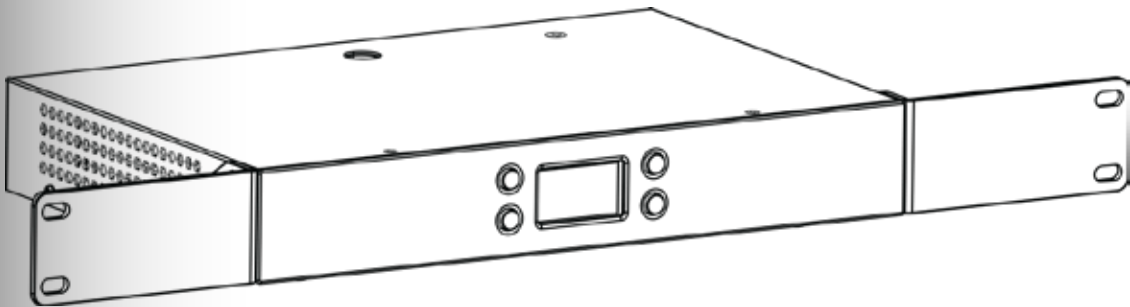


# ÉPIX

## DRIVE 900

### User Manual

Firmware V1.1



  
**CHAUVET**<sup>®</sup>  
PROFESSIONAL

**Edition Notes** The ÉPIX Drive 900 User Manual Rev. 2 covers the description, safety precautions, installation, programming, operation, and maintenance of the ÉPIX Drive 900. Chauvet released this edition of the ÉPIX Drive 900 User Manual in 2016.

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**Document Printing** For better 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 your printer to scale the content accordingly.

**Intended Audience** Any person in charge of 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** The ÉPIX Drive 900 User Manual Rev. 3 supersedes all previous versions of this manual. Discard any older versions of this manual and replace with this version. Go to [www.chauvetprofessional.com](http://www.chauvetprofessional.com) for the latest version.

# Table of Contents

<b>1. Before You Begin</b> .....	<b>1</b>
What Is Included .....	1
Claims.....	1
Manual Conventions .....	1
Symbols.....	1
Product At A Glance .....	2
Safety Notes .....	2
Personal Safety.....	2
Mounting And Rigging.....	2
Power And Wiring .....	2
Operation .....	2
Expected LED Lifespan .....	2
<b>2. Introduction</b> .....	<b>3</b>
Description .....	3
Features .....	3
Overview .....	3
Dimensions .....	4
<b>3. Setup</b> .....	<b>5</b>
AC Power.....	5
AC Plug.....	5
Power Linking .....	5
Fuse Replacement.....	5
Mounting .....	6
Orientation .....	6
Rigging.....	6
Procedure .....	6
Signal Connections .....	7
Art-Net™ Connection.....	7
sACN Connection .....	7
Kling-Net Connection.....	7
Connecting ÉPIX Products .....	8
<b>4. Operation</b> .....	<b>9</b>
Control Panel Description .....	9
Menu Map .....	9
Ethernet Configuration .....	10
Protocol.....	10
Start Universe .....	10
IP Addresses .....	10
Auto Addressing.....	10
View Linked Fixtures.....	10
Home Screen .....	11
Display Orientation.....	11
Device ID .....	11
LED Output Test .....	11
Factory Reset.....	11
<b>5. Firmware Update</b> .....	<b>12</b>
Instructions.....	12
Force Upload Instructions .....	13
<b>6. Technical Information</b> .....	<b>14</b>
Product Maintenance .....	14
<b>7. Technical Specifications</b> .....	<b>15</b>
Ordering.....	16
<b>Returns</b> .....	<b>17</b>
<b>Contact Us</b> .....	<b>18</b>



# 1. BEFORE YOU BEGIN

## What Is Included

- ÉPIX Drive 900
- Neutrik® powerCON® power cord
- Rack ears (2) w/ screws
- Rubber feet (4)
- Warranty Card
- Quick Reference Guide

## Claims

Carefully unpack the product immediately and check the box 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.

## Manual Conventions

Convention	Meaning
<b>1–512</b>	A range of values in the text
<b>50/60</b>	A set of mutually exclusive values in the text
<b>&lt;SET&gt;</b>	A button on the product’s control panel
<b>Settings</b>	A product function or a menu option
<b>MENU&gt;Settings</b>	A sequence of menu options
<b>1–10</b>	A range of menu values from which to choose in a menu
<b>Yes/No</b>	A set of two mutually exclusive menu options in a menu
<b>ON</b>	A unique value to be entered or selected in a menu

## Symbols

Symbols	Meaning
	Critical installation, configuration, or operation information. Failure to comply with this information may cause the product not to work, damage third-party equipment, or cause harm to the operator.
	Important installation or configuration information. Failure to comply with this information may keep the product from working.
	Useful information.



