

User Manual

# ILUMIPOD ML



Model ID: ILUMIPODML

# ILUMINARC®

## **Edition Notes**

The Ilumipod ML User Manual includes a description, safety precautions, installation, programming, operation and maintenance instructions for the Ilumipod ML as of the release date of this edition.

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## **Document Printing**

For best 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 the printer to scale the content accordingly.

## **Intended Audience**

Any person installing, operating, and/or maintaining this product should completely read through the guide that shipped with the product, as well as this manual, before installing, operating, or maintaining this product.

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## **Document Revision**

This Ilumipod ML User Manual is the 1<sup>st</sup> edition of this document. Go to [www.iluminarc.com](http://www.iluminarc.com) for the latest version.

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# 1. Before You Begin

## What Is Included

- Ilumipod ML
- Quick Reference Guide

## Claims

Carefully unpack the product immediately and check the container to make sure all the parts are in the package and are in good condition.




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
<b>1–512</b>	A range of values
<b>50/60</b>	A set of values of which only one can be chosen
<b>Settings</b>	A menu option not to be modified
<b>&lt;ENTER&gt;</b>	A key to be pressed on the product's control panel

## Symbols

Symbol	Meaning
	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.
	Important installation or configuration information. The product may not function correctly if this information is not used.
	Useful information.



**Any reference to data or power connections in this manual assumes the use of proprietary IP67-rated cables.**



**The term “DMX” used throughout this manual refers to the USITT DMX512-A digital data transmission protocol.**

## FCC Compliance

This device complies with Part 15 Part B of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

## Safety Notes

Read all the following safety notes before working with this product. These notes contain important information about the installation, usage, and maintenance of this product.



**This product contains no user-serviceable parts. Any reference to servicing in this User Manual will only apply to properly trained, certified technicians. Do not open the housing or attempt any repairs.**



**All applicable local codes and regulations apply to proper installation of this product.**

## Personal Safety

- Avoid direct eye exposure to the light source while the product is on.
- Always disconnect the product from the power source before cleaning.
- Always connect the product to a grounded circuit to avoid the risk of electrocution.
- Do not touch the product's housing when operating because it may be very hot.

## Mounting and Rigging

- The luminaire is intended for professional use only.
- The product should be positioned so that prolonged staring into it at a distance closer than 3.3 ft (1 m) is not expected.
- Do not submerge this product (IP67). Temporary outdoor operation is fine.
- When using this product in an outdoor environment, use IP65 (or higher) rated power and data cables. Secure unused power and data ports with attached IP65 covers.
- CAUTION: When transferring product from extreme temperature environments, (e.g., cold truck to warm, humid ballroom) condensation may form on the internal electronics of the product. To avoid causing a failure, allow product to fully acclimate to the surrounding environment before connecting it to power.
- Not for permanent outdoor installation in locations with extreme environmental conditions. This includes, but is not limited to:
  - Exposure to a marine/saline environment (within 3 miles of a saltwater body of water).
  - Locations where the normal high or low temperatures exceed the temperature ranges in this manual.
  - Locations that are prone to flooding or being buried in snow.
  - Areas where the product will be subjected to extreme radiation or caustic substances.
- Mount this product in a location with adequate ventilation, at least 20 in (50 cm) from adjacent surfaces.
- Make sure there are no flammable materials close to the product when operating.
- When hanging this product, always secure to a fastening device using a safety cable.

## Power and Wiring

- Make sure the power cord is not crimped or damaged.
- Always make sure you are connecting this product to the proper voltage in accordance with the specifications in this manual or on the product's specification label.
- 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 this product to a dimmer pack or rheostat.
- Make sure to replace the fuse with another of the same type and rating.
- Never disconnect this product by pulling or tugging on the power cable.
- If the external flexible cable or cord of this product is damaged, it shall be replaced with a special cable or cord exclusively available from the manufacturer or its service agent.
- The light source contained in this luminaire shall only be replaced by the manufacturer, its service agent, or a similarly qualified person.

## Operation

- Do not operate this product if there is damage on the housing, lenses, or cables. Have the damaged parts replaced by an authorized technician at once.
- Do not cover the ventilation slots when operating to avoid internal overheating.
- The startup temperature range is -4 °F to 113 °F (-20 °C to 45 °C).
- The operating temperature range is -40 °F to 113 °F (-40 °C to 45 °C).
- The storage temperature range is -40 °F to 167 °F (-40 °C to 75 °C).
- Do not start, operate, or store the product outside of the above temperature ranges.
- In the event of a serious operation problem, stop using this product immediately!



