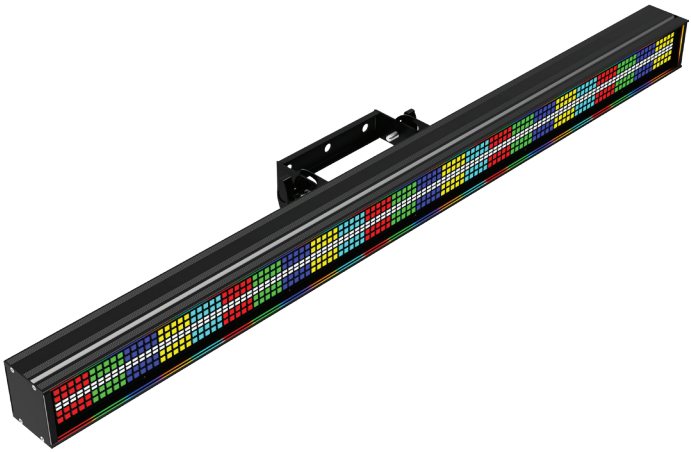
STORMCHASER™ SUPERHOT



blizzard

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Waukesha, WI USA
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1. GETTING STARTED

What's In The Box?

- 1x StormChaser™ SuperHot Fixture
- 1x AC Power Cord
- This Lovely User Manual

Getting It Out Of The Box

Congratulations on purchasing the StormChaser™ SuperHot. Now that you've got your fixture, you should carefully unpack the box and check the contents to ensure that all parts are present and in good condition. If anything looks as if it has been damaged in transit, notify the shipper immediately and keep the packing material for inspection. Again, please save the carton and all packing materials. If a fixture must be returned to the factory, it is important that the fixture be returned in the original factory box and packing.

Powering Up!

All fixtures must be powered directly off a switched circuit and **cannot be run off a rheostat (variable resistor) or dimmer circuit, even if the rheostat or dimmer channel is used solely for a 0% to 100% switch**.

AC Voltage Compatibility - Confirm that the product's power requirements align with your local power supply before use. Refer to the product's label or the specifications chart provided with the product for details. The current rating listed represents the average current draw under normal conditions.

Warning! ***Verify the product's compatibility with your area's line voltage to avoid damage. Ensure that all connections are made to circuits that provide proper grounding (earthing).***

Getting A Hold Of Us

If something is wrong, please visit our website at www.blizzardpro.com/support and open a support ticket. We'll be happy to help, honest.

Disclaimer: The information contained in this document is subject to change without notice. Blizzard Lighting™ assumes no responsibility or liability for any errors or omissions that may appear in this user manual. We reserve the right to update the existing document or create a new one to correct any errors or omissions. You can download the latest version of this document from www.blizzardpro.com.

Author:	Date:	Last Edited:	Date:
J. Thomas	8/27/2025	J. Thomas	9/18/2025

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Safety Instructions



Please read these instructions carefully. They include important information about the installation, usage and maintenance of this product.

- Please keep this User Guide for future use. If you sell the unit to someone else, be sure that they also receive this User Guide.

- ALWAYS make sure that you are connecting to the proper voltage, and that the line voltage you are connecting to is not higher than that stated on the decal or rear panel of the fixture.

- This product is intended for indoor use only.

- To prevent risk of fire or shock, do not expose fixture to rain or moisture.

- Make sure there are no flammable materials close to the unit while operating.

- The unit must be installed in a location with adequate ventilation, at least 20in (50cm) from adjacent surfaces. Be sure that no ventilation slots are blocked.

- ALWAYS disconnect from the power source before servicing or replacing fuse and be sure to replace with same fuse size and type.

- ALWAYS secure fixture using a safety chain. NEVER carry the fixture by its head. Use its carrying handles.

- DO NOT operate at ambient temperatures higher than 104°F (40°C).

- In the event of a serious operating problem, stop using the unit immediately. NEVER try to repair the unit by yourself. Repairs carried out by unskilled people can lead to damage or malfunction. Please contact the nearest authorized technical assistance center. Always use the same type spare parts.

- NEVER connect the device to a dimmer pack.

- Make sure the power cord is never crimped or damaged.

- Never disconnect the power cord by pulling or tugging on the cord.

- Avoid direct eye exposure to the light source while it is on.

Caution! There are no user serviceable parts inside the unit. Do not open the housing or attempt any repairs yourself. In the unlikely event your unit may require service, please open a support ticket at www.blizzardpro.com/support.

