

Thank you for purchasing a CHAUVET® product from an authorized CHAUVET® dealer. We take great pride in the quality, value, and performance of our products. Please follow the proper operation and maintenance procedures outlined in the accompanying technical documentation. Should you need further technical assistance, e-mail us at the address listed below in your region.

**COVERED REGION:**

United States  
tech@chauvetlighting.com  
1-800-762-1084, Option 4  
5200 NW 108th Ave.  
Sunrise, FL 33351

**To secure the best possible service, please follow these simple steps:**

- Register your product online as soon as possible at <http://www.chauvetlighting.com/warranty-registration/>
- E-mail or call the CHAUVET® office in your region to request a return authorization number (RA#). For customers located outside of a CHAUVET® covered region, please contact your local distributor. Do not send a product without first securing an RA#. Do not write the RA# directly on the box. You must write it on a removable sticker, i.e., a shipping label.
- Products must be adequately packed and insured by you. Any damage during return shipment, whether due to inadequate packing, carrier mishandling or otherwise is your sole responsibility. Double-box all returns and surround it with suitable packing materials, such as styrofoam peanuts or foam.
- All shipping charges must be prepaid by you. CHAUVET® will, at its own expense, return the repaired product to you provided that the return address is within the 48 contiguous United States and that the product is still under warranty (proof of purchase required. Please see warranty details on back page). CHAUVET® will, in its sole discretion, select the method of shipment. CHAUVET® only provides return shipment within the 48 contiguous United States. Return shipment outside of these areas is your sole responsibility.

**PRODUCTS NOT UNDER WARRANTY:**

Please notify your CHAUVET® service advisor that your product is no longer under warranty when you request your RA#. Once the unit has been received, you will be contacted and advised of the cost of carrying out any repair unless the cost does not exceed \$35.00USD, in which case the repair will be performed without seeking your prior approval. Repaired unit(s) will be shipped back to you upon receipt of payment for all work performed and return freight charges. All repairs have a 90-day limited warranty, valid from the date the repaired unit is delivered to the shipping agent for return to you, on replaced parts and repair labor against defects in material and workmanship. The exclusions and limitations set forth in the original limited warranty apply to the repair warranty.

CHAUVET® is not responsible for any loss or damage to additional items or accessories that are sent with returned products. CHAUVET® is not responsible for delays in repairs or shipping.

PLEASE NOTE that it is essential that defective products reach CHAUVET® in your region at the address set forth above by no later than the last day of the applicable warranty period. Warranty claims will not be considered for products received after the expiration of the applicable warranty period.

# CHAUVET VIDEO PRODUCTS LIMITED WARRANTY FOR UNITED STATES

A. Chauvet & Sons, Inc. d/b/a Chauvet Lighting ("Chauvet") warrants this product for the periods set forth below from the date of purchase or date of manufacture\*, to be free from defects in material and workmanship:

- 24 months for video displays
- 12 months for video switches and controllers

\*The date of manufacture will be used as the warranty period start date in cases where there is greater than a twelve (12) month difference between the date of manufacture and the date of purchase. For example, if a product having a manufacture date of April 2010 is purchased in July 2011, the warranty period will commence in April 2010.

This limited warranty is valid only for the original purchaser, is not transferable and is only applicable to products sold within the United States. For products purchased outside the covered regions, consult the local authorized Chauvet distributor as warranty policies vary from country to country.

This limited warranty is limited solely to the above, applies only for the period set forth above, and is contingent upon Chauvet receiving the defective product no later than the expiration of the applicable warranty period, along with a description of the defect and the date of its discovery. Warranty claims will not be considered for products received after the expiration of the applicable warranty period. All warranty claims are judged under the terms of this limited warranty. A dated proof of purchase must accompany the returned product. Warranty claims will not be considered without a dated proof of purchase. Current and consistent maintenance records must be maintained for all products covered under this warranty and supplied to Chauvet upon request (proper maintenance guidelines are detailed in the product technical documentation).

No agent, employee or representative of Chauvet may bind Chauvet to any terms or conditions beyond the scope of this limited warranty. Any provisions contained in the purchaser's purchase order or any other purchaser document which conflict with the terms and conditions of this limited warranty or which are not expressly set forth in this limited warranty shall be of no force or effect.

The purchase of this Chauvet product constitutes the purchaser's acceptance of the terms set forth in this limited warranty. This warranty gives the purchaser specific legal rights. The purchaser may also have other rights which vary from region to region.