**If your Chauvet product requires service, contact Chauvet Technical Support.**

## Expected LED Lifespan

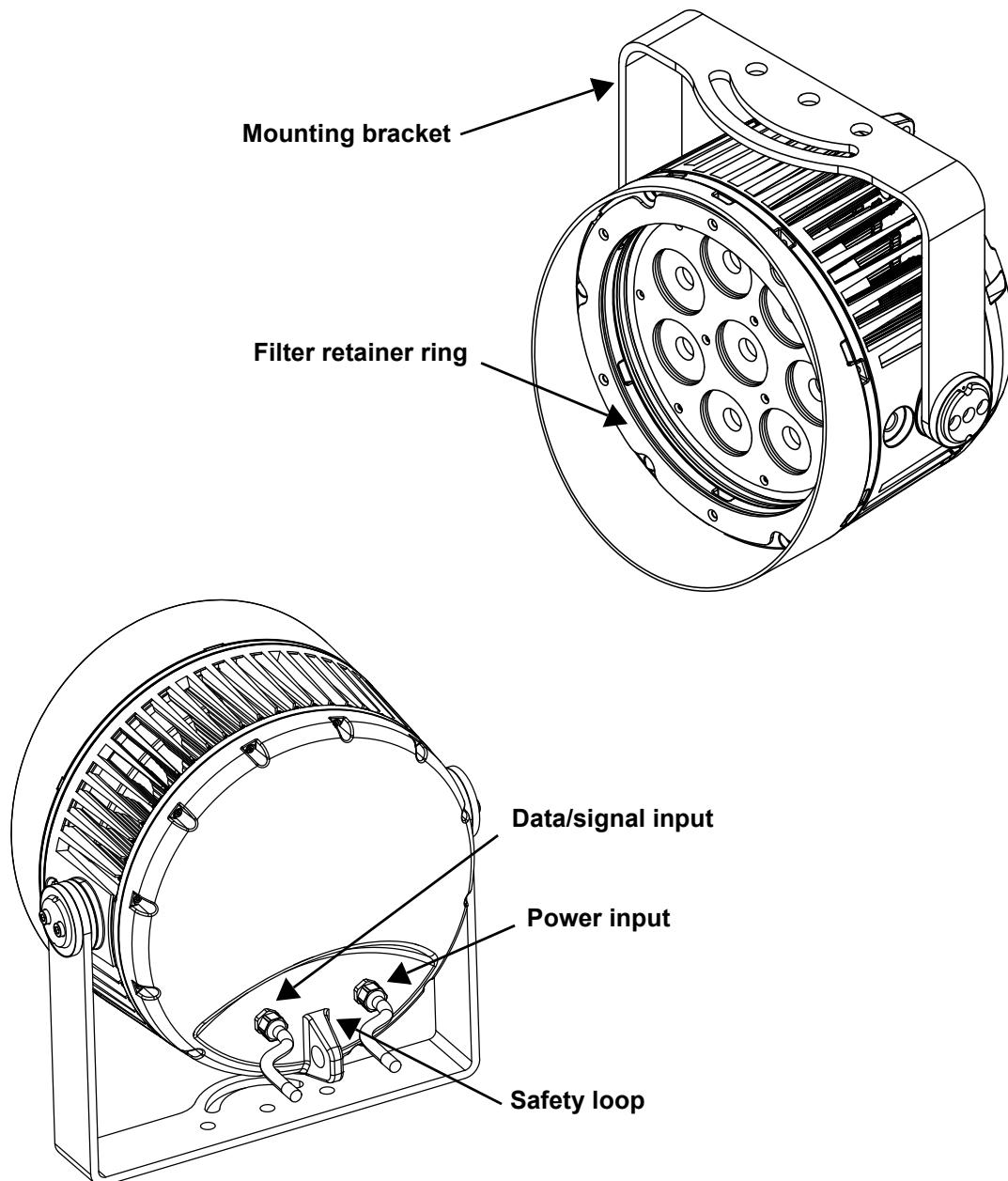
Over time, use and heat will gradually reduce LED brightness. Clustered LEDs produce more heat than single LEDs, contributing to shorter lifespans if always used at full intensity. The average LED lifespan is 40,000 to 50,000 hours. To extend LED lifespan, maintain proper ventilation around the product, and limit the overall intensity.