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2. MEET THE STORMCHASER™ SUPERHOT

Main Features

- 1-meter LED bar with RGB and cool white effects
- 240x 0.5W cool white SMD LEDs (5700K)
- 480x 0.3W 3-in-1 RGB color-mixing SMD LEDs
- Multiple programs with adjustable speed (RGB, CW, RGB+CW)
- Pixel mapping in 168-channel DMX mode
- 1–30Hz strobe effects
- Secure mounting bracket with locking knobs
- 5-pin DMX input and output
- PowerCON® True1-compatible power input

Control

- Protocol: USITT DMX-512, RDM
- DMX Channels: 4/16/168 DMX channel modes
- Easy-to-use 4-button control panel with LED display
- Operating modes: DMX512, master/slave, auto

DMX Quick Reference (4/16/168-Channel Modes)

4CH	16CH	168CH	Function
--	1	--	Master Dimmer
--	2	--	RGB Strobe
1	3	--	Red Dimmer
2	4	--	Green Dimmer
3	5	--	Blue Dimmer
--	6	--	Programs – RGB
--	7	--	Program Speed – RGB
--	8	--	CW Strobe
4	9	--	CW Dimmer
--	10	--	Programs – CW
--	11	--	Program Speed – CW
--	12	--	RGB+CW LED Strobe
--	13	--	Programs – RGB+CW
--	14	--	Program Speed – RGB+CW
--	15	--	Background Color
--	16	--	Background Dimmer
--	--	1	Group 1 Red
--	--	2	Group 1 Green
--	--	3	Group 1 Blue
--	--	--	--
--	--	142	Group 48 Red
--	--	143	Group 48 Green
--	--	144	Group 48 Blue
--	--	145	Group 1 CW
--	--	146	Group 2 CW
--	--	147	Group 3 CW
--	--	--	--
--	--	166	Group 22 CW
--	--	167	Group 23 CW
--	--	168	Group 24 CW

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Figure 1: StormChaser™ SuperHot Pin-Up Picture

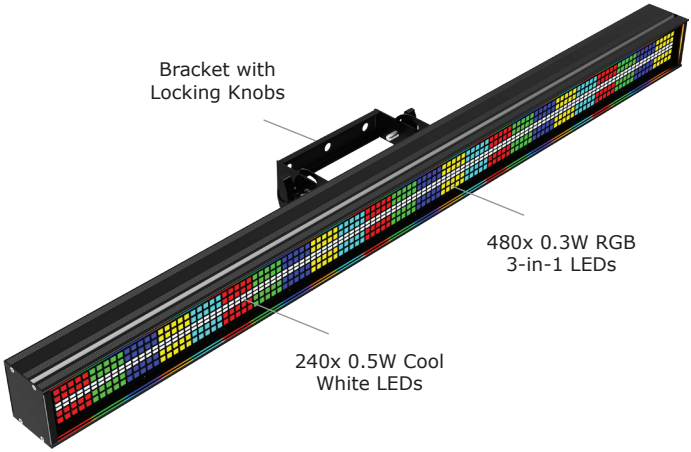
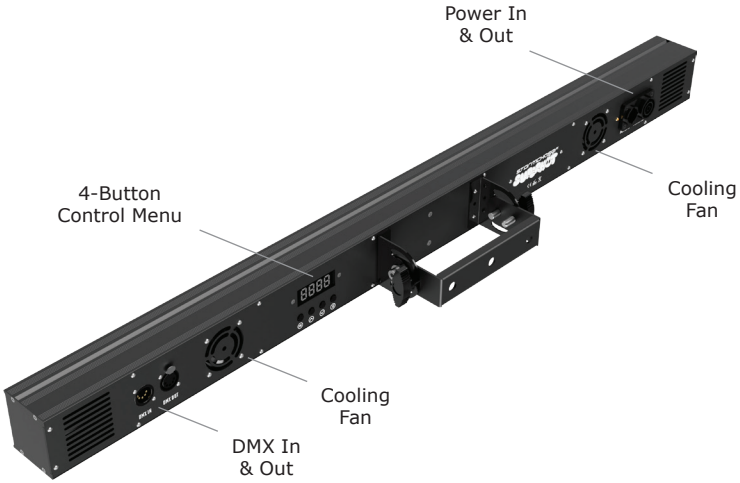


Figure 2: Rear Connections



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3. SETUP



Before replacing a fuse, disconnect the power cord.
ALWAYS replace with the same type and rating of fuse.