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

<b>Product At A Glance</b>	Use on Dimmer	X	Auto Programs	P
	Outdoor Use	X	Auto-Ranging Power Supply	P
	Master/Slave	X	Replaceable Fuse	P
	DMX	P	User-Serviceable	X

**Safety Notes**

Read all the following Safety Notes before working with this product. These notes include 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 Chauvet 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 this product from its power source before servicing.
- Always connect this product to a grounded circuit to avoid the risk of electrocution.
- Do not touch this product's housing during operation because it may be very hot.

**Mounting And Rigging**

- This product is for indoor use only! To prevent risk of fire or shock, do not expose this product to rain or moisture. (IP20)
- 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.
- 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 this product while it is operating.
- When hanging this product, always secure to a fastening device using a safety cable.

**Power And Wiring**

- 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.
- Never disconnect this product by pulling or tugging on the power cable.

**Operation**

- Do not operate this product if you see 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 maximum ambient temperature is 113 °F (45 °C). Do not operate this product at a higher temperature.
- In case of a serious operating problem, stop using this product immediately!



**In the unlikely event that your Chauvet product requires service, contact Chauvet Technical Support.**

**Expected LED Lifespan**

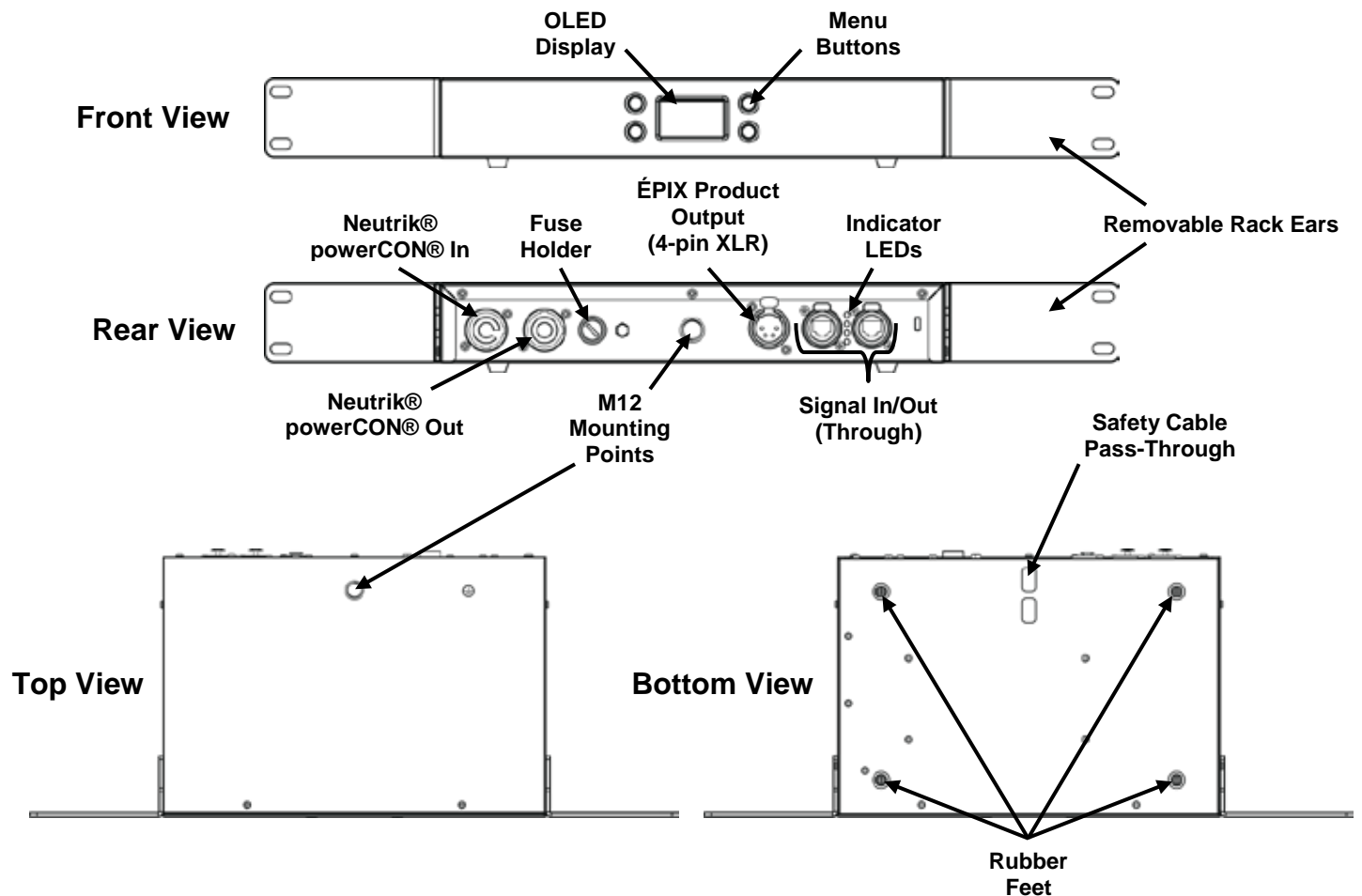
LEDs gradually decline in brightness over time, due to heat. Packaged in clusters, LEDs exhibit higher operating temperatures than in ideal, single-LED conditions. For this reason, using clustered LEDs at their fullest intensity significantly reduces the LEDs' lifespan. Under normal conditions, this lifespan can be 40,000 to 50,000 hours. If extending this lifespan is vital, lower the operating temperature by improving the ventilation around the product and reducing the ambient temperature to an optimal operating range. In addition, limiting the overall projection intensity may help to extend the LEDs' lifespan.