## 2. Introduction

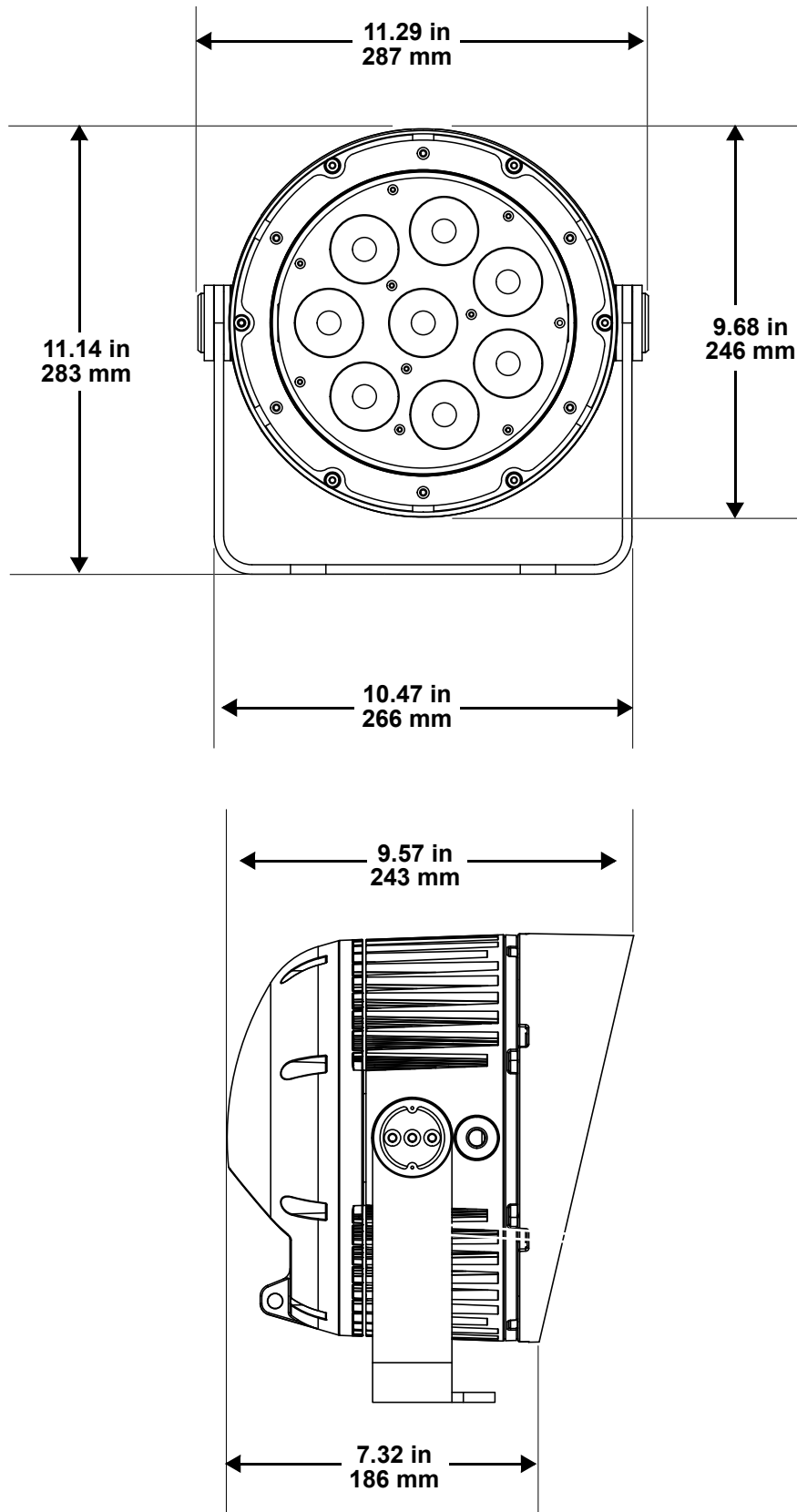
### Description

The Ilumipod ML from Iluminarc fuses plug-and-play installation with precision optics to create seamless splashes of light and color. Bringing energy to any architectural project in any weather conditions, it has a sleek, low-profile form factor and four-in-one LED optics. The advanced RGBL color mixing unlocks true whites from crisp and cool tones to warm incandescent ambers, as well as raucous, saturated shades.

### Product Overview



## Product Dimensions





### 3. Setup

#### AC Power

The Ilumipod ML has an auto-ranging power supply, and it can work with an input voltage range of 100 to 277 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.**
- **Use only proprietary IP67 waterproof cables and secure unused ports with attached IP67 covers.**



**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.**

#### AC Plug

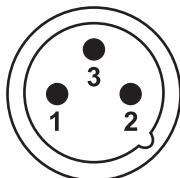
The Ilumipod ML comes with a bare-ended power input cord. Use the table below to wire a plug.

Connection	Wire (U.S.)	Wire (Europe)	Screw Color
AC Live	Black	Brown	Yellow or Brass
AC Neutral	White	Blue	Silver
AC Ground	Green/Yellow	Green/Yellow	Green

#### DMX Linking

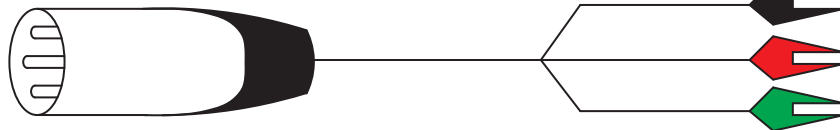
The Ilumipod ML will work with a DMX controller using a standard DMX serial connection. A DMX Primer is available from [www.iluminarc.com](http://www.iluminarc.com).