Fuse Replacement

This fixture utilizes a high-output switch-mode power supply with an internal fuse. Under normal conditions, the fuse should not require replacement. Should your fixture require fuse replacement, please contact us for instructions.

Connecting A Bunch of StormChaser™ SuperHot Fixtures

You will need a serial data link to run light shows using a DMX-512 controller or to run shows on two or more fixtures set to sync in master/slave operating mode. The combined number of channels required by all the fixtures on a serial data link determines the number of fixtures the data link can support.

Fixtures on a serial data link must be daisy chained in a single line. Also, connecting more than 32 fixtures on one serial data link without the use of an optically-isolated DMX splitter may result in deterioration of DMX signal. The maximum recommended cable-run distance is 500 meters (1640 ft).

Data/DMX Cabling

To link fixtures together you'll need data cables. You should use data-grade cables that can carry a high quality signal and are less prone to electromagnetic interference.

For instance, Belden© 9841 meets the specifications for EIA RS-485 applications. Standard microphone cables will "probably" be OK, but note that they cannot transmit DMX data as reliably over long distances. In any event, the cable should have the following characteristics:

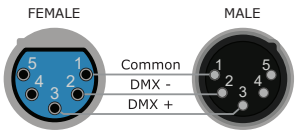
- *2-conductor twisted pair plus a shield*
- *Maximum capacitance between conductors – 30 pF/ft.*
- *Maximum capacitance between conductor & shield – 55 pF/ft.*
- *Maximum resistance of 20 ohms / 1000 ft.*
- *Nominal impedance 100 – 140 ohms*

Disclaimer: The power connectors fitted to the fixture and fixture cord are designed for compatibility with products manufactured by Neutrik AG, Neutrik USA and their related entities, however they are not manufactured by, affiliated with or endorsed by Neutrik AG, Neutrik USA, or any related entity. Neutrik® and powerCON® are registered trademarks of Neutrik AG.

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Cable Connectors

Cables must have a male XLR connector on one end and a female XLR connector on the other end. (Duh!)



A Word on Termination:

DMX is a resilient communication protocol, however errors still occasionally occur. Termination reduces signal errors, and therefore best practices include use of a terminator in all circumstances. If you are experiencing problems with erratic fixture behavior, especially over long signal cable runs, a terminator may help improve performance.

To build your own DMX Terminator:

Obtain a 120-ohm, 1/4-watt resistor, and wire it between pins 2 & 3 of the last fixture. They are also readily available from specialty retailers.

CAUTION: Do not allow contact between the common and the fixture's chassis ground. Grounding the common can cause a ground loop, and your fixture may perform erratically. Test cables with an ohm meter to verify correct polarity and to make sure the pins are not grounded or shorted to the shield or each other.

3-Pin??? 5-Pin??? Huh?!?

If you use a controller with a 3-pin DMX output connector, you will need to use a 3-pin to 5-pin adapter. If you'd like to build your own, the chart below details a proper cable conversion:

Conductor	3-Pin Female (Output)	5-Pin Male (Input)
Ground/Shield	Pin 1	Pin 1
Data 1- (Primary Data)	Pin 2	Pin 2
Data 1+ (Primary Data)	Pin 3	Pin 3
Data 2- (Optional)	--	Pin 4 - Do Not Use
Data 2+ (Optional)	--	Pin 5 - Do Not Use

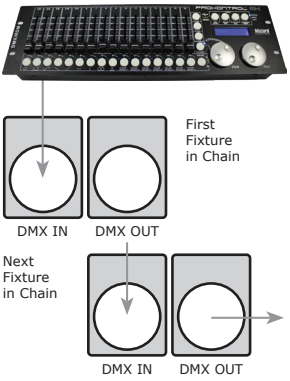
Take It To The Next Level: Setting Up DMX Control

Step 1: Connect the male connector of the DMX cable to the female connector (output) on the controller.

Step 2: Connect the female connector of the DMX cable to the first fixture's male connector (input).

Note: It doesn't matter which fixture address is the first one connected. We recommend connecting the fixtures in terms of their proximity to the controller, rather than connecting the lowest fixture number first, and so on.

Step 3: Connect other fixtures in the chain from output to input as above. Place a DMX terminator on the output of the final fixture to ensure best communication.