## 2. INTRODUCTION

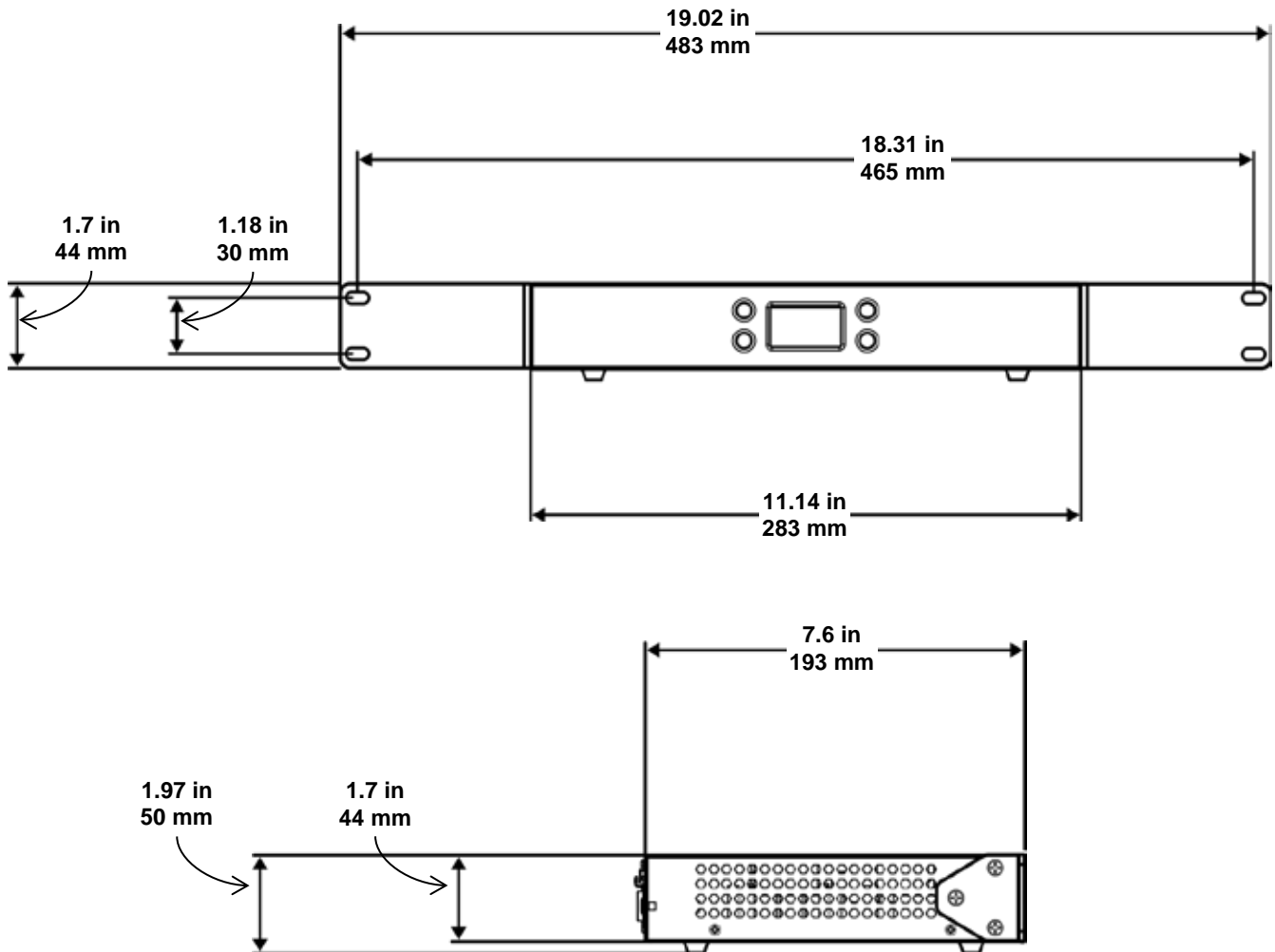
**Description** ÉPIX Drive 900 hosts the processing and power supply for the ÉPIX Tour product line in one convenient device. It controls up to 18 ÉPIX Strip Tour or 6 ÉPIX Bar Tour products easily using Art-Net™, sACN, or ArKaos Kling-Net. Configuration and setup is fast and easy with its built-in OLED display. Additionally, configuration can be managed with a network-based remote web server.

