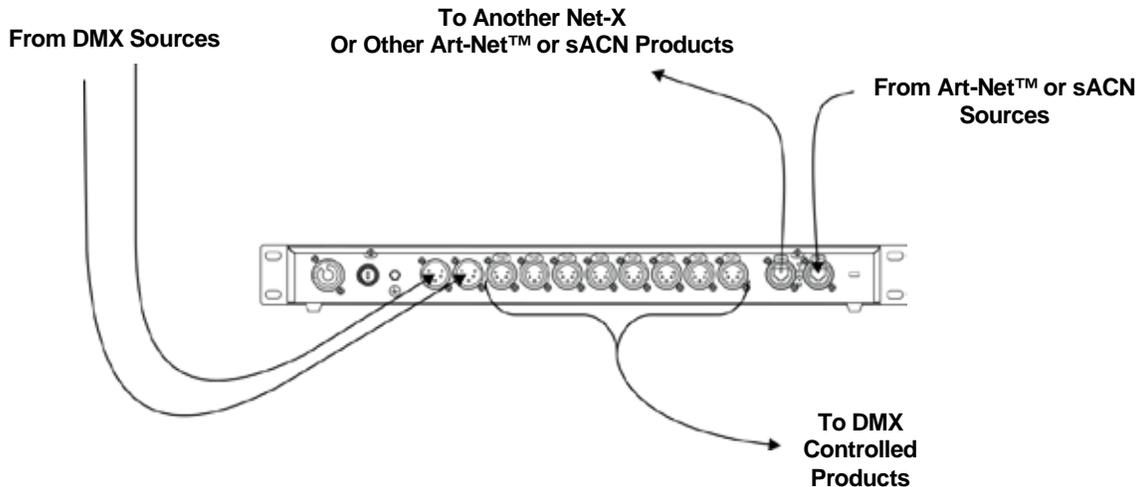
Priority is a number between 0 and 200 that is set by a controller sending an sACN signal. The higher the number, the higher the priority. Lower priority signals will be ignored whenever there is a higher priority signal present. If there is a lower priority signal present when a higher priority signal halts or stops for longer than 5 seconds, the next highest priority signal will be processed. This function allows for controllers to be set as a backup in case the main controller fails. Signals with a priority of 0 will be ignored.

In order for the Net-X to merge two sACN signals, they must have the same priority.

sACN Multicast

The Net-X allows sACN multicasting.

Signal Connection Diagram



- The Neutrik® etherCON® ports are through ports. Each port can be either an input or an output port.
- The DMX ports can only be input or output ports. There are 2 DMX In ports and 8 DMX Out ports.

4. Configuration And Operation

The Net-X is configured through the control panel, using the control panel buttons. Once the Net-X is properly configured it operates without user intervention.

The Net-X can be used as a DMX splitter, in which case the DMX In ports must be assigned to the DMX Out ports, but the Net, Subnet, and IP address settings may not need configuration.

The Net-X can be used as an Art-Net™ node, in which case the Art-Net™ universes must be assigned to the DMX Out ports, and the Net, Subnet, and IP address settings must be configured.

The Net-X can be used as an sACN node, in which case the sACN universes must be assigned to the DMX Out ports, and the IP address settings must be configured.

The Net-X can be used as both a DMX splitter and either an Art-Net™ or sACN node simultaneously, in which case both the DMX assignments and the Art-Net™ or sACN settings must be configured. For more information, see [Example Configurations](#).

The Net-X can be used to merge two DMX, Art-Net™, or sACN signals from different controllers and output as one signal, using LTP (Latest Takes Precedence) and HTP (Highest Takes Precedence) functions.



DMX In ports and Art-Net™ or sACN universes can be assigned to multiple DMX Out ports.

Control Panel

The control panel is the mechanism for configuring the Net-X settings. It has a small LCD screen and four buttons, which are described below.

Button	Function
<MENU>	Scrolls through the first level of options, or exits from the current menu or function
<UP>	Navigates upward through the menu list or increases the numeric value when in a function
<DOWN>	Navigates downward through the menu list or decreases the numeric value when in a function
<ENTER>	Enables the currently displayed menu or sets the currently selected value in to the current function

Menu Map

The menu map shows the organization of the configuration settings. Use it for reference when configuring the Net-X.

