4BAR Quad ILS User Manual







TABLE OF CONTENTS

1.	Before You Begin	1
	What Is Included	1
	Unpacking Instructions	1
	Claims	1
	Text Conventions	1
	Symbols	1
	Disclaimer	1
	Intellectual Property	1
	FCC Statement	2
	Safety Notes	2
2		
۷.	Introduction	3
	Product Overview	3
_	Product Dimensions	4
3.	Setup	5
	AC Power	5
	Fuse Replacement	5
	Mounting	6
	Orientation	6
	Rigging	6
4.	Operation	7
	Control Panel Operation	7
	Menu Map	7
	DMX Linking	8
	Configuration (DMX)	8
	DMX Personality and Starting Address	8
	D-Fi USB Connectivity	8
	Configuration (D-Fi USB)	8
	DMX Channel Assignments and Values	9
	19Ch.	9
	6Ch	9
	4Ch	9
	Configuration (Standalone)	10
	Static Colors	10
	Automatic Programs	10
	Automatic Speed	10
	Dimmer	10
	Sound-Active Mode	10
	Custom Color Mixing	10
	Wireless Footswitch	11 11
	Footswitch OperationFootswitch Battery	12
	IRC-6 Infrared Remote Control	13
	IRC-6 Operation	13
	Master/Slave Mode	14
	Master/Slave Mode (wired)	14
	Master/Slave Mode (Wilcd)	14
5	Maintenance	15
J .	Product Maintenance	15
c	Tachnical Charifications	_
	Technical Specifications	16
	eturns	17
Co	ontact Us	18



1. Before You Begin

What Is Included

- 4BAR Quad ILS
- Power Cord
- Carrying Bag
- Wireless Footswitch

- Tripod
- Tripod Carrying Bag
- 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	A range of values
50/60	A set of values of which only one can be chosen
Settings	A menu option not to be modified
Menu > Settings	A sequence of menu options to be followed
<enter></enter> A button to be pressed on the product's control panel	
ON	A value to be entered or selected

Symbols

Symbol	Meaning
A	Electrical warning. Not following these instructions may cause electrical damage to the product, accessories, or the user.
<u> </u>	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

- Always connect the product to a grounded circuit to avoid the risk of electrocution.
- Always disconnect the product from the power source before cleaning or replacing the fuse.
- Avoid direct eye exposure to the light source while the product is on.



- Make sure the power cord is not crimped or damaged.
- Never disconnect the product from power by pulling or tugging on the cord.
- If mounting the product overhead, always secure to a fastening device using a safety cable.
- Make sure there are no flammable materials close to the product when operating.
- Do not touch the product's housing when operating because it may be very hot.
- The product is not intended for permanent installation.

Never connect the product to a dimmer or rheostat.

- The voltage of the outlet to which you are connecting this product must be within the range stated on the decal or rear panel of the product.
- The product is for indoor use only! (IP20) To prevent risk of fire or shock, do not expose the product to rain or moisture.
- Always install the product in a location with adequate ventilation, at least 20 in (50 cm) from adjacent surfaces.
- Be sure that no ventilation slots on the product's housing are blocked.



- Make sure to replace the fuse with another of the same type and rating.
- Never carry the product from the power cord or any moving part. Always use the hanging/ mounting bracket.
- The maximum ambient temperature is 104 °F (40 °C). Do not operate this product at higher temperatures.
- In the event of a serious operating problem, stop using the product immediately.
- Never attempt to repair the product. Repairs carried out by unskilled people can lead to damage or malfunction. Please contact the nearest authorized technical assistance center.
- 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.



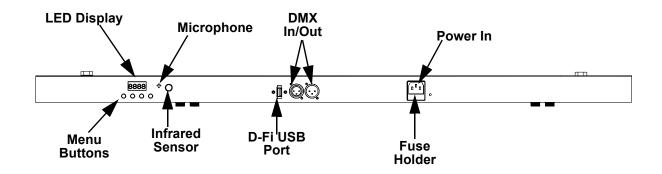
Keep this User Manual for future use. If the product is sold to someone else, be sure that they also receive this document.