- Features**
- Ethernet, processing, and power hub for ÉPIX Tour product line.
  - Operating modes:
    - Art-Net™
    - sACN
    - ArKaos Kling-Net
  - Auto-address function
  - Single 4-pin XLR output
  - 2700 Art-Net™ channels
  - Steel housing
  - Neutrik® powerCON® power input/output connections

### Overview



## Dimensions





### 3. SETUP

#### AC Power

Each ÉPIX Drive 900 has an auto-ranging power supply that works with an input voltage range of 100 to 240 VAC, 50/60 Hz. To determine the power requirements for each ÉPIX Drive 900, refer to the label affixed to the product. You can also refer to the [Technical Specifications](#) chart in this manual.

The listed current rating indicates the maximum current draw during normal operation. For more information, you may download Sizing Circuit Breakers from the Chauvet website: [www.chauvetprofessional.com](http://www.chauvetprofessional.com).



- **Always connect this product to a protected circuit with 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 this 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 ÉPIX Drive 900 comes with a power input cord terminated with a Neutrik® powerCON® A connector on one end and an Edison plug on the other end (U.S. market). If the power input cord that came with your product has no plug, or if you need to change the Edison plug, use the table below to wire the new 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

#### Power Linking

The ÉPIX Drive 900 supports power linking. You can power link up to 6 products at 120 V; up to 11 at 208 V; or up to 12 at 230 V.

This product comes with a power input cord. Power linking cables are available from Chauvet for purchase.

#### Fuse Replacement

1. Disconnect this product from the power outlet.
2. Using a flat-head screwdriver, unscrew the fuse holder cap from the housing.
3. Remove the blown fuse and replace with another fuse of the same type and rating (T 5 A, 250 V).
4. Screw the fuse holder cap back in place and reconnect power.



**Make sure to disconnect the product's power cord before replacing a blown fuse. Always replace the blown fuse with another of the same type and rating.**

**Mounting** Before mounting this product, read and follow the [Safety Notes](#). For our CHAUVET Professional line of mounting clamps, go to <http://trusst.com/products/>.

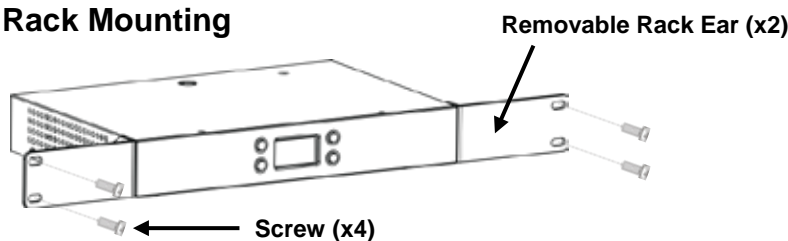
**Orientation** Always mount this product in a safe position and make sure there is adequate room for ventilation, configuration, and maintenance.

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

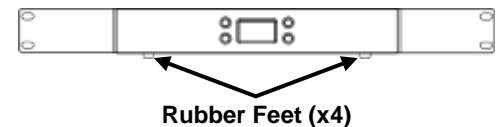
- When selecting an installation location, consider easy access to this product for operation, programming adjustments, and routine maintenance.
- The product is not intended for permanent installation.
- Make sure to mount this product away from any flammable material as indicated in the [Safety Notes](#).
- Never mount in places where rain, high humidity, extreme temperature changes, or restricted ventilation may affect the product.
- Before deciding on a location, always make sure there is easy access to the product for maintenance and programming.
- If hanging this product, make sure that the mounting location can support the product's weight. See the [Technical Specifications](#) for the weight-bearing requirements of this product.
- When hanging this product, always secure to a fastening device using a safety cable. For our CHAUVET Professional line of safety cables, go to <http://trusst.com/products/>.
- When mounting the product on the floor, make sure that the product and cables are away from people and vehicles.

**Procedure** The ÉPIX Drive 900 fits nicely in a standard 19" rack using the included removable rack ears. You may also choose to attach a M12 mounting clamp for hanging or simply place it on its feet on a flat level surface. You must supply your own mounting hardware. Make sure all hardware and mounting surfaces are capable of supporting the weight of this product. For our CHAUVET Professional line of mounting clamps, go to <http://trusst.com/products/>.