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Main Function	Programming Levels	Art-Net™	sACN	Description
<Net>	0–127	a		Sets the Net address
<Subnet>	0–15	a		Sets the Subnet address
<Universe #1> to <Universe #8>	0–15	a		Sets the Art-Net™ universe for the corresponding DMX Out port (only necessary when that DMX port is set to Art-Net™)
	1–255		a	Sets the sACN universe for the corresponding DMX Out port (only necessary when that DMX port is set to sACN)
<DMX Output #1> to <DMX Output #8>	ArtNet Input	a		Sets the input source for the DMX port to Art-Net™
	sACN Input		a	Sets the input source for the DMX port to sACN
	DMX #1 Input	a	a	Sets the input source for the DMX port to DMX In port 1
	DMX #2 Input	a	a	Sets the input source for the DMX port to DMX In port 2
	Without Input	a	a	Disables the DMX Out port
<IP Address #1> to <IP Address #2>	x*.xxx.xxx.xxx	a	a	Sets the IP addresses for the Net-X Note: The addresses cannot be the same.
<Device ID>	xxxxxxxx	a	a	Shows the Net-X device ID
<Protocol>	ArtNet	a	a	Selects the Art-Net™ ethernet protocol
	sACN	a	a	Selects the sACN ethernet protocol
<Net Mode>	OFF	a	a	Disables ethernet signal merging
	HTP	a	a	Sets ethernet signal merging to Highest Takes Precedence
	LTP	a	a	Sets ethernet signal merging to Latest Takes Precedence
<DMX Mode>	OFF	a	a	Disables DMX signal merging
	HTP	a	a	Sets DMX signal merging to Highest Takes Precedence
	LTP	a	a	Sets DMX signal merging to Latest Takes Precedence

* - In Art-Net™ mode, the beginnings of the IP addresses are set by the Net setting, to either:



- 2, for Net setting 0,
- or
- 10, for Net setting 1.

* - In sACN mode, the beginnings of the IP addresses can be set to 2, 10, or 239.

Ethernet Configuration

To set the Net-X to receive and send either Art-Net™ or sACN, follow the instructions below:

1. Press **<MENU>** repeatedly until **<Protocol>** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to select **ArtNet** or **sACN**.
4. Press **<ENTER>**.

Art-Net™ Subnet Address

There are 16 Subnet sets of 16 universes available to the Net-X, for a total of 256 universe addresses. The Subnet address must be configured if the Net-X is being used as an Art-Net™ node. The Net-X can only convert (to DMX) or merge Art-Net™ signals in the 16 universes within the Subnet it is assigned to.

The Universe address will always read **0–15**. For Universes 0–15, assign Subnet 0. For Universes 16–31, assign Subnet 1. For Universes 32–47, assign Subnet 2, and so on.

For example: to assign Universe 110 to a DMX Out port, set the Subnet address to **6**, and the Universe of that port to **14**. To assign Universe 200 to a DMX Out port, set the Subnet to **12** and the Universe of that port to **8**.

To assign the Subnet address, do the following:

1. Press **<MENU>** repeatedly until **<Subnet>** shows on the display.
2. Press **<ENTER>**. The number in the lower right-hand corner of the display flashes.
3. Use **<UP>** or **<DOWN>** to select the Subnet address, **0–15**.
4. Press **<ENTER>**.

Configuring IP Addresses

The IP addresses are the addresses of the Net-X on the network. They must be configured if the Net-X is being used as an ethernet node.

In sACN mode, the beginning number can be set to **2**, **10**, or **239**.

In Art-Net™ mode, the beginning number is set by the Net Setting.

The other three numbers can be set from **0–255**. The IP addresses cannot be identical.

To configure the IP Address, do the following:

1. Press **<MENU>** repeatedly until **<IP Address #X>** shows on the display.
2. Press **<ENTER>** to cycle through the sets of 3 digits in either address, until the desired number flashes on the display.
3. Press **<UP>** or **<DOWN>** to change that set of numbers.
4. Repeat steps 2–3 until the IP address is configured as desired.
5. Press **<MENU>**.

Configuring Art-Net™ Net Setting

The Net setting controls the beginning of the IP addresses on the Net-X in Art-Net™ mode.

To configure the Net setting, do the following:

1. Press **<MENU>** repeatedly until **<Net>** shows on the display.
2. Press **<ENTER>**. The number in the lower right-hand corner of the display flashes.
3. Use **<UP>** or **<DOWN>** to select either:
 - **0**, to set the beginning of the IP addresses to **2**
 - or
 - **1**, to set the beginning of the IP addresses to **10**.

Note: **2–127** are reserved for future use.

