

**TROUBLESHOOTING CHART**

| <b>SYMPTOM</b>  | <b>POSSIBLE CAUSE</b>  | <b>POSSIBLE SOLUTION</b>  |
|---|--|---|
| Breaker trips or fuse blows   | Overloaded circuit<br>Possible ground short in a power cable or fixture  | Reduce the number of fixtures on the circuit, or check to see if the circuit is shared with other devices drawing too much current<br>Replace power cords, or have qualified electrician check for short circuits   |
| Fixture does not power on   | No power at outlet<br>Loose or damaged power cord<br>Blown fuse  | Check for proper power at outlet, check fuse/breaker<br>Reseat the power cord plug into the fixture, check for power cord damage<br>Check the fuse in the fixture, see <b>Fuse Replacement</b> chapter for details  |
| Fixture is on, but not responding to DMX                                      | No DMX signal<br>Loose DMX connector<br>Damaged DMX cable<br>The DMX start address is not correct<br>Fixture is in wrong operating mode<br>Wrong polarity setting on controller<br>Faulty controller or DMX interface  | Is the small dot blinking in the lower left control panel? This indicates DMX signal is present <br>Reseat DMX connectors at fixture<br>Replace cable<br>Make sure the fixture is in DMX mode and check the start address<br>Set the fixture to DMX mode, see <b>Control Panel Functions</b> chapter<br>Check the polarity switch on your controller, set to "Pin 3+" positive<br>Replace controller or DMX interface  |
| Fixture responds to DMX commands, but is erratic or does not respond properly | Damaged cable or connector<br>Excessively long chain / low signal level<br>Wrong cable type<br>Signal bounce<br>Incorrect "splitting" of DMX chain<br>Too many fixtures on one chain<br>Interference with AC or electromagnetic sources<br>Incorrect DMX start address<br>One or more fixtures within the chain may not be set to "DMX mode" | Replace cable<br>Use shortest cable possible, or a signal booster<br>Never use audio microphone XLR cables<br>The last fixture in a chain should always have a DMX terminator<br>Never use a "Y" splitter, always use an "Optical DMX Splitter"<br>Reduce number of fixtures in a chain to fewer than 16 (see "Cabling tips")<br>Reroute DMX cable away from interference sources including black lights<br>Make sure the fixture is in DMX mode and check the start address, check the controller manual to verify correct start address<br>Check all fixtures to make sure they are all in DMX mode and set to the proper start address |
| Fixture makes a clicking noise  |  | This is normal, there are switches in the fixture that click during operation. Also during start up the fixture make a chattering noise and shake   |
| Fixture does not respond to control panel changes                             | Be sure to hit <b>ENTER</b> , after changes  | Power the fixture off and back on again   |
| Pan/Tilt movements are different between fixtures                             | Invert settings are incorrect  | Check the Pan/Tilt invert settings in the control panel and/or the controller   |
| Invert Mode problems<br>Cannot get fixtures to move in mirror mode            | Fixtures are not lined up properly   | 1. Read chapters <b>Invert Pan Mode</b> and <b>Invert Tilt Mode</b><br>2. Make sure the control panel is pointing in the same direction on all fixtures   |