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Fixture Linking (Master/Slave Mode)

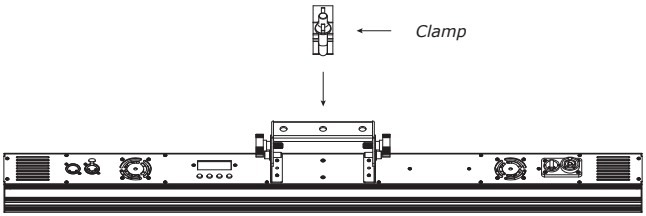
1. Connect the (male) 5-pin connector side of the DMX cable to the output (female) 5-pin connector of the first fixture.

2. Connect the end of the cable coming from the first fixture which will have a (female) 5-pin connector to the input connector of the next fixture consisting of a (male) 5-pin connector. Then, proceed to connect from the output as stated above to the input of the following fixture and so on.

Mounting & Rigging

The fixture bracket features three 12mm holes for secure mounting with standard truss clamps (not included).

Use only suitable "C" or "O" type clamps, each rated to support at least 10x the fixture's weight. Do not mount to surfaces of unknown strength. Always use properly rated rigging when installing overhead.



Fixture bracket and clamp mounting point.

This fixture may be mounted in any safe position, provided there is adequate ventilation. Never block the fan or vent openings.

To adjust the fixture angle, loosen both knobs, tilt to the desired position, then retighten securely.

Always allow enough access for routine maintenance.

A safety cable MUST always be used.

Do not install the fixture where it will be exposed to rain, high humidity, extreme temperatures, or restricted airflow.

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4. OPERATING ADJUSTMENTS

The Control Panel

All the features and different modes possible with the StormChaser™ SuperHot are accessed by using the control panel on the rear of the fixture. There are 4 control buttons which allow you to navigate through the various control panel menus.

<MENU>

Is used to navigate to the previous higher-level menu item.

<ENTER>

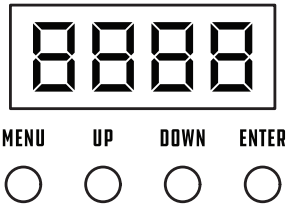
Is used to select and confirm/store the current selection.

<UP>

Scrolls through menu items and numbers in ascending order.

<DOWN>

Scrolls through menu items and numbers in descending order.



The control panel display shows the menu items you select from the menu map on page #11. When a menu function is selected, the display will show immediately the first available option for the selected menu function. To select a menu item, press **<ENTER>**.

Use the **<UP>** and **<DOWN>** buttons to navigate the menu options. Press the **<ENTER>** button to select the menu function currently displayed, or to enable a menu option. To return to the previous option or menu without changing the value, press the **<MENU>** button.

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StormChaser™ SuperHot Menu Structure

A001	A001 - A512	Select starting DMX address
CH --	CH04	4-channel DMX mode
	CH16	16-channel DMX mode
	C168	168-channel DMX mode
C ---	C000 - C127	RGB color effects 0-127
S ---	S000 - S255	RGB color effect speed (slow <-> fast)
U ---	U000 - U063	CW effects 0-63
S ---	S000 - S255	CW effect speed (slow <-> fast)
F ---	F000 - F255	RGB+CW effects 0-127
S ---	S000 - S255	RGB+CW effect speed (slow <-> fast)
r ---	r000 - r255	Red intensity (0% <-> 100%)
G ---	G000 - G255	Green intensity (0% <-> 100%)
b ---	b000 - b255	Blue intensity (0% <-> 100%)
u ---	u000 - u255	CW intensity (0% <-> 100%)
t ---		Current temperature (°C)

DMX Mode

Allows the unit to be controlled by any universal DMX controller.

Set the Starting DMX Address:
1.) Press the **<MENU>** button to reach **A---**.
2.) Use **<UP/DOWN>** to select a DMX address from **1-512**.

Select the DMX Channel Mode:
1.) Press the **<MENU>** button to reach **CH--**.
2.) Use **<UP/DOWN>** buttons to select **CH04, CH16** or **CH168**.

Master/Slave Mode

1.) Daisy chain the fixtures via DMX in/out without a controller.
2.) Set the slave units to the same DMX address as the master fixture (up to 32).

Built-in Programs

RGB LEDs

1.) Press the **<MENU>** button to reach **C---**.
2.) Use the **<UP/DOWN>** buttons to select a program **1-127**.
3.) Press the **<MENU>** button to return to the main menu.
4.) The immediate main menu item will be **S---**, use the **<UP/DOWN>** buttons to select this program speed from **0-255** (slow <-> fast).