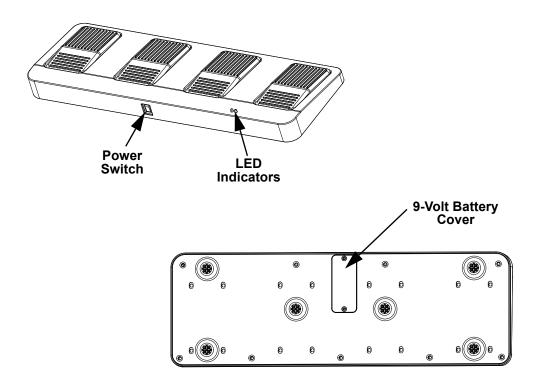
2. Introduction

Product Overview

4BAR Quad ILS - Back Panel



Footswitch



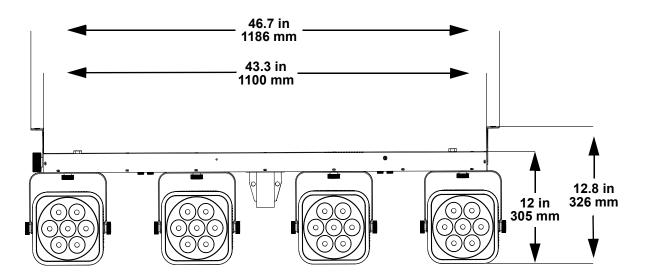


WARNING! DO NOT plug anything other than a D-Fi USB into the USB Port. Doing so may cause damage to the product.

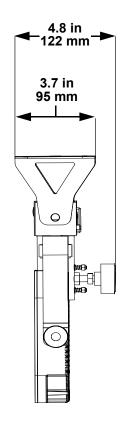


Product Dimensions

Front View



Side View





3. Setup

AC Power

The 4BAR Quad 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.



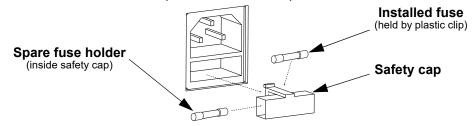
- Always connect the product to a protected circuit (a circuit breaker or fuse). Make sure
 the product has an appropriate electrical ground to avoid the risk of electrocution or
 fire.
- To eliminate unnecessary wear and improve its lifespan, during periods of non-use completely disconnect the product 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. Wedge the tip of a flat-head screwdriver into the slot of the fuse holder.
- 3. Pry the fuse holder out of the housing.
- 4. Remove the blown fuse from the holder and replace with a fuse of the exact same type and rating.
- 5. Insert the fuse holder back in place and reconnect power.





Disconnect the product from the power outlet before replacing the fuse.



Mounting

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

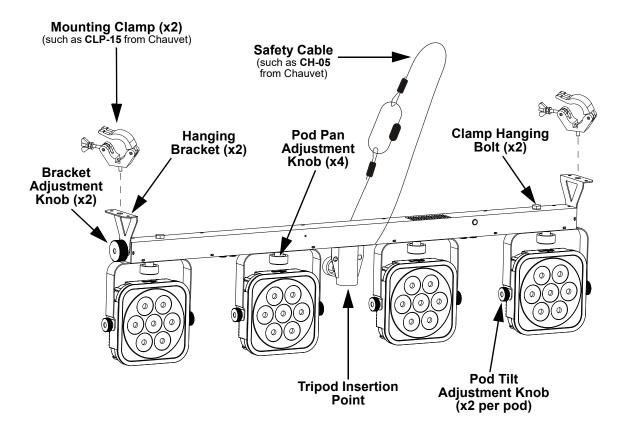
Orientation

The 4BAR Quad 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.

Mounting Diagram





4. Operation

Control Panel Operation

To access the control panel functions, use the four buttons located underneath the display. Please refer to the <u>Product Overview</u> to see the button locations on the control panel.

