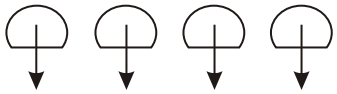
TROUBLESHOOTING

SYMPTOM	POSSIBLE CAUSE	POSSIBLE SOLUTION
Breaker trips or fuse blows	Overloaded circuit	Reduce the number of fixtures on the circuit, or check to see if the circuit is shared with other devices drawing too much current
	Possible ground short in a power cable or fixture	Replace power cords, or have qualified electrician check for short circuits
Fixture does not power on	No power at outlet	Check for proper power at outlet, check fuse/breaker
	Loose or damaged power cord	Firmly reseat the power cord plug into the fixture, check for power cord damage
	Blown fuse	Check the fuse in the fixture, see **Fuse Replacement** chapter for details
Fixture is on, but not responding to DMX	No DMX signal	Is the small dot blinking in the lower left control panel? This indicates DMX signal is present → 
	Loose DMX connector	Reseat DMX connectors at fixture
	Damaged DMX cable	Replace cable
	The DMX start address is not correct	Make sure the fixture is in DMX mode and check the start address
	Fixture is in wrong operating mode	Set the fixture to DMX Address mode, see **Control Panel Functions** chapter
	Wrong polarity setting on controller	Check the polarity switch on your controller, set to "Pin 3+" positive
	Faulty controller or DMX interface	Replace controller or DMX interface
Fixture responds to DMX commands, but is erratic or does not respond properly	Damaged cable or connector	Replace cable
	Excessively long chain / low signal level	Use shortest cable possible, or a signal booster
	Wrong cable type	Never use audio microphone XLR cables
	Signal bounce	The last fixture in a chain should always have a DMX terminator
	Incorrect "splitting" of DMX chain	Never use a "Y" splitter, always use an "Optical DMX Splitter"
	Too many fixtures on one chain	Reduce number of fixtures in a chain to fewer than 16 (see "Cabling tips")
	Interference with AC or electromagnetic sources	Reroute DMX cable away from interference sources including black lights
	Incorrect DMX start address	Make sure the fixture is in DMX mode and check the start address, check the controller manual to verify correct start address for each fixture
	One or more fixtures within the chain may not be set to "DMX mode"	Check all fixtures to make sure they are all in DMX address mode and set to the proper start address
Dimmer ch. does not turn lamps on	Ch. 3, 4, 6, 7, 8 all work together to regulate lamps	Make sure channel 3 (strobe) is set to **255** (full on), and at least one color channel: red, green, or blue is on. The dimmer should now activate the chosen color channel(s).
Fixture does not respond to control panel changes	Be sure to hit **ENTER**, after changes	Change settings, press ENTER, power the fixture off and back on again
Pan/Tilt movements are different between fixtures	Pan and/or Tilt Invert settings are incorrect	Check the Pan/Tilt invert settings in the control panel and/or the controller
Invert Mode problems: Cannot get fixtures to move in mirror mode	Fixtures are not lined up properly	1. Read chapters **Invert Pan Mode** and **Invert Tilt Mode** 2. Make sure the control panel is pointing in the same direction on all fixtures



TROUBLESHOOTING (continued)

SYMPTOM	POSSIBLE CAUSE	POSSIBLE SOLUTION
Pan/Tilt movements respond, but are very slow	Pan/Tilt Speed Channel is activated	Set speed channel (ch. 12) to **000** for fastest Pan/Tilt movements, or set to **251** for slowest Pan/Tilt movements. (252-255 activates XY-Lamp On)
Lamps turn off during Pan-Tilt movements, then turn back on when fixture stops	The "**X-Y Lamp On"** feature is enabled	If the value of channel 12 is set to **252 - 255**, the lamps will activate only once the Pan-Tilt action has completed. Simply change channel 12 to **000** to correct. Read chapter **FIXTURE CONTROL CHANNEL: DETAILS** to learn more about the **X-Y Lamp On** feature (see channel 12).
Fixture is moving and lamps are on but does not respond to controller commands	Movement Macros channel is activated	Make sure channel 13 (movement macros) is set to **000** (off), this channel overrides all other channels.
Red, Green, Blue, are erratically changing colors	Color Macros channel is activated	Make sure both color macros channels (ch. 5 and ch. 9) are set to **000** (off) .
The Color Macro ch. is not working	Companion channels are not set correctly	Both color macro channels (5 and 9) require additional channels to be on in order to function. Please read chapter: **ABOUT MACROS** for details.
Fixture keeps resetting itself	Power supply is interrupted	Check power cord at fixture, make sure it is seated firmly.
	Channel 3 (remote reset) is activated	If the DMX value of ch. 3 is set to **208 - 216** for 5 seconds or more the fixture will reset. After resetting, do not leave in this value or continued resetting will occur.
Fixture does not respond in **Auto Mode** (using without controller)	Sound Mode may be over-riding Auto Mode	Read chapter: **CONTROL PANEL FUNCTIONS.** Make sure **SOUND** mode is set to **OFF**. When set to **ON**, it over-rides **Auto Mode** and responds only to sound
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

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**, this will help determine if the issue is the fixture or DMX signal.

Never use fixture in Master/Slave mode while connected to a controller (or set 2 or more fixtures to "Sync On" which is master mode).

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 you still have problems after trying the solutions above, contact support at Colorverge™ lighting. 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 eventually 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!