Cool White LEDs

1.) Press the **<MENU>** button to reach **U---**.
2.) Use the **<UP/DOWN>** buttons to select a program **1-63**.
3.) Press the **<MENU>** button to return to the main menu.
4.) The immediate main menu item will be **S---**, use the **<UP/DOWN>** buttons to select this program speed from **0-255** (slow <-> fast).

RGB+White LEDs

1.) Press the **<MENU>** button to reach **F---**.
2.) Use the **<UP/DOWN>** buttons to select a program **1-127**.
3.) Press the **<MENU>** button to return to the main menu.
4.) The immediate main menu item will be **S---**, use the **<UP/DOWN>** buttons to select this program speed from **0-255** (slow <-> fast).

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DMX Value Reference (RGB / RGB+CW Programs)

Function	Values	Function	Values	Function	Values
No Function	000 <-> 001	Program 43	086 <-> 087	Program 86	172 <-> 173
Program 1	002 <-> 003	Program 44	088 <-> 089	Program 87	174 <-> 175
Program 2	004 <-> 005	Program 45	090 <-> 091	Program 88	176 <-> 177
Program 3	006 <-> 007	Program 46	092 <-> 093	Program 89	178 <-> 179
Program 4	008 <-> 009	Program 47	094 <-> 095	Program 90	180 <-> 181
Program 5	010 <-> 011	Program 48	096 <-> 097	Program 91	182 <-> 183
Program 6	012 <-> 013	Program 49	098 <-> 099	Program 92	184 <-> 185
Program 7	014 <-> 015	Program 50	100 <-> 101	Program 93	186 <-> 187
Program 8	016 <-> 017	Program 51	102 <-> 103	Program 94	188 <-> 189
Program 9	018 <-> 019	Program 52	104 <-> 105	Program 95	190 <-> 191
Program 10	020 <-> 021	Program 53	106 <-> 107	Program 96	192 <-> 193
Program 11	022 <-> 023	Program 54	108 <-> 109	Program 97	194 <-> 195
Program 12	024 <-> 025	Program 55	110 <-> 111	Program 98	196 <-> 197
Program 13	026 <-> 027	Program 56	112 <-> 113	Program 99	198 <-> 199
Program 14	028 <-> 029	Program 57	114 <-> 115	Program 100	200 <-> 201
Program 15	030 <-> 031	Program 58	116 <-> 117	Program 101	202 <-> 203
Program 16	032 <-> 033	Program 59	118 <-> 119	Program 102	204 <-> 205
Program 17	034 <-> 035	Program 60	120 <-> 121	Program 103	206 <-> 207
Program 18	036 <-> 037	Program 61	122 <-> 123	Program 104	208 <-> 209
Program 19	038 <-> 039	Program 62	124 <-> 125	Program 105	210 <-> 211
Program 20	040 <-> 041	Program 63	126 <-> 127	Program 106	212 <-> 213
Program 21	042 <-> 043	Program 64	128 <-> 129	Program 107	214 <-> 215
Program 22	044 <-> 045	Program 65	130 <-> 131	Program 108	216 <-> 217
Program 23	046 <-> 047	Program 66	132 <-> 133	Program 109	218 <-> 219
Program 24	048 <-> 049	Program 67	134 <-> 135	Program 110	220 <-> 221
Program 25	050 <-> 051	Program 68	136 <-> 137	Program 111	222 <-> 223
Program 26	052 <-> 053	Program 69	138 <-> 139	Program 112	224 <-> 225
Program 27	054 <-> 055	Program 70	140 <-> 141	Program 113	226 <-> 227
Program 28	056 <-> 057	Program 71	142 <-> 143	Program 114	228 <-> 229
Program 29	058 <-> 059	Program 72	144 <-> 145	Program 115	230 <-> 231
Program 30	060 <-> 061	Program 73	146 <-> 147	Program 116	232 <-> 233
Program 31	062 <-> 063	Program 74	148 <-> 149	Program 117	234 <-> 235
Program 32	064 <-> 065	Program 75	150 <-> 151	Program 118	236 <-> 237
Program 33	066 <-> 067	Program 76	152 <-> 153	Program 119	238 <-> 239
Program 34	068 <-> 069	Program 77	154 <-> 155	Program 120	240 <-> 241
Program 35	070 <-> 071	Program 78	156 <-> 157	Program 121	242 <-> 243
Program 36	072 <-> 073	Program 79	158 <-> 159	Program 122	244 <-> 245
Program 37	074 <-> 075	Program 80	160 <-> 161	Program 123	246 <-> 247
Program 38	076 <-> 077	Program 81	162 <-> 163	Program 124	248 <-> 249
Program 39	078 <-> 079	Program 82	164 <-> 165	Program 125	250 <-> 251
Program 40	080 <-> 081	Program 83	166 <-> 167	Program 126	252 <-> 253
Program 41	082 <-> 083	Program 84	168 <-> 169	Cycle All	254 <-> 255
Program 42	084 <-> 085	Program 85	170 <-> 171		