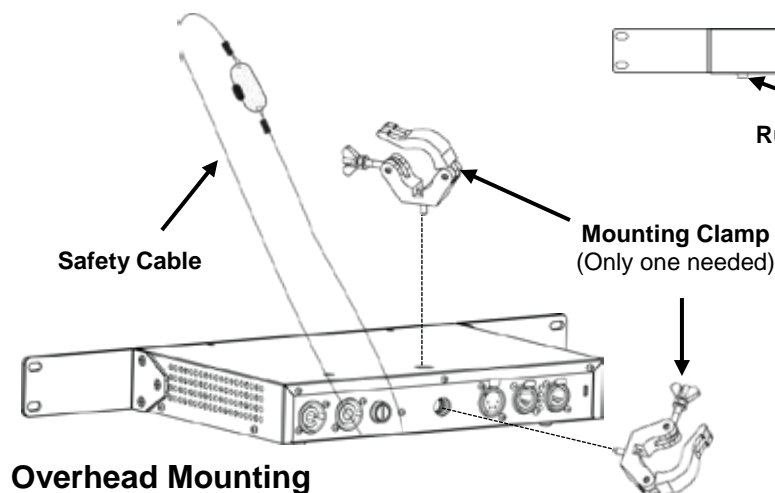
### Rack Mounting



### Surface Mounting



### Mounting Diagram



## Signal Connections

You can link the ÉPIX Drive 900 to controller software using an Ethernet connection. If using other Art-Net™, sACN or Kling-Net-compatible products with the ÉPIX Drive 900, you can control each individually on a single network.

### Art-Net™ Connection

Art-Net™ is an Ethernet protocol that uses TCP/IP which transfers a large amount of DMX512 data using an Neutrik® etherCON® RJ45 connection over a large network. An Art-Net™ protocol document is available from [www.chauvetprofessional.com](http://www.chauvetprofessional.com). Art-Net™ designed by and copyright Artistic Licence Holdings Ltd.

### sACN Connection

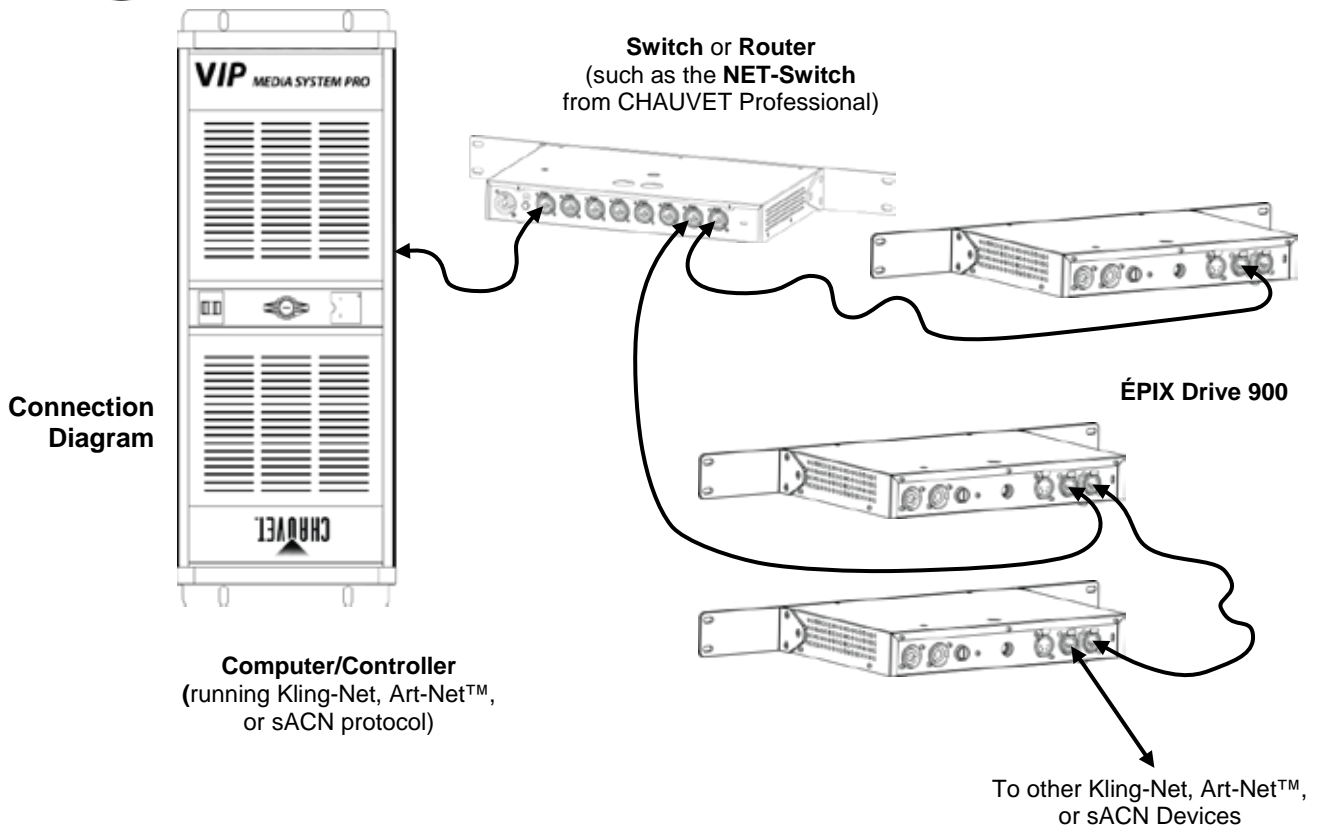
Also known as ANSI E1.31, Streaming-ACN is an Ethernet protocol that uses the layering and formatting of Architecture for Control Networks to transport DMX512 data over IP or any other ACN compatible network. ACN is maintained by the Professional Lighting and Sound Association (PLASA).