4. Press **<ENTER>**.



WARNING: Do NOT set the Net to any value higher than 1. They are reserved for future use and have no function.

Configuring DMX Outputs

The DMX Out ports must be configured to accept signal from either one of the DMX In ports, or from the ethernet source. If the DMX port is not being used it should be turned off.

The menu structure presents each DMX Out port as **<DMX Output #X>**, where **X** is the number of the DMX Out port.

To configure the DMX Out ports, do the following:

1. Select the DMX Out port to configure by pressing **<MENU>** repeatedly until **<DMX Output #X>** shows on the display.
2. Press **<ENTER>**. The phrase in the lower right-hand corner of the display flashes.
3. Use **<UP>** or **<DOWN>** to select **DMX #1 Input**, **DMX #2 Input**, either **ArtNet Input** or **sACN Input**, or **Without Input**.
4. Press **<ENTER>**.

Universes

Universes are assigned to DMX Out ports when the Net-X is used as an ethernet-to-DMX adapter. The universes are part of the process by which the Net-X takes the ethernet protocol and converts it to DMX. The menu structure presents the universe of each DMX Out port as **<Universe #X>**, where **X** is the corresponding DMX Out port. Any one universe can be assigned to more than one DMX Out port.

Art-Net™ Universes

In Art-Net™ mode, there are 256 universes (Universes 0–15 for every Subnet 0–15) that can be assigned to the DMX Out ports. The Art-Net™ universes are assigned by selecting a Subnet group and a value from **0** to **15** within that group.

To assign an Art-Net™ universe to a DMX Out port, do the following:

1. Set the Subnet address (see [Art-Net™ Subnet Address](#)).
2. Select the DMX Out port to assign an Art-Net™ universe to by pressing **<MENU>** repeatedly until **<Universe #X>** shows on the display.
3. Press **<ENTER>**. The number in the lower right-hand corner of the display flashes.
4. Use **<UP>** or **<DOWN>** to select the desired Art-Net™ universe, **0–15**.
5. Press **<ENTER>**.

sACN Universes

In sACN mode, there are 255 universes (1–255) that can be assigned to the DMX Out ports. The sACN universes are assigned by selecting a value from 1 to 255.

To assign an sACN universe to a DMX Out port, do the following:

1. Select the DMX Out port to assign an sACN universe to by pressing **<MENU>** repeatedly until **<Universe #X>** shows on the display.
2. Press **<ENTER>**. The number in the lower right-hand corner of the display flashes.
3. Use **<UP>** or **<DOWN>** to select the desired sACN universe, **1–255**.
4. Press **<ENTER>**.

Signal Merging

The Net-X is capable of merging two signals of the same protocol into one, using HTP (Highest Takes Precedence) or LTP (Latest Takes Precedence) logic.

In HTP logic, only the highest value of any function or channel will be included in the merged signal. If signal A has a value of 100 on channel 2, but signal B has a value of 200 on channel 2, the merged signal will have a value of 200 on channel 2.

In LTP logic, only the most recently changed value of any function or channel will be included in the merged signal. If signal A has had a value of 255 on channel 1, and signal B changes to a value of 075 on channel 1, the merged signal will reflect the change. Whichever value is the latest change will always be in the merged signal.

To configure signal merging, follow the instructions below:

1. Press **<MENU>** repeatedly until **Net Mode** (for ethernet signal merging) or **DMX Mode** (for DMX signal merging) shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to select **HTP** (Highest Takes Precedence), **LTP** (Lowest Takes Precedence), or **OFF** (to disable signal merging).
4. Press **<ENTER>**.



- **The Net-X can only merge signals from up to two controllers at a time.**
- **The Net-X cannot merge two signals of different protocols.**
- **Ethernet signals must be in the same universe in order to merge.**
- **sACN signals must be the same priority in order to merge.**

Indicators

The three LED indicator lights on the front of the Net-X, next to the menu display, indicate when there is power, DMX, or ethernet. The table below shows the behavior of the lights and what it means.

Indicator	Behavior	Meaning
POWER	Solid red	Power is getting to the Net-X
	Off	Power is not getting to the Net-X
SIGNAL	Blinks rapidly in red	Ethernet signal is getting to the Net-X
	Blinks slowly	Ethernet signal is not getting to the Net-X
DMX	Blinks rapidly in red	DMX signal is getting to the Net-X
	Blinks slowly	DMX signal is not getting to the Net-X



While Net-X is powered on, the Signal and DMX indicator lights will blink slowly when nothing is plugged into their ports. These indicator lights will blink rapidly after cable connections are made and the ethernet and DMX signals are being received by Net-X.