DMX Value Reference (CW Programs)

Function	Values	Function	Values	Function	Values
No Function	000 <-> 003	Program 22	088 <-> 091	Program 44	176 <-> 179
Program 1	004 <-> 007	Program 23	092 <-> 095	Program 45	180 <-> 183
Program 2	008 <-> 011	Program 24	096 <-> 099	Program 46	184 <-> 187
Program 3	012 <-> 015	Program 25	100 <-> 103	Program 47	188 <-> 191
Program 4	016 <-> 019	Program 26	104 <-> 107	Program 48	192 <-> 195
Program 5	020 <-> 023	Program 27	108 <-> 111	Program 49	196 <-> 199
Program 6	024 <-> 027	Program 28	112 <-> 115	Program 50	200 <-> 203
Program 7	028 <-> 031	Program 29	116 <-> 119	Program 51	204 <-> 207
Program 8	032 <-> 035	Program 30	120 <-> 123	Program 52	208 <-> 211
Program 9	036 <-> 039	Program 31	124 <-> 127	Program 53	212 <-> 215
Program 10	040 <-> 043	Program 32	128 <-> 131	Program 54	216 <-> 219
Program 11	044 <-> 047	Program 33	132 <-> 135	Program 55	220 <-> 223
Program 12	048 <-> 051	Program 34	136 <-> 139	Program 56	224 <-> 227
Program 13	052 <-> 055	Program 35	140 <-> 143	Program 57	228 <-> 231
Program 14	056 <-> 059	Program 36	144 <-> 147	Program 58	232 <-> 235
Program 15	060 <-> 063	Program 37	148 <-> 151	Program 59	236 <-> 239
Program 16	064 <-> 067	Program 38	152 <-> 155	Program 60	240 <-> 243
Program 17	068 <-> 071	Program 39	156 <-> 159	Program 61	244 <-> 247
Program 18	072 <-> 075	Program 40	160 <-> 163	Program 62	248 <-> 251
Program 19	076 <-> 079	Program 41	164 <-> 167	Cycle All	252 <-> 255
Program 20	080 <-> 083	Program 42	168 <-> 171		
Program 21	084 <-> 087	Program 43	172 <-> 175		

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DMX Values In-Depth (4/16-Channel Modes)

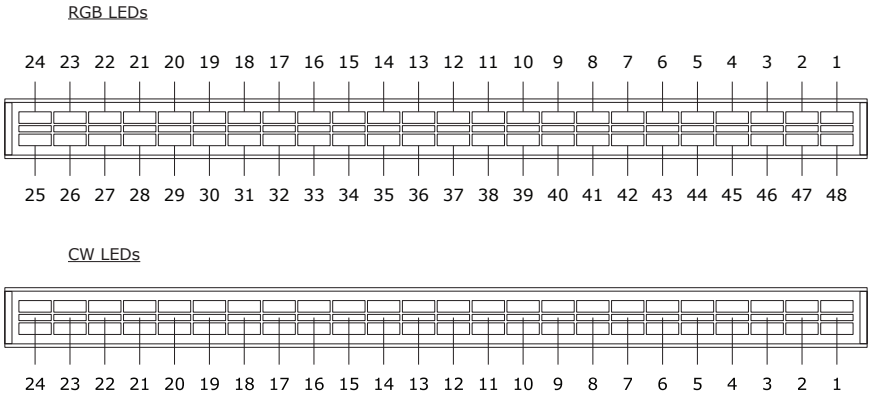
4CH	16CH	Value	Function
--	1	000 <-> 255	Master Dimmer (0% <-> 100%)
--	2	 000 <-> 008 009 <-> 255	**RGB Strobe** No Function Strobe (slow <-> fast)
1	3	000 <-> 255	Red Dimmer (0% <-> 100%)
2	4	000 <-> 255	Green Dimmer (0% <-> 100%)
3	5	000 <-> 255	Blue Dimmer (0% <-> 100%)
--	6	000 <-> 255	Programs – RGB LEDs
--	7	000 <-> 255	Speed – RGB LEDs (slow <-> fast)
--	8	 000 <-> 008 009 <-> 255	**CW Strobe** No Function Strobe (slow <-> fast)
4	9	000 <-> 255	CW Dimmer (0% <-> 100%)
--	10	000 <-> 255	Programs – CW LEDs
--	11	000 <-> 255	Speed – CW LEDs (slow <-> fast)
--	12	 000 <-> 008 009 <-> 255	**RGB+CW Strobe** No Function Strobe (slow <-> fast)
--	13	000 <-> 255	Programs – RGB+W LEDs
--	14	000 <-> 255	Speed – RGB+W LEDs (slow <-> fast)
--	15	000 <-> 255	Background Color (0–255 = gradual color range)
--	16	000 <-> 255	Background Dimmer (0% <-> 100%)