Button	Function
<menu></menu>	Press to find an operation mode or to back out of the current menu option
<up></up>	Press to scroll up the list of options or to increase the numeric value in a function
<down></down>	Press to scroll down the list of options or to decrease the numeric value in a function
<enter></enter>	Press to activate a menu option or set the selected value in a function

Menu Map

Mode		Programming Levels		Description	
	4Ch			4-channel DMX mode	
DMX Mode	6Ch		d 1-d509	6-channel DMX mode	
	19Ch			19-channel DMX mode	
			C 1–15	Static colors	
Static Colors	C	C 16		3000K color temperature	
Static Colors	U		C 17	4500K color temperature	
			C 18	5600K color temperature	
Auto Programs	P		P 1–8	Automatic programs	
Auto Speed	S		S. 1–100	Program speed for P 1–8	
Dimmer	d	L. 1–255		Dimmer	
Sound-Active Mode	Snd	Snd1-8		Sound-active programs	
Sensitivity	SEnS		u 0–100	Sets sound sensitivity	
			r. 0–255		
O	u	G. 0–255 b. 0–255		Custom static colors	
Custom Color Mixing				Combine red, green, blue, and amber	
9		A. 0–255			
			S. 0–100	Strobe rate	
		ir	on	Turns Infrared on or off for footswitch or	
Control Mode	SEt		oFF	IRC-6 control	
Control Mode	SEL	out	SLAV	Enable Master/Slave with other BT products	
			dMX	Enable Master/Slave with non-BT products	

DMX Linking

The 4BAR Quad 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.

Configuration (DMX)

Set the product in DMX mode to control with a DMX controller.

- 1. Connect the product to a suitable power outlet.
- 2. Connect a DMX cable from the DMX output of the DMX controller to the DMX input socket on the product.



DMX Personality and Starting Address

When selecting a starting DMX address, always consider the number of DMX channels the selected DMX mode uses. If the starting address is set too high, access to some of the product's channels could be restricted. The 4BAR Quad ILS uses up to 15 DMX channels in a 15-Ch DMX mode, which defines the highest configurable address to **494**.

For information about the DMX protocol, download the DMX Primer from <u>www.chauvetdj.com</u>. To select the starting address, do the following:

- 1. Press <MENU> repeatedly until 4Ch, 6Ch, or 19Ch shows on the display.
- 2. Press **<ENTER>** and **d 1–509** will show on the display.
- 3. Use **<UP>** or **<DOWN>** to select the starting address.
- 4. Press <ENTER>.

D-Fi USB Connectivity

The 4BAR Quad 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 D-Fi receiving/transmitting channel, plug it into the USB port, then set the product's DMX Personality and DMX Address.



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, manual display control/menu buttons and IRC-6 will be unavailable until you unplug the D-Fi USB. The priority levels are:

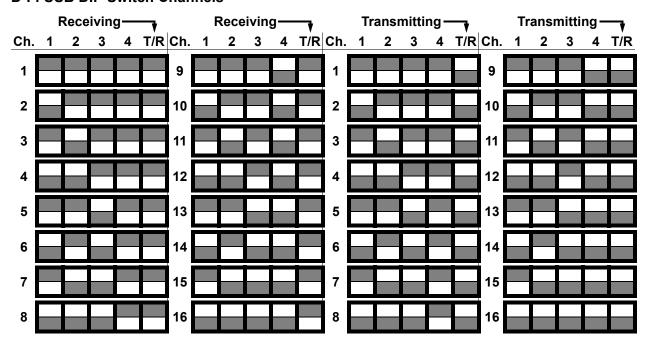


- 1. D-Fi USB
- 2. Wired DMX
- 3. IRC-6 Remote Control
- 4. Manual Digital Display/Menu Buttons

Configuration (D-Fi USB)