##### DMX Output



1. Ground
2. Data -
3. Data +

##### Signal Connector

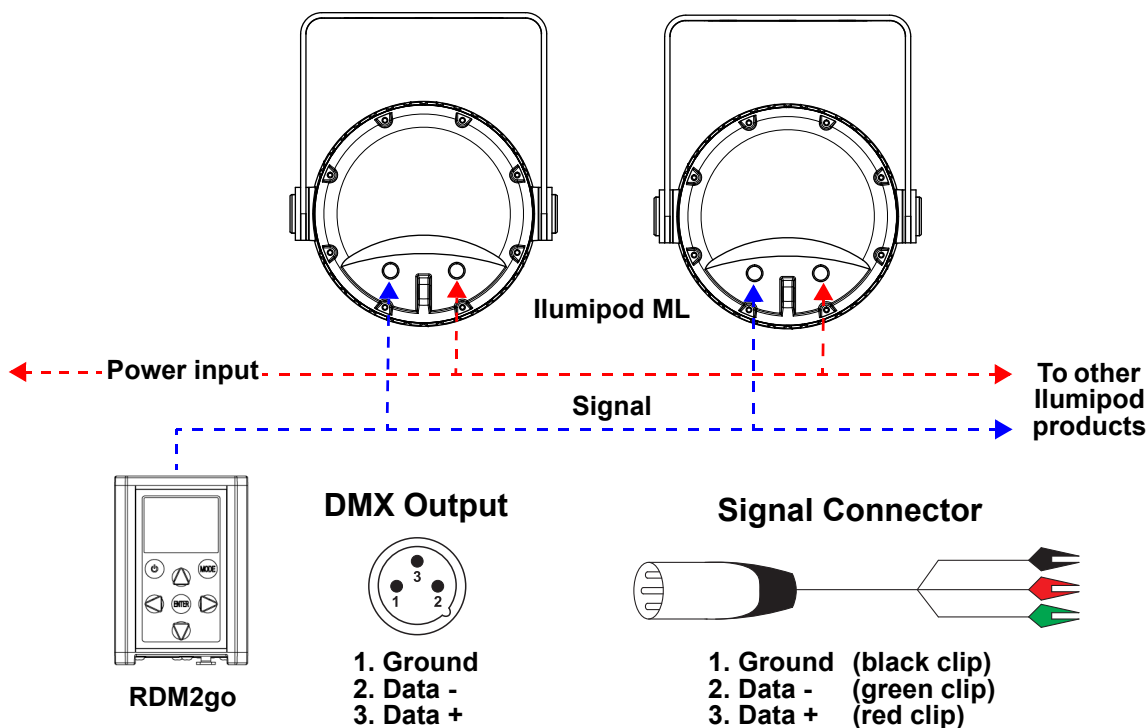


1. Ground (black clip)
2. Data - (green clip)
3. Data + (red clip)



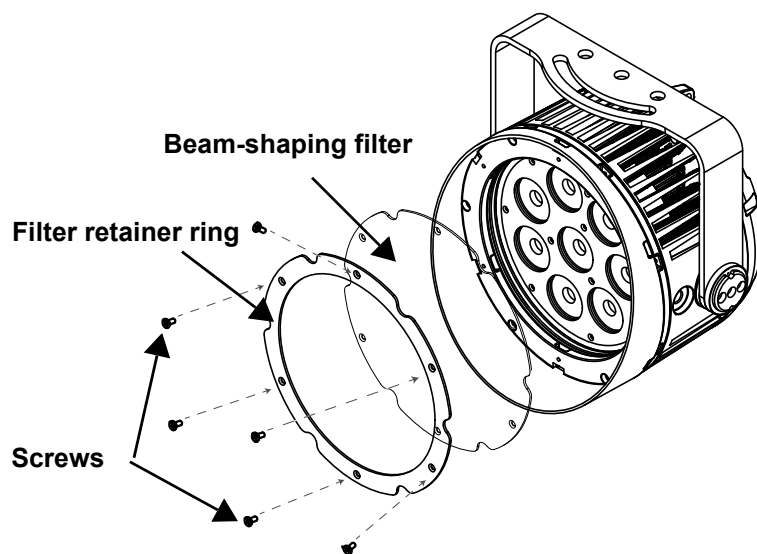
## Remote Device Management (RDM)

Remote Device Management, or RDM, is a standard for allowing DMX-enabled devices to communicate bi-directionally along existing DMX cabling. Check the DMX controller's User Manual or with the manufacturer as not all DMX controllers have this capability. The Ilumipod ML supports RDM protocol that allows feedback to make changes to menu map options.