**TROUBLESHOOTING CHART (continued)**

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|--|--|--|
| Pan/Tilt movements respond, but are very slow                    | Pan/Tilt Speed Channel is activated . . . . .  | Set speed channel (ch. 5) to 000 for fastest Pan/Tilt movements (off), set to 255 for slowest Pan/Tilt movements (full on) |
| Pan/Tilt movements do not respond to controller commands         | Movement Macros channel is activated . . . . .                                       | Make sure channel 12 (movement macros) is set to 000 (off), this channel overrides ch. 1,2,3,4 (Pan/Tilt)                  |
| Red, Green, Blue, channels do not respond to controller commands | Color Macros channel is activated . . . . .  | Make sure channel 10 (color macros) is set to 000 (off), this channel overrides ch. 7,8,9 (RGB)                            |
| Fixture will not fully pan 540° or tilt 270°                     | Pan/Tilt Range Mode is set incorrectly . . . . .                                     | Adjust Pan/Tilt Range mode, see chapter <b>Control Panel Details</b>   |
| Fixture keeps resetting itself                                   | Power supply is interrupted . . . . .  | Check power cord at fixture, make sure it is seated firmly   |
| Gobos are blurry   | Manual focus needs adjustment . . . . .  | See chapter on <b>Manual Focus</b> for instructions  |
| The fixtures seem misaligned                                     | A fixture head may have been bumped or movement restricted after startup calibration | Use the RESET mode to power on/off the fixture to re-calibrate<br>Never touch the fixture head while it is powered on      |

**MORE TROUBLESHOOTING TIPS**

Be sure to check the cable from the controller to the first fixture in the chain.

If you cannot get a fixture to work, remove it from the chain and plug directly into the controller to test, use address 001.

Remove the DMX cables from the fixture and test in **Auto Mode**, try Master Fast or Master Slow mode to check fixture operation. This will help determine if the issue is the fixture or signal.

Never use fixture in Master/Slave mode while connected to a controller.

Make sure the controller "Blackout" button is off.

If you wish to create "Mirror" type movements with your fixtures, make sure invert pan/tilt is set correctly and make sure your fixtures all point in the same direction.

If having trouble with a fixture and none of these tips help, try **Load Defaults**, then reenter your DMX address. This resets the fixture to factory defaults.

If you still have problems after trying the solutions above, contact support at Colorverge<sup>TM</sup> lighting.  
[www.colorverge.com/support](http://www.colorverge.com/support)



- **ALWAYS DISCONNECT POWER BEFORE CLEANING**
- **NEVER REMOVE THE GROUND PRONG FROM POWER CORD**
- **NEVER SPIN A FAN WITH COMPRESSED AIR, this can damage components in your fixture**

## MAINTENANCE

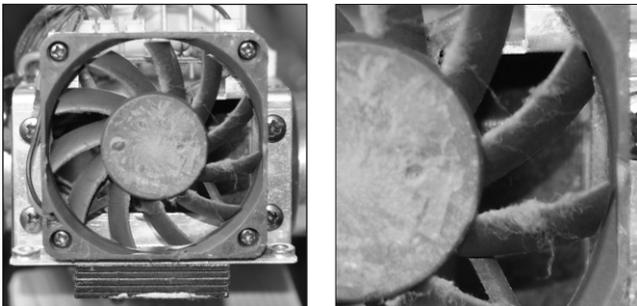
Your fixture will require regular cleaning to prevent a build up of dust and smoke debris on the optics and housing. Depending on the environment, this could be as often as once per month.

After disconnection of power, wipe down the fixture with a damp cloth. Never use alcohol or solvents as this may damage the finish. Use glass cleaner for glass surfaces such as external lens or mirrors. Another method for cleaning dust is to use compressed air.

Be sure to periodically check for loose parts that could damage the fixture or potentially allow the fixture to cause injury. Make sure all overhead installations have a secondary safety device installed such as a safety cable rated for your fixture type and size. Check the power cord as well, make sure there is no damage that could cause electrical shock, never remove the ground prong.

There are no user-servicable parts in this fixture. Do not attempt to open and repair this fixture. Please refer to a Colorverge™ Lighting authorized service technician for any other problem with your fixture, otherwise you may void your warranty.

**To avoid excessive dust build-up in the cooling fans, be sure to turn off power to the fixture when it is not in use.**



The cooling fan will occasionally need cleaning to remove dust and smoke particles that will build up over time. Failure to do so may result in overheating which could damage your fixture. Excessive dust in the fan can also shorten the life of the fan.



**The cleaning procedure should be performed by a qualified service technician only!**