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

D-Fi USB DIP Switch Channels





DMX Channel Assignments and Values 4Ch/ 6Ch/ 19Ch

4Ch	6Ch	19Ch	Function	Value	Percent/Setting
					No function
					Auto program 1
					Auto program 2
					Auto program 3
					Auto program 4
					Auto program 5
_		1	Auto Programs		Auto program 6
_	_	•	Auto Flograms		Auto program 7
					Auto program 8
					Auto program 9
					Auto program 10
					Auto program 11
					Auto program 12
					Sound-active program
-	_	2	Dimmer	000 ⇔ 255	
			Strobe		No function
			(when Ch. 1 is 000 ⇔ 009)	010 ⇔ 255	Strobe, slow to fast
-	-	3	Auto Speed (when Ch. 1 is 010 ⇔ 249)	000 ⇔ 255	Program speed, slow to fast
			Sound Sensitivity		Sound sensitivity off
			(when Ch. 1 is 250 ⇔ 255)		Sound sensitivity on
1	1	4	Red 1	000 ⇔ 255	
2	2	5	Green 1	000 ⇔ 255	
3	3	6	Blue 1	000 ⇔ 255	
4	4	7	Amber 1	000 ⇔ 255	
-	_	8	Red 2	000 ⇔ 255	
-	_	9	Green 2	000 ⇔ 255	
-	_	10	Blue 2	000 ⇔ 255	
-	-	11	Amber 2	000 ⇔ 255	
-	-	12	Red 3	000 ⇔ 255	
-	-	13	Green 3	000 ⇔ 255	
-	-	14	Blue 3	000 ⇔ 255	
-	-	15	Amber 3	000 ⇔ 255	
_	-	16	Red 4	000 ⇔ 255	
-	-	17	Green 4	000 ⇔ 255	
-	-	18	Blue 4	000 ⇔ 255	
-	-	19	Amber 4	000 ⇔ 255	
_	5		Dimmer	000 ⇔ 255	
_	6	_	Strobe		No function
_		_	0.1.000	0 10 ⇔ 255	Strobe, slow to fast



Configuration (Standalone)

Set the product in one of the standalone modes to control without a DMX controller.

Connect the product to a suitable power outlet.



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 Colors

To run the 4BAR Quad ILS in Preset Color mode, follow the instructions below:

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

Automatic Programs

To run the 4BAR Quad ILS in Automatic mode, follow the instructions below:

- 1. Press **<MENU>** repeatedly until **P--** shows on the display.
- 2. Press <ENTER>
- 3. Use **<UP>** or **<DOWN>** to select **P 1–8**.
- 4. Press **<ENTER>**.

Automatic Speed

To change the auto program speed, do the following:

- 1. Press <MENU> repeatedly until S-- shows on the display.
- Press **<ENTER>** and **S.** __ will show on the display.
 Use **<UP>** or **<DOWN>** to increase or decrease the speed.
- Press **<ENTER>**.

Dimmer

To adjust the total output, do the following:

- 1. Press <MENU> repeatedly until d-- shows on the display.
- Press **<ENTER>** and **L.** _ _ will show on the display.
- Use <UP> or <DOWN> to select from L. 1-255.
- Press **<ENTER>**.

Sound-Active Mode

To run the 4BAR Quad ILS in sound-active mode, do the following:

- Press <MENU> repeatedly until Snd shows on the display.
- 2. Press <ENTER>
- Use <UP> or <DOWN> to select Snd1-8.
 Press <ENTER>.

Custom Color Mixing

To custom mix a color, do the following:

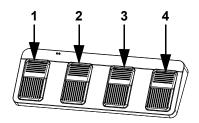
- 1. Press **<MENU>** repeatedly until **u--** shows on the display.
- Press **<ENTER>** and one of the following will show on the display:
 - ___ (red)
 - **G**.____(green) **b**.____(blue)

 - A. ___ (amber) (strobe rate)
- Press **\(\bar{ENTER}\)** to cycle through the color settings.
- 4. When the desired color shows on the display, use **<UP>** or **<DOWN>** to increase or decrease the color value.
- 5. Repeat steps 3 and 4 until the product outputs as desired.



Wireless Footswitch

The included wireless footswitch provides quick access to preset colors, color-change programs, and sound-activation through the 4BAR Quad ILS microphone. To use the footswitch:



- 1. Connect the 4BAR Quad ILS to power. Turn the wireless footswitch
- 2. Press <MENU> on the 4BAR Quad ILS until SEt shows on the
- 3.
- display, and press <ENTER>.
 Use <UP> or <DOWN> to select ir, then press <ENTER>.
 Use <UP> or <DOWN> to select on, then press <ENTER>.
 Press <MENU> on the 4BAR Quad ILS repeatedly until P-- shows on 5. the display, and press <ENTER>.
- 6. Press pedal # 3 to activate Static Color controls. When working, all the lights will begin in a static color and FOOt will appear on the Menu display.
- 7. Use the chart below to activate the desired function.