## Beam-Shaping Filters

The Ilumipod ML can be used with the medium, wide, very wide, or asymmetrical beam-shaping filters (sold separately).



Follow the instructions below to install the optional filters:

1. Detach the filter retainer ring by removing the screws attaching it to the fixture.
2. Place the beam-shaping filter on top of the lenses.
3. Place back the filter retainer ring on top of the beam-shaping filter.
4. Screw the filter and the retainer ring back in place.

## Mounting

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

### Orientation

Always mount this product in a safe position, making sure there is adequate room for ventilation, configuration, and maintenance.

### Rigging

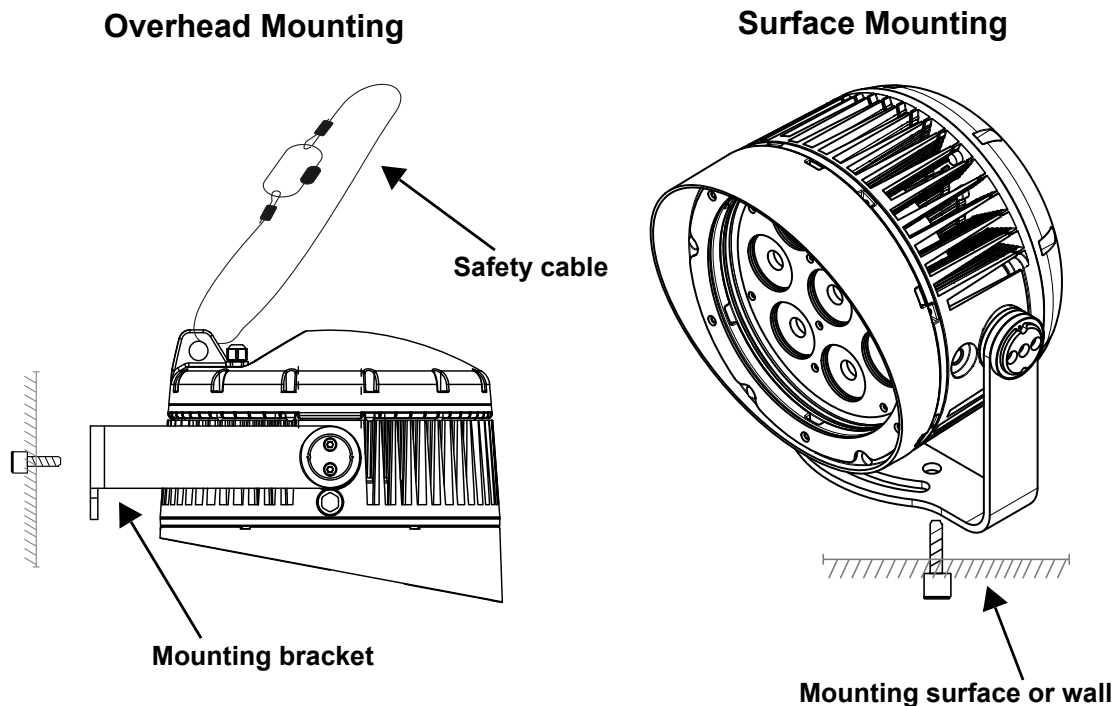
Chauvet recommends using the following general guidelines when mounting this product.

- Before deciding on a location for the product, make sure there is easy access to the product for maintenance and programming purposes.
- Make sure that the structure onto which you are mounting the product can support the product's weight (see the [Technical Specifications](#) for weight information).
- 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 hardware of appropriate weight capacity.

### Procedure

The Ilumipod ML comes with two adjustable brackets which can be secured directly to a mounting surface. Make sure the mounting surface and hardware are capable of supporting the weight of this product. Use at least one mounting point per product.

### Mounting Diagram



## 4. Operation

### RDM2go Control

The Ilumipod ML requires an external controller, such as the RDM2go (from Chauvet Professional), to change its configuration.

### Menu Map

Refer to the Ilumipod ML product page on [www.iluminarc.com](http://www.iluminarc.com) for the latest menu map.

The Ilumicode section of the RDM2go (from Chauvet Professional) is required to access the full menu of options. For more information, download the RDM2go User Manual from [www.chauvetprofessional.com](http://www.chauvetprofessional.com).