### Kling-Net Connection

Kling-Net is a network protocol that allows auto configuration of display devices using a Neutrik® etherCON® RJ45 Ethernet connection. Refer to the ArKaos software manual for detailed instructions on programming this product.



**For smooth-running operation, ArKaos Kling-Net requires a gigabit (1000 Mbps) Ethernet card and network router.**



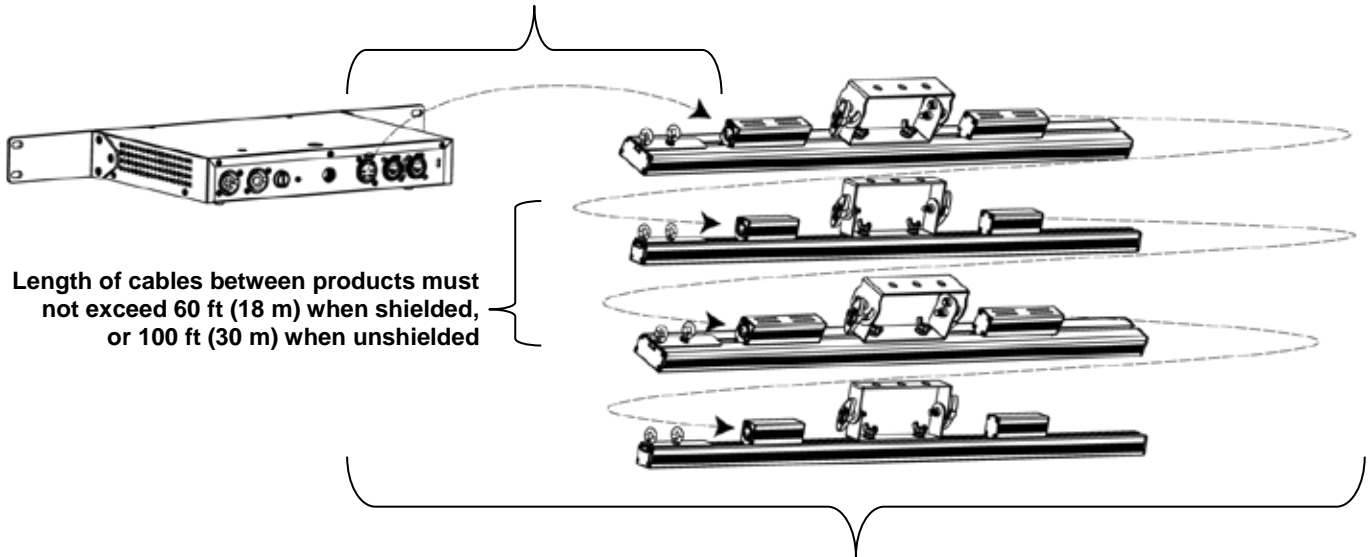
**Never connect an ÉPIX product to the WAN port of a router.**

## Connecting ÉPIX Products

The ÉPIX Drive 900 uses a 4-pin XLR connection to link all ÉPIX Tour products. Each ÉPIX Tour product must be daisy-chained together in series. Each ÉPIX Drive 900 is capable of supporting up to 900 LEDs in seven possible configurations:

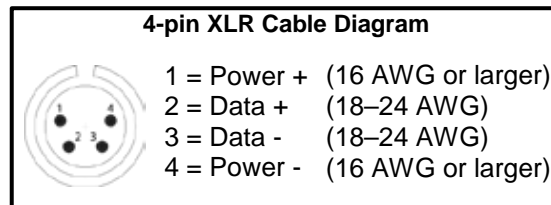
- Up to 18 ÉPIX Strip Tour
- Up to 15 ÉPIX Strip Tour and 1 ÉPIX Bar Tour
- Up to 12 ÉPIX Strip Tour and 2 ÉPIX Bar Tour
- Up to 9 ÉPIX Strip Tour and 3 ÉPIX Bar Tour
- Up to 6 ÉPIX Strip Tour and 4 ÉPIX Bar Tour
- Up to 3 ÉPIX Strip Tour and 5 ÉPIX Bar Tour
- Up to 6 ÉPIX Bar Tour

**Length of cables between ÉPIX Drive 900 and 1<sup>st</sup> product must not exceed 65 ft (20 m) when shielded, or 150 ft (45 m) when unshielded**