Example Configurations

The Net-X is extremely versatile, with DMX source capabilities and ethernet source capabilities which can be combined so that the Net-X is simultaneously acting as a DMX splitter, an ethernet-to-DMX adapter, and an ethernet switch.

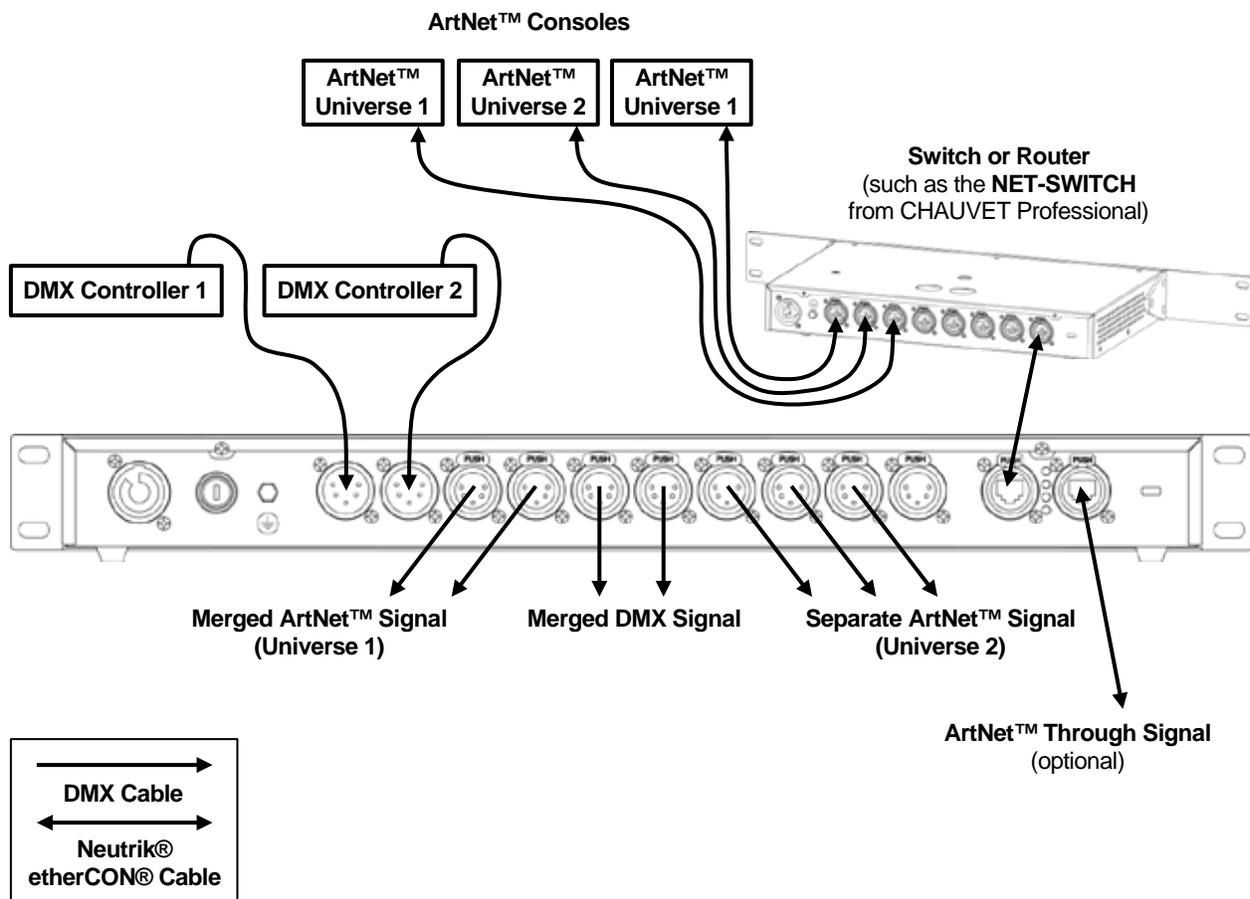
Example Configuration 1: Art-Net™ and DMX Sources

This example demonstrates one way to configure the Net-X to merge two Art-Net™ signals with HTP, merge two DMX signals with LTP, and output both signals and another Art-Net™ signal to several separate DMX Out ports. The numbers used in this example are for demonstrative purposes, and are only one of thousands of possible configurations.