Main Level	Programming Levels		Description
STATIC	RED GREEN BLUE COOL SOLID STROBE	000–255	Configures the static color and effect
	OFF		Dimmer works in linear mode
DIMMER	DIM1–4		Dimmer works in non-linear mode, from fastest (DIM1) to slowest (DIM4)
CALIB	WHITE (1–11)	000–255	Determines the white balance for the color macros
	RGBTOW		Determines the white balance when RGBTOW is active
PERSON	ARC1		3-channel: RGB control
	ARC1+D		4-channel: dimmer, RGB control
	ARC2		4-channel: RGBL control
	ARC2+D		5-channel: dimmer, RGBL control
	ARC FULL		8-channel: dimmer, RGB control, preset colors, color temperature, strobe, dimmer speed
	SOLID		1-channel: LED control
	SPECIAL2		9-channel: dimmer, RGBL control, preset colors, color temperature, strobe, dimmer speed
DMX	001–512		Selects DMX address (highest channel restricted to personality chosen)
UC-CALIB	RED GREEN BLUE	000–255	Universal color calibration
SETTINGS	COLOR	OFF	Maximum output, unbalanced white
		RGBTOW	White output is determined by the <b>CALIB &gt; RGBTOW</b> settings
		UC	Output matches that of product's previous versions
	RESET	NO	Resets unit to factory default settings
		YES	

## Configuration (DMX)

Use control configurations to operate the product with a DMX controller.

### Control Personalities

To set the control personality:

- Go to the **PERSON** main level.
- Select the desired personality, from **ARC1**, **ARC1+D**, **ARC2**, **ARC2+D**, **ARC FULL**, **SOLID**, or **SPECIAL2**.
  - See the [Starting Address](#) section for the highest starting address you can select for each personality.
  - Make sure that the starting addresses on the various products do not overlap due to the new personality setting.



### Starting Address

Each product will respond to a unique starting address from the controller. All products with the same starting address will respond in unison. To set the starting address:

- Go to the **DMX** main level.
- Select the starting address (**001–512**).

Personality	Channels	Highest Starting Address
<b>ARC1</b>	<b>3</b>	<b>510</b>
<b>ARC1+D</b>	<b>4</b>	<b>509</b>
<b>ARC2</b>	<b>4</b>	<b>509</b>
<b>ARC2+D</b>	<b>5</b>	<b>508</b>
<b>ARC FULL</b>	<b>8</b>	<b>505</b>
<b>SOLID</b>	<b>1</b>	<b>512</b>
<b>SPECIAL2</b>	<b>9</b>	<b>504</b>

## Control Channel Assignments and Values

### ARC1 (3 Channels)

Channel	Function	Value	Percent/Setting
<b>1</b>	<b>Red</b>	000 ⇔ 255	0–100%
<b>2</b>	<b>Green</b>	000 ⇔ 255	0–100%
<b>3</b>	<b>Blue</b>	000 ⇔ 255	0–100%

### ARC1+D (4 Channels)

Channel	Function	Value	Percent/Setting
<b>1</b>	<b>Dimmer</b>	000 ⇔ 255	0–100%
<b>2</b>	<b>Red</b>	000 ⇔ 255	0–100%
<b>3</b>	<b>Green</b>	000 ⇔ 255	0–100%
<b>4</b>	<b>Blue</b>	000 ⇔ 255	0–100%

### ARC2 (4 Channels)

Channel	Function	Value	Percent/Setting
<b>1</b>	<b>Red</b>	000 ⇔ 255	0–100%
<b>2</b>	<b>Green</b>	000 ⇔ 255	0–100%
<b>3</b>	<b>Blue</b>	000 ⇔ 255	0–100%
<b>4</b>	<b>Lime</b>	000 ⇔ 255	0–100%

**ARC2+D (5 Channels)**

Channel	Function	Value	Percent/Setting
1	Dimmer	000 ⇔ 255	0–100%
2	Red	000 ⇔ 255	0–100%
3	Green	000 ⇔ 255	0–100%
4	Blue	000 ⇔ 255	0–100%
5	Lime	000 ⇔ 255	0–100%

**ARC FULL (8 Channels)**

Channel	Function	Value	Percent/Setting
1	Dimmer	000 ⇔ 255	0–100%
2	Red	000 ⇔ 255	0–100%
3	Green	000 ⇔ 255	0–100%
4	Blue	000 ⇔ 255	0–100%
5	Preset color	000 ⇔ 255	see <a href="#">Preset Colors Chart</a>
6	Color temperature	000 ⇔ 255	see <a href="#">Color Temperature Chart</a>
7	Strobe	000 ⇔ 009 010 ⇔ 255	No function Strobe, 1–25 Hz
8	Dimmer speed	000 ⇔ 009 010 ⇔ 029 030 ⇔ 069 070 ⇔ 129 130 ⇔ 189 190 ⇔ 255	No function Dimmer speed OFF Dimmer speed 1 (fastest) Dimmer speed 2 Dimmer speed 3 Dimmer speed 4 (slowest)

**SOLID (1 Channel)**

Channel	Function	Value	Percent/Setting
1	Dimmer	000 ⇔ 255	All LEDs (0–100%)