**Length of cables between products must not exceed 60 ft (18 m) when shielded, or 100 ft (30 m) when unshielded**

**Total length of cables cannot exceed 210 ft (64 m) when shielded, or 300 ft (91 m) when unshielded**



- **The ÉPIX Drive 900 can support up to 18 ÉPIX Strip Tour products, 6 ÉPIX Bar Tour products, or any of the combinations listed above.**
- **Make sure the total length of the connecting shielded 4-pin XLR cables does not exceed 210 feet (64 meters). Using unshielded cables will increase the maximum cable length to 300 feet (91 meters).**



**Most standard 4-pin XLR “Scroller” cables are shielded.**

## 4. OPERATION

Control Panel Description	Button	Function
	<MENU/ESC>	Exits from the current menu or function or cycles through the main level of the menu
	<UP>	Navigates upward through the menu list or increases the numeric value when in a function
	<DOWN>	Navigates downward through the menu list or decreases the numeric value when in a function
	<ENTER>	Enables the currently displayed menu or sets the currently selected value in to the current function

### Menu Map

Firmware V1.1

Main Level	Programming Levels	Description
Protocol	Art-Net	Selects the Ethernet protocol and determines what other Menu options are available
	Kling-Net	
	sACN	
Auto Address	Yes	Automatically find and address the products
	No	
Display Inverse	Yes	Turn display 180 degrees
	No	
Start Universe (Art-Net™ or sACN only)	0-250 (Art-Net™)	Sets the lowest of the 6 consecutive Art-Net™ or sACN universes the product is assigned to
	1-250 (sACN)	
IP Address #1 to IP Address #6 (Art-Net™ or sACN only)	x*.xxx.xxx.xxx	Sets the IP addresses for the ÉPIX Drive 900 Note: The addresses cannot be the same
Device ID	xxxxxxxxxx	Shows device ID
View Linked Fixture	1. X** – 18. X**	Shows the connected products in order
LED Output	Off	Turn off all LED output
	Red	Red LEDs at full
	Green	Green LEDs at full
	Blue	Blue LEDs at full
	White	White LEDs at full
	Fade	Color roll fade at full
	Scroll	Rainbow roll at full
Factory Reset	Yes	Resets products to factory defaults
	No	



\* - In Art-Net™ mode, the beginnings of the IP addresses can be set to 2 or 10, and in sACN mode they can also be set to 239.

\*\* - The display will show ÉPIX Strip tour, ÉPIX Bar Tour, or nothing.

## Ethernet Configuration

The ÉPIX Drive 900 operates by routing one of three Ethernet protocols (Art-Net™, sACN, or Kling-Net) to the ÉPIX Tour products linked to the output of the Drive. The Ethernet protocol must be set for the products to respond correctly to the controller. See the [Menu Map](#) for more information on menu options.

### Protocol

To configure the protocol for the ÉPIX Drive 900, follow the instructions below:

1. Press **<MENU>** repeatedly until Protocol shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to select **Art-Net, Kling-Net, or sACN**.
4. Press **<ENTER>**.

### Start Universe

Each ÉPIX Drive 900 uses 6 consecutive universes in Art-Net™ mode and sACN mode, which are assigned by setting the starting (lowest-numbered) universe address.

To set the address of the starting universe, do the following:

1. Press **<MENU>** repeatedly until **Start Universe** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to select a starting universe address, **0–250** (for Art-Net™), or **1–250** (for sACN).
4. Press **<ENTER>**.



**Each universe can support up to 3 ÉPIX Strip Tour products or 1 ÉPIX Bar Tour product. Regardless of the order in which they are connected, ÉPIX Strip Tour products will be grouped together, 3 to a universe.**

### IP Addresses

In Art-Net™ and sACN mode, the ÉPIX Drive 900 dedicates a separate IP address for each universe. To set any of the 6 IP addresses in the ÉPIX Drive 900, follow the instructions below:

1. Press **<MENU>** repeatedly until **IP Address #X** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to set the highlighted number.
4. Press **<ENTER>**.
5. Repeat steps 3-4 until the IP address is set as desired.



- **The beginnings of the IP addresses can be set to 2 or 10 in Art-Net™ mode. In sACN mode, they can also be set to 239. The beginnings of each IP address will always match.**
- **The IP addresses cannot be identical.**

### Auto Addressing

The ÉPIX Drive 900 addresses connected products with the Auto Address function. To perform an Auto Address, do the following:

1. Press **<MENU>** repeatedly until **Auto Address** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to select **Yes**.
4. Press **<ENTER>**.



**Perform an Auto Address every time products are connected, disconnected, or reconfigured, as soon as all changes have been made.**

### View Linked Fixtures

To view all of the fixtures discovered by the Auto Addressing function, follow the instructions below:

1. Press **<MENU>** repeatedly until **View Linked Fixture** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to scroll through the list of discovered products, **1–18**.

**Home Screen** The ÉPIX Drive 900 has a home screen that displays the current protocol mode and IP addresses, or the Output Test mode. This screen shows at start-up, and after 15 seconds with no menu activity. The home screen can also be viewed by pressing and holding **<MENU>** for 2 seconds.