Footswitch Operation

Pedal	Action	Functions
1 (Auto Programs)	Tap pedal to activate, then tap to navigate to desired function	Auto Programs 1–8
2 (Sound Mode)	Press and hold	Sound-active programs
		Red, Green, Blue, and Amber
		Red
		Green
		Blue
		Amber
		Red and Green
		Red and Blue
	Тар	Red and Amber
		Green and Blue
•		Green and Amber
3 (Static Colors)		Blue and Amber
(Red, Green, and Blue
		Red, Green, and Amber
		Red, Blue, and Amber
		Green, Blue, and Amber
		3000K
		4500K
		5600K
		Auto snap program
		Auto fade program
	Press and hold	Auto fade program
4	Тар	Blackout
(Blackout)	Press and hold	Fade to blackout



The 4BAR Quad ILS footswitch will work properly in any mode, with a maximum unobstructed distance of 100 ft (30.5 m). You must turn on the ir on the 4BAR Quad ILS, set the ir channel, and navigate to Auto mode before using the footswitch.



Footswitch Battery

The wireless footswitch uses a 9-volt battery located under the battery cover on the bottom of the product, which can be replaced when necessary.

Battery Replacement

To replace the battery in the wireless footswitch:

- 1. Turn the power switch to the Off position.
- Remove the battery cover by removing 2 screws with a Phillips-head screwdriver. (See <u>Product Overview</u>)
- 3. Remove the old battery from the housing and unplug it from the leads.
- 4. Replace with a new 9-volt battery, ensuring that the positive (+) and negative (-) leads correspond to the correct electrodes on the battery.
- 5. Place the battery into the housing and cover with the battery cover.
- 6. Secure the battery cover with the 2 Phillips-head screws.



DO NOT overtighten the screws!

IRC-6 Infrared Remote Control

The 4BAR Quad ILS is compatible with the IRC-6 infrared remote control from Chauvet. To activate IR mode, follow the instructions below:

- 1. Press **<MENU>** repeatedly until **SEt** shows on the display.
- 2. Press **<ENTER>**.
- 3. Use **<UP>** or **<DOWN>** to select ir.
- 4. Press <ENTER>.
- 5. Use **<UP>** or **<DOWN>** to select **on**.
- 6. Press **<ENTER>**.



IRC-6 Operation



Automatic Mode

Automatic mode will enable you to run the automatic programs on the product. To turn on Automatic mode (snap) with the IRC-6:

- Press **<AUTO>** on the IRC-6.
- 2. Press <+> or <-> to choose between the different auto programs.

To select only fading programs:

- 1. Press **<FADE>** on the IRC-6.
- 2. Press <+> or <-> to choose between the different fading programs (P 5–P 8).

To adjust the speed of the automatic program:

- Press **<SPEED>** on the IRC-6.
- 2. Press <+> or <-> to increase or decrease the speed of the program.

Sound-Active Mode

To turn on Sound-Active mode with the IRC-6:

- 1. Press **<SOUND>** on the IRC-6.
- 2. Press <+> or <-> to select a sound-active program.

To adjust the sound sensitivity:

- Press **SENSITIVITY** on the IRC-6.
- 2. Press <+> or <-> to increase or decrease the sensitivity.

Manual Color Control

To select a preset static color with the IRC-6:

- 1. Press <MANUAL> on the IRC-6.
- 2. Press any number between 0–9 to choose your color.

To manually control the RGBA percentage with the IRC-6:

- 1. Press **<MANUAL>** on the IRC-6.
- Select the color to be edited, from <R> (red), <G> (green), (blue), or <A> (amber).
- 3. Press <+> or <-> to increase or decrease the value of the selected color.
- 4. Repeat steps 2 and 3 until the product outputs as desired.

Strobe

To adjust the strobe rate with the IRC-6:

- 1. Press **<STROBE>** on the IRC-6.
- 2. Press <+> or <-> to increase or decrease the strobe rate.
- 3. Press **<STROBE>** again to turn off the strobe.

Dimmer

To adjust the total output with the IRC-6:

- 1. Press <%> on the IRC-6.
- 2. Press <+> or <-> to increase or decrease the output level.

Black Out

To black out the lights with the IRC-6:

1. Press **<BLACK OUT>** on the IRC-6.



This will turn off all the lights until the button is pressed again.

The IRC-6 will not respond to any inputs when Black Out is activated. If the remote does not respond when a button is pressed, try pressing <BLACK OUT>. You may have inadvertently activated Black Out.