B. This limited warranty excludes any defects caused by, resulting from or relating to the following:

- Parts prone to normal wear and tear including lamps, fuses, brushes, contact rings, zippers, lamp sockets and belts;
- misuse, abuse, improper handling, rigging or transport, operational errors, tampering or attempts to repair by or on behalf of the owner or any person not authorized by Chauvet;
- damage to the product resulting from acts of God;
- exposure to harsh or excessively corrosive environmental conditions (whether indoors or outdoors), including, but not limited to, extreme temperatures, humidity, atmospheric conditions (including salinity or pressure), radiation (UV, infrared or nuclear), shock and conditions which exceed the product's Ingress Protection ("IP") rating (the MVP Video Panel System is rated IP54 (temporary outdoor use only) and the PVP Video Panel system and all video driver, distributor and processor equipment are rated IP40 (indoor use only); for more information on IP ratings please visit [www.NEMA.org](http://www.NEMA.org));
- use of the product in a manner which exceeds the applicable product specification, including, but not limited to, exposure to excessive, insufficient or other voltage conditions;
- installation or use of the product not in accordance with the technical documentation, Chauvet's guidelines (as may be posted on its website at [www.chauvetlighting.com](http://www.chauvetlighting.com) from time to time or otherwise designated by Chauvet) or applicable building and electrical codes, regulations and standards;
- failure to maintain the product in accordance with the technical documentation;
- natural degradation and color shift of the LED source over the course of normal product use;
- slight deviations in the specified values of intensity and color that do not affect the functionality of the product (intensity and color may vary from one product unit to another; Chauvet strives to maintain the highest binning levels for its components, but does not warrant that all variation for color and brightness may be calibrated out when mixing panels from different manufacturing batches); and
- use of the product not for its intended purpose.

This limited warranty shall be null and void if the original identification information on the product is missing or has been altered in any manner.

Chauvet offers no warranty for any accessories, peripheral equipment or products not bearing the name Chauvet or a Chauvet brand, including, but not limited to, carry cases, third party wireless devices, cords, batteries, clamps, lamps and brackets (unless otherwise specifically stated). Any warranty or other claims relating to any such third party products are the sole responsibility of the manufacturer of such third party products and the purchaser must communicate directly with such third party manufacturer regarding such claims.

C. If a product fails within the warranty period and if, upon examination by Chauvet, it is found to have failed for a covered cause, Chauvet will, at its sole discretion, repair or replace the defective part or product or reimburse the purchaser a pro-rated portion of the purchase price. Should a replacement part or product be discontinued or unavailable, Chauvet reserves the right, in its sole and absolute discretion, to substitute a comparable replacement part or product for the defective part or product. Chauvet's warranty obligation hereunder is limited solely to the repair or replacement of or reimbursement for the particular parts or products found by Chauvet to have failed for a covered cause within the warranty period. In no event shall Chauvet be responsible to replace or reimburse purchaser for any products or portions of a system not found by Chauvet to have failed for a covered cause within the warranty period even if other products or portions of a system could not be repaired or replaced by Chauvet.

D. Costs of removal, shipping to Chauvet or its authorized representative and reinstallation are solely the responsibility of the purchaser. If Chauvet determines that the product is covered by this limited warranty, Chauvet will pay for the cost of shipping the repaired or replacement product or part to the purchaser at a location within the 48 contiguous United States through a method and timeline of its choosing. Costs of shipping repaired or replacement products or parts to any locations outside of the 48 contiguous United States is the sole responsibility of the purchaser. If Chauvet determines that the product is not covered by this limited warranty, the purchaser will have the option to pay for the repair (if the product can be repaired) and the purchaser shall be responsible for the cost of shipping the repaired product to the purchaser. Chauvet reserves the right, in its sole and absolute discretion, to decline any repair.

**E. IN NO EVENT SHALL CHAUVET BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL, INDIRECT OR PUNITIVE LOSS OR DAMAGE OF ANY KIND, INCLUDING, BUT NOT LIMITED TO, LOSS OF PROFITS OR REVENUES, LOSS OF USE OF THE PRODUCT OR ANY OTHER GOODS OR ASSOCIATED EQUIPMENT, DAMAGE TO ANY ASSOCIATED EQUIPMENT, COST OF CAPITAL, COST OF SUBSTITUTE PRODUCTS, FACILITIES OR SERVICES, DOWN TIME COST, INSTALLATION OR LABOR COSTS, OR CLAIMS OF THE PURCHASER'S CUSTOMERS, WHETHER BASED ON WARRANTY, CONTRACT OR NEGLIGENCE, ARISING IN CONNECTION WITH THE SALE, USE OR REPAIR OF THE PRODUCT. CHAUVET'S MAXIMUM LIABILITY SHALL NOT, IN ANY CASE, EXCEED THE PURCHASE PRICE OF THE PRODUCT THAT GIVES RISE TO THE CLAIM.**

**EXCEPT FOR THE LIMITED WARRANTY SET FORTH HEREIN, ALL PRODUCTS SOLD BY CHAUVET ARE SOLD "AS IS" WITHOUT ANY WARRANTY, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ALL OF WHICH ARE EXPRESSLY AND SPECIFICALLY DISCLAIMED BY CHAUVET.**

To secure warranty coverage, register the product online as soon as possible at <http://www.chauvetlighting.com/warranty-registration/> for products bought in the United States. Retain a copy of your dated proof of purchase, which will be required to verify warranty eligibility. Products under warranty receive priority for repairs.

This warranty does not confer any rights other than those expressly set out in this warranty and, except as otherwise set forth in this limited warranty, no credit will be issued.