First configure two Art-Net™ controllers to output signals on Net 0, Subnet 0, Universe 1, and a third Art-Net™ controller to output a signal on Net 0, Subnet 0, Universe 2. Then do the following:

1. Set the ethernet protocol for the Net-X to **ArtNet**. (See [Ethernet Configuration](#).)
2. Set the **Net** setting to **1**. (See [Configuring Art-Net™ Net Setting](#).)
3. Set the **Subnet** address to **0**. (See [Art-Net™ Subnet Address](#).)
4. Set **IP Address #1** to **10.255.255.001**, and **IP Address #2** to **10.255.255.002**. (See [Configuring IP Addresses](#).)
5. Set the **Net Mode** to **HTP**, and the **DMX Mode** to **LTP**. (See [Signal Merging](#).)
6. Set **Universe #1** and **#2** to **1**, and **Universe #5**, **#6**, and **#7** to **2**. (See [Art-Net™ Universes](#).)
7. Set **DMX Output #1**, **#2**, **#5**, **#6**, and **#7** to **ArtNet Input**, **DMX Output #3** and **#4** to **DMX #1 Input**, and **DMX Output #8** to **Without Input**. (See [Configuring DMX Outputs](#).)
8. Plug in all input cables and output cables as shown in the [Example 1 Diagram](#).

Example 1 Diagram



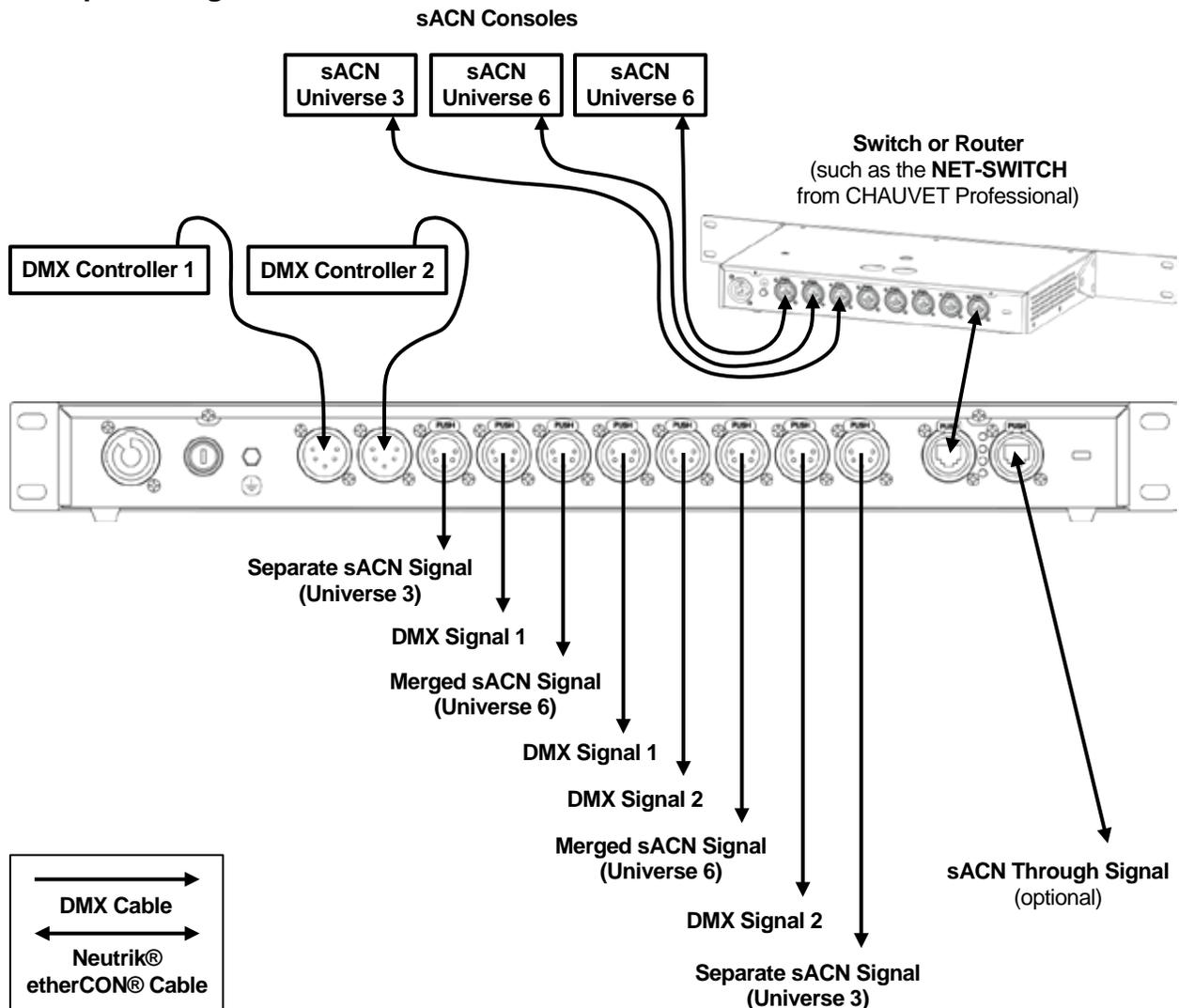
Example Configuration 2: sACN and DMX Sources