**SPECIAL2 (9 Channels)**

Channel	Function	Value	Percent/Setting
1	Dimmer	000 ⇔ 255	0–100%
2	Red	000 ⇔ 255	0–100%
3	Green	000 ⇔ 255	0–100%
4	Blue	000 ⇔ 255	0–100%
5	Lime	000 ⇔ 255	0–100%
6	Preset color	000 ⇔ 255	see <a href="#">Preset Colors Chart</a>
7	Color temperature	000 ⇔ 255	see <a href="#">Color Temperature Chart</a>
8	Strobe	000 ⇔ 009 010 ⇔ 255	No function Strobe, 1–25 Hz
9	Dimmer speed	000 ⇔ 009 010 ⇔ 029 030 ⇔ 069 070 ⇔ 129 130 ⇔ 189 190 ⇔ 255	No function Dimmer speed OFF Dimmer speed 1 (fastest) Dimmer speed 2 Dimmer speed 3 Dimmer speed 4 (slowest)

## Preset Colors Chart

DMX Channel	Preset Color	DMX Channel	Preset Color
<b>000 ⇔ 010</b>	No function	<b>121 ⇔ 140</b>	Steel Green
<b>011 ⇔ 020</b>	Light Salmon	<b>141 ⇔ 145</b>	Steel Blue
<b>021 ⇔ 025</b>	Scarlet	<b>146 ⇔ 150</b>	Special Steel Blue
<b>026 ⇔ 030</b>	Flame Red	<b>151 ⇔ 160</b>	New Color Blue
<b>031 ⇔ 045</b>	Dark Salmon	<b>161 ⇔ 165</b>	Dark Steel Blue
<b>046 ⇔ 050</b>	Sunset Red	<b>166 ⇔ 185</b>	Pale Violet
<b>051 ⇔ 060</b>	CID (to Tungsten)	<b>186 ⇔ 200</b>	Pretty 'n Pink
<b>061 ⇔ 065</b>	Soft Golden Amber	<b>201 ⇔ 205</b>	Follies Pink
<b>066 ⇔ 070</b>	Urban Sodium	<b>206 ⇔ 220</b>	Smokey Pink
<b>071 ⇔ 080</b>	LEE Yellow	<b>221 ⇔ 225</b>	Flesh Pink
<b>081 ⇔ 085</b>	Ice And A Slice	<b>226 ⇔ 240</b>	Pink
<b>086 ⇔ 110</b>	Dark Yellow Green	<b>241 ⇔ 255</b>	Cherry Rose
<b>111 ⇔ 120</b>	Turquoise		

## Color Temperature Chart

DMX Channel	Color Temperature	DMX Channel	Color Temperature
<b>000 ⇔ 009</b>	No function	<b>100 ⇔ 115</b>	4500–5000K linear transition
<b>010</b>	1800K	<b>115</b>	5000K
<b>010 ⇔ 025</b>	1800–2200K linear transition	<b>115 ⇔ 130</b>	5000–5600K linear transition
<b>025</b>	2200K	<b>130</b>	5600K
<b>025 ⇔ 040</b>	2200–2700K linear transition	<b>130 ⇔ 145</b>	5600–6000K linear transition
<b>040</b>	2700K	<b>145</b>	6000K
<b>040 ⇔ 055</b>	2700–3000K linear transition	<b>145 ⇔ 160</b>	6000–6500K linear transition
<b>055</b>	3000K	<b>160</b>	6500K
<b>055 ⇔ 070</b>	3000–3200K linear transition	<b>160 ⇔ 175</b>	6500–7000K linear transition
<b>070</b>	3200K	<b>175</b>	7000K
<b>070 ⇔ 085</b>	3200–4000K linear transition	<b>175 ⇔ 190</b>	7000–8000K linear transition
<b>085</b>	4000K	<b>190</b>	8000K
<b>085 ⇔ 100</b>	4000–4500K linear transition	<b>190 ⇔ 205</b>	8000–10000K linear transition
<b>100</b>	4500K	<b>205 ⇔ 255</b>	10000K

## Configuration (Static Mode)

To set the Ilumipod ML to operate in a static or strobing color without DMX:

1. Go to the **STATIC** main level.
2. Select the parameter to configure, from:
  - **RED**,
  - **GREEN**,
  - **BLUE**,
  - **COOL** (lime),
  - **SOLID** (no function), or
  - **STROBE**
3. Set the selected parameter to the desired level, from **000–255**.
4. Repeat until the static mode is set as desired.

## Configuration (Settings)

### Dimmer Speed

To set the dimmer speed:

1. Go to the **DIMMER** main level.
2. Select the dimmer speed from **OFF** (linear dimmer), **DIM1** (fastest), **DIM2**, **DIM3**, or **DIM4** (slowest).