DMX Values In-Depth (168-Channel Mode)

CH	Function	CH	Function	CH	Function	CH	Function	CH	Value
1	Red 1	35	Green 12	69	Blue 23	103	Red 35	137	Green 46
2	Green 1	36	Blue 12	70	Red 24	104	Green 35	138	Blue 46
3	Blue 1	37	Red 13	71	Green 24	105	Blue 35	139	Red 47
4	Red 2	38	Green 13	72	Blue 24	106	Red 36	140	Green 47
5	Green 2	39	Blue 13	73	Red 25	107	Green 36	141	Blue 47
6	Blue 2	40	Red 14	74	Green 25	108	Blue 36	142	Red 48
7	Red 3	41	Green 14	75	Blue 25	109	Red 37	143	Green 48
8	Green 3	42	Blue 14	76	Red 26	110	Green 37	144	Blue 48
9	Blue 3	43	Red 15	77	Green 26	111	Blue 37	145	CW 1
10	Red 4	44	Green 15	78	Blue 26	112	Red 38	146	CW 2
11	Green 4	45	Blue 15	79	Red 27	113	Green 38	147	CW 3
12	Blue 4	46	Red 16	80	Green 27	114	Blue 38	148	CW 4
13	Red 5	47	Green 16	81	Blue 27	115	Red 39	149	CW 5
14	Green 5	48	Blue 16	82	Red 28	116	Green 39	150	CW 6
15	Blue 5	49	Red 17	83	Green 28	117	Blue 39	151	CW 7
16	Red 6	50	Green 17	84	Blue 28	118	Red 40	152	CW 8
17	Green 6	51	Blue 17	85	Red 29	119	Green 40	153	CW 9
18	Blue 6	52	Red 18	86	Green 29	120	Blue 40	154	CW 10
19	Red 7	53	Green 18	87	Blue 29	121	Red 41	155	CW 11
20	Green 7	54	Blue 18	88	Red 30	122	Green 41	156	CW 12
21	Blue 7	55	Red 19	89	Green 30	123	Blue 41	157	CW 13
22	Red 8	56	Green 19	90	Blue 30	124	Red 42	158	CW 14
23	Green 8	57	Blue 19	91	Red 31	125	Green 42	159	CW 15
24	Blue 8	58	Red 20	92	Green 31	126	Blue 42	160	CW 16
25	Red 9	59	Green 20	93	Blue 31	127	Red 43	161	CW 17
26	Green 9	60	Blue 20	94	Red 32	128	Green 43	162	CW 18
27	Blue 9	61	Red 21	95	Green 32	129	Blue 43	163	CW 19
28	Red 10	62	Green 21	96	Blue 32	130	Red 44	164	CW 20
29	Green 10	63	Blue 21	97	Red 33	131	Green 44	165	CW 21
30	Blue 10	64	Red 22	98	Green 33	132	Blue 44	166	CW 22
31	Red 11	65	Green 22	99	Blue 33	133	Red 45	167	CW 23
32	Green 11	66	Blue 22	100	Red 34	134	Green 45	168	CW 24
33	Blue 11	67	Red 23	101	Green 34	135	Blue 45	--	--
34	Red 12	68	Green 23	102	Blue 34	136	Red 46	--	--

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LED Group Identification (168CH mode)



5. APPENDIX

Keeping Your StormChaser™ SuperHot As Good As New

The fixture you've received is a rugged, tough piece of pro lighting equipment, and as long as you take care of it, it will take care of you.