This example demonstrates how to configure the Net-X to merge two sACN signals with LTP, split two separate DMX signals, and output those signals and another sACN signal to several separate DMX Out ports. The numbers used in this example are for demonstrative purposes, and are only one of thousands of possible configurations.

First configure two sACN controllers to output signals with the same priority on Universe 6, and a third sACN controller to output a signal on Universe 3. Then do the following:

1. Set the ethernet protocol for the Net-X to **sACN**. (See [Ethernet Configuration](#).)
2. Set **IP Address #1** to **239.255.255.003**, and **IP Address #2** to **10.255.255.006**. (See [Configuring IP Addresses](#).)
3. Set the **Net Mode** to **LTP**, and the **DMX Mode** to **OFF**. (See [Signal Merging](#).)
4. Set **Universe #1** and **#8** to **3**, and **Universe #3** and **#6** to **6**. (See [sACN Universes](#).)
5. Set **DMX Output #1, #3, #6,** and **#8** to **sACN Input, DMX Output #2** and **#4** to **DMX #1 Input,** and **DMX Output #5** and **#7** to **DMX #2 Input**. (See [Configuring DMX Outputs](#).)
6. Plug in all input cables and output cables as shown in the [Example 2 Diagram](#).

Example 2 Diagram



5. Technical Information

Maintenance

To maintain optimum performance and minimize wear, the user should clean this product regularly. Usage and environment are contributing factors in determining the cleaning frequency.

As a rule, clean this product at least twice a month. Dust build-up reduces light output performance and can cause overheating. This can lead to reduced light source life and increased mechanical wear.

To clean the Net-X, do the following:

1. Unplug the panel from power.
 2. Wait until the unit is at room temperature.
 3. Use a vacuum (or dry compressed air) and a soft brush to remove dust collected on the external vents.
 4. Clean all external surfaces with a mild solution of non-ammonia cleaner or isopropyl alcohol.
 5. Apply the solution directly to a soft, lint-free cotton cloth or a lens cleaning tissue.
 6. Make sure all connections are thoroughly dry before reconnecting power and signal cables.
- Keep the environment around the Net-X free of dust, dirt, water, and extreme temperatures.
 - Insert and remove DMX and Neutrik® etherCON® cables slowly and gently.
 - Put the Net-X on the top of any stacks of equipment, or rack mount it.
 - Turn the Net-X off when it is not in use.



Always dry the external surfaces carefully after cleaning them.

6. Technical Specifications

Dimensions And Weight

Length	Width	Height	Weight
19 in (483 mm)	6.6 in (168 mm)	1.8 in (45 mm)	4.4 lb (2.0 kg)

Power

Power Supply	Range	Voltage Selection
Switching (internal)	100 to 240 VAC, 50/60 Hz	Auto-ranging

Parameter	120 V, 60 Hz	208 V, 60 Hz	230 V, 50 Hz
Consumption	30 W	30 W	30 W
Operating Current	0.25 A	0.14 A	0.13 A

Power Connection	Power Input
Edison Plug to Neutrik® powerCON® (US/Canada) Local plug to Neutrik® powerCON® (Worldwide)	Neutrik® powerCON®

Data Connections

I/O	Type
Data Inputs	Neutrik® etherCON® (2 total)
	5-pin XLR (2 total)
Data Outputs	5-pin XLR (8 total)
Data Throughputs	Neutrik® etherCON® (2 total)

Ordering

Product Name	Item Code	UPC Number
Net-X	03080858	781462212063



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 www.chauvetlighting.com 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 www.chauvetlighting.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.

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

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Sunrise, FL 33351

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Technical Support

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World Wide Web www.chauvetlighting.com

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Technical Support

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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.