### Color Calibration

There are 4 color calibration options for the Ilumipod ML: **OFF** (maximum output/unbalanced white), **RGBTOW** (quad-color calibration), **UC** ("universal", tri-color calibration to match legacy products), and the color macro **WHITE 1–11** settings.

To select the color calibration mode:

1. Go to the **SETTINGS** main level.
2. Select the **COLOR** option.
3. Select the calibration mode, from **OFF**, **RGBTOW**, or **UC**.

### Color Macro White Balance

To adjust the color macro white balance:

1. Go to the **CALIB** main level.
2. Select the macro to adjust, from **WHITE 1–11**.
3. Select the color level to adjust, from **RED**, **GREEN**, **BLUE**, or **COOL** (lime).
4. Set the level of the selected color, from **000–255**.
5. Repeat until the white balances are set as desired.

### RGBTOW Mode

To adjust the color calibration in **RGBTOW** mode:

1. Go to the **CALIB** main level.
2. Select the **RGBTOW** option.
3. Select the color level to adjust, from **RED**, **GREEN**, **BLUE**, or **COOL** (lime).
4. Set the level of the selected color, from **000–255**.
5. Repeat until the calibration is set as desired.

### Universal Calibration

To adjust the color calibration in **UC** mode:

1. Go to the **UC-CALIB** main level.
2. Select the color level to adjust, from **RED**, **GREEN**, or **BLUE**.
3. Set the level of the selected color, from **000–255**.
4. Repeat until the calibration is set as desired.

### Factory Reset

To reset the product to factory default settings:

1. Go to the **SETTINGS** main level.
2. Select the **RESET** option.
3. Select from **NO** (cancel) or **YES** (reset).



## 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
11.29 in (287 mm)	9.68 in (246 mm)	11.14 in (283 mm)	18 lb (8.2 kg)

**Note:** Dimensions in inches are rounded.

### Power

Power Supply Type		Range			Voltage Selection	
Switching (internal)		100 to 277 VAC, 50/60 Hz			Auto-ranging	
Parameter	100 V, PF: 99	120 V, PF: 98	208 V, PF: 92	230 V, PF: 90	240 V, PF: 89	277 V, PF: 84
Consumption	80 W	81 W	76 W	76 W	76 W	77 W
Operating current	0.82 A	0.69 A	0.41 A	0.37 A	0.36 A	0.37 A
Power I/O		U.S./Worldwide			UK/Europe	
Power input connector		Bare-ended power input cord			Bare-ended power input cord	
Power Connection			Recommended Cable			
6.25 ft (1.9 m) waterproof cable			Power and data interface (14 AWG)			

### Light Source

Type	Color	Quantity	Power	Current	Lifespan
LED	Quad-color RGLB	8	20 W	1 A	50,000 hours

### Photometrics

Parameter	Installed Optics	Medium Filter	Wide Filter	Very Wide Filter	Asymmetrical Filter
Beam Angle	6.7°	20°	34.4°	31.9°	20.2° x 13.9°
Field Angle	11.9°	40.2°	73.2°	64.4°	44.1° x 32.4°
Cutoff Angle	19.4°	60.9°	153.8°	142.6°	68.2° x 55.8°
Illuminance	8,152 lux	812 lux	171 lux	237 lux	611 lux

### Thermal

Startup Temperature Range	Operating Temperature Range	Cooling System
-4 °F–113 °F (-20 °C–45 °C)	-40 °F–113 °F (-40 °C–45 °C)	Convection

### DMX

I/O Connector	Channel Range
USITT DMX-512a	1, 3, 4, 4, 5, 8, or 9 channels

### Ordering

Product Name	Item Name	Item Code	UPC Number
Illumipod ML	ILUMIPODML	01631638	781462219864



UL 1598  
CSA C22.2 No. 250  
E115166



## Returns

Send the product prepaid, in the original box, and with the original packing and accessories. Illuminarc will not issue call tags.

Call Illuminarc 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(s) for the return.

To submit a service request online, go to [www.chauvetprofessional.com/service-request](http://www.chauvetprofessional.com/service-request).

Clearly label the package with an RMA number. Illuminarc 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.



**Illuminarc reserves the right to use its own discretion to repair or replace returned product(s).**

## Contact Us

General Information	Technical Support
<b>World Headquarters</b>	
Address: 5200 NW 108th Ave. Sunrise, FL 33351 Voice: (954) 577-4455 Fax: (954) 929-5560 Toll Free: (800) 762-1084	Voice: (844) 393-7575 Fax: (954) 756-8015 Email: <a href="mailto:support@iluminarc.com">support@iluminarc.com</a> Website: <a href="http://www.iluminarc.com">www.iluminarc.com</a>
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Visit the applicable website above to verify our contact information and instructions to request support. Outside the U.S., U.K., Ireland, Benelux, France, Germany, or Mexico, contact the dealer of record.