Cleaning the optics routinely with a suitable glass cleaner will greatly improve the quality of light output, and keeping the vents free of dust will keep the fixture running cool.

Returns (Gasp!)

If you find yourself with a fixture that isn't behaving like it should, you'll need to obtain a Return Authorization (RA).

Don't worry, this is easy. Just visit www.blizzardpro.com/support and open a support ticket, and we'll issue you an RA. Then, you'll need to send the unit to us using a trackable, pre-paid freight method. We suggest using USPS Priority or UPS.

When returning your fixture for service, be sure to include the following:

1.) Your contact information (Name, Address, Phone Number, Email address).
2.) The RA# issued to you
3.) A brief description of the problem/symptoms.

We will, at our discretion, repair or replace the fixture. Please remember that any shipping damage which occurs in transit to us is the customer's responsibility, so pack it well!

Shipping Issues

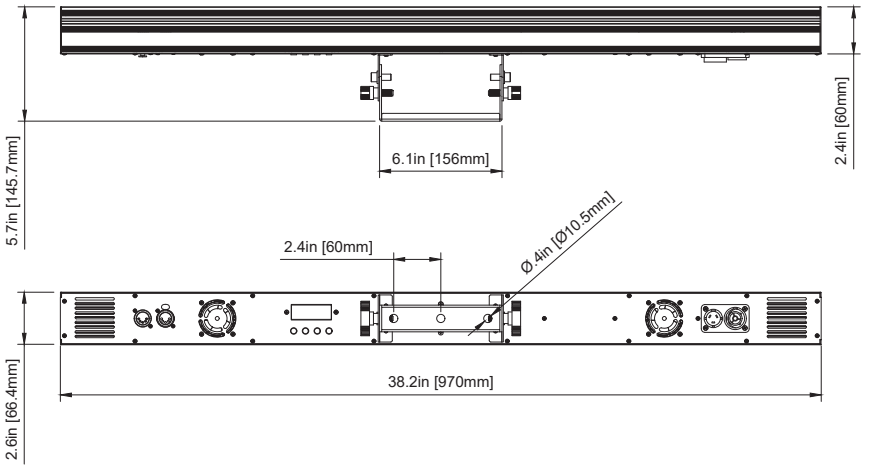
Damage incurred in shipping is the responsibility of the shipper, and must be reported to the carrier immediately upon receipt of the items. Claims must be made within seven (7) days of receipt.

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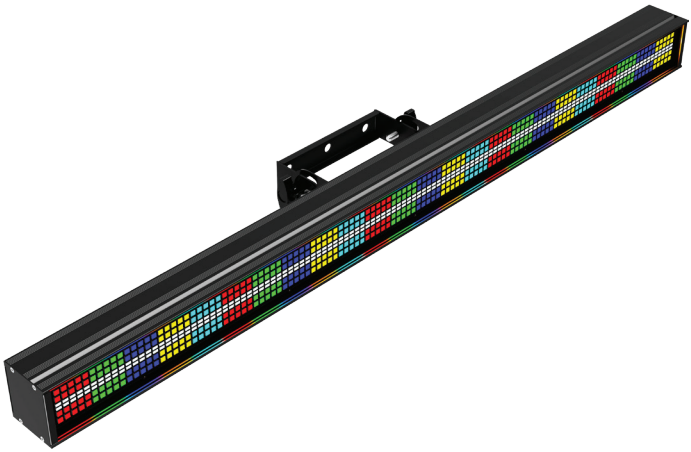
Tech Specs!

Weight & Dimensions	
Dimensions	38.2 x 5.7 x 2.6 inches (970 x 145.7 x 66.4 mm)
Weight	6 lbs (2.72 kg)
Power	
Operating Voltage	AC 100V-240V/50-60Hz
Power Consumption	110W, 1.4A, PF: .66
Light Source	
LED	240x 0.5W cool white SMD LEDs (5700K) 480x 0.3W 3-in-1 RGB color-mixing SMD LEDs
Luminous Intensity	316 Lux @ 2.5M, 83 Lux @ 5M
Thermal	
Max. Operating Temp.	104 degrees F (40 degrees C) ambient
Control	
Protocol	USITT DMX-512, RDM
DMX Channels	4/16/168-channel DMX modes
Input/Output	5-pin XLR Male/Female
Operating Modes	DMX512, M/S, standalone, auto
Warranty	2-year limited warranty

Dimensional Drawings



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Enjoy your product!
Our sincerest thanks for your purchase!
--The team @ Blizzard Lighting