Master/Slave Mode

The Master/Slave mode allows a single 4BAR Quad ILS product (the "master") to control the actions of one or more 4BAR Quad ILS products (the "slaves") without the need of a DMX controller. The master product will be set to operate in either standalone mode or with the footswitch, 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.



Master/Slave Mode (wired)

Configure the products as indicated below.

Slave products:

- 1. Press <MENU> repeatedly until 4Ch, 6Ch, or 19Ch shows on the display.
- 2. Press **<ENTER>** to accept.
- 3. Set the DMX address to d 1.
- 4. Connect the DMX input of the first slave product to the DMX output of the master product.
- 5. Connect the DMX input of the subsequent slave products to the DMX output of the previous slave
- 6. Finish setting and connecting all the slave products.

Master product:

- 1. Set the master product to operate in either Automatic or Sound-Active mode.
- 2. 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.

Master/Slave Mode (D-Fi USB)

The D-Fi USB allows a single 4BAR Quad ILS product (the "master") to control the actions of one or more 4BAR Quad ILS products (the "slaves") without the need of a DMX controller or DMX cables. The master (transmitter) product will be set to operate in either standalone mode or with the footswitch, while the slave (receiver) 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:

- Press <MENU> repeatedly until 4Ch, 6Ch, or 19Ch shows on the display.
- 2. Press **<ENTER>** to accept.
- 3. Set the DMX address to d 1.
- 4. Set D-Fi USB to receive on a specific channel, 1–16.5. Plug in the D-Fi USB.
- 6. Finish setting and connecting all the slave products.

Master product:

- 1. Press **<MENU>** repeatedly until the DMX personality the slaves are set to show on the display.
- Press **<ENTER>** to accept.
- 3. Set the DMX address to d 1.
- 4. Set the master to operate in either Automatic or Sound-Active mode.
- 5. Set the D-Fi USB transmit on the D-Fi channel the slaves are receiving on.
- 6. 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 effects of the GigBAR MOVE+ILS, regardless of ILS mode. To set the 4BAR Quad ILS to respond to an ILS signal:

- 1. Press <MENU> repeatedly until iLS shows on the display.
- Use **<UP>** or **<DOWN>** to select from iLS1-4.
- 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.
- 3. 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
4BAR Quad ILS	46.7 in (1186 mm)	2 in (50.8 mm)	12 in (305 mm)	12.2 lb (5.5 kg)
Wireless Footswitch	16.5 in (419 mm)	5.2 in (132 mm)	1.5 in (38 mm)	1.2 lb (0.6 kg)

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

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	80 W	78 W
Operating Current	1.2 A	0.6 A
Fuse	1.6 A, 250 V	1.6 A, 250 V
Power I/O	U.S./Worldwide	UK/Europe
Power input connector	IEC	IEC
Power Cord plug	Edison (U.S.)	Local Plug

Light Source

Type	Color	Quantity	Power	Current	Lifespan
LED	Tri-color RGB	28	3.5 W	1.3 A	50,000 hours

Photometrics

4BAR Quad ILS

Strobe Rate	Beam Angle	Field Angle	Illuminance @ 2 m
0 to 20 Hz	14°	23°	2353 lux (per pod)

Thermal

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

DMX

I/O Connector	Channel Range	Optional Controllers	
3-pin XLR	4, 6, or 19	IRC-6, D-Fi USB	
Ordering			
Product Name	Item Code	UPC Number	

10032002



781462223502



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 US, UK, 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	
Voice: +44 (0) 1773 511115	
Fax: +44 (0) 1773 511110	
Chauvet Benelux	
Address: Stokstraat 18	Email: BNLtech@chauvetlighting.eu
9770 Kruishoutem	
Belgium	Website: www.chauvetdj.eu
Voice: +32 9 388 93 97	
Chauvet France	
Address: 3, Rue Ampère 91380 Chilly-Mazarin	Email: FRtech@chauvetlighting.fr
France	Website: www.chauvetdj.eu
Voice: +33 1 78 85 33 59	
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: <u>servicio@chauvet.com.mx</u>
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 US, UK, Ireland, France, Germany, Benelux, or Mexico, contact the dealer of record.