**Display Orientation** To re-orient the display for easier reading in different mounting applications, do the following:

1. Press **<MENU>** repeatedly until **Display Inverse** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to select **Yes** (for inverted) or **No** (for normal).
4. Press **<ENTER>**.

**Device ID** To view the Device ID of the ÉPIX Drive 900:

1. Press **<MENU>** repeatedly until **Device ID** shows on the display.
2. Press **<ENTER>**.

**LED Output Test** Output Test mode allows the user to test each output of the ÉPIX Drive 900, as well as the functionality of their ÉPIX Tour products. To run an output test:

1. Press **<MENU>** repeatedly until **LED Output** shows on the display.
2. Press **<ENTER>**. The current test mode will begin to output.
3. Use **<UP>** and **<DOWN>** to select one of seven output test modes: **Red, Green, Blue, White, Fade, Scroll, or Off**.
4. Press **<ENTER>**.



**The ÉPIX Drive 900 will remain in Output Test mode until it receives a signal from a controller. To stop the color output without sending a signal to the product, set the LED Output to Off.**

**Factory Reset** To reset the product to factory defaults:

1. Press **<MENU>** repeatedly until **Factory Reset** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to select **Yes**.
4. Press **<ENTER>**.



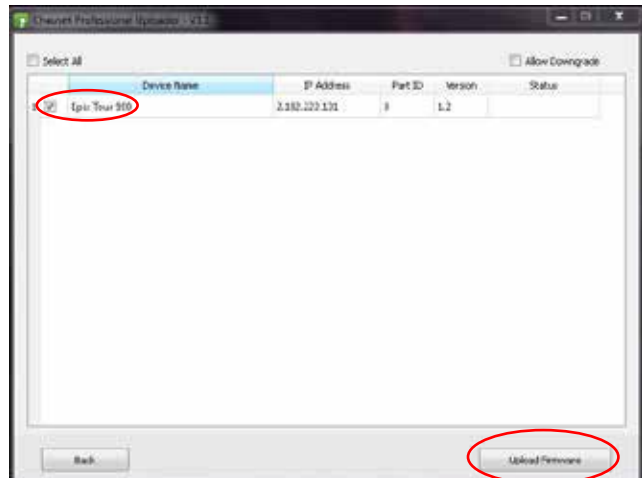
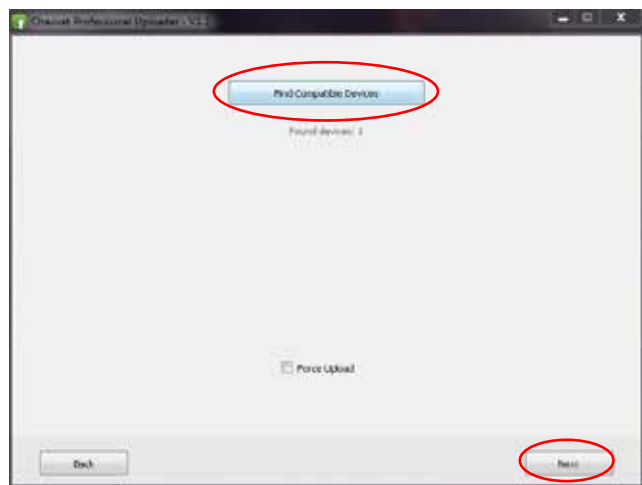
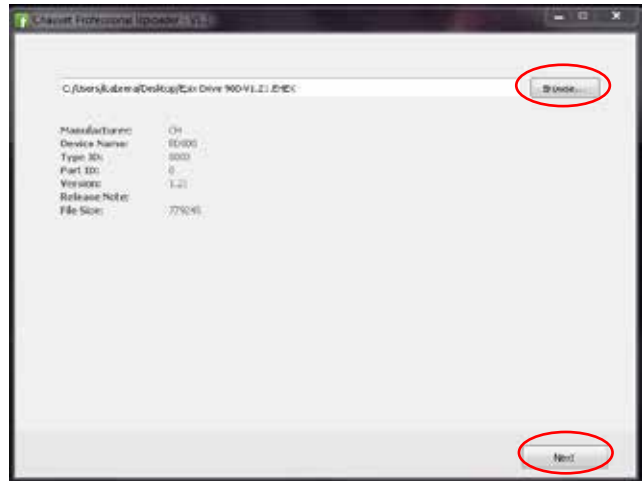
**After a Factory Reset, the ÉPIX Drive 900 will be set to Art-Net™ mode.**

# 5. FIRMWARE UPDATE

On occasion, updates to the firmware for the ÉPIX Drive 900 are available. The following is the procedure for obtaining and installing these updates on a Windows PC.

## Instructions

1. Download the CHAUVET Professional Uploader from <http://www.chauvetprofessional.com/products/epix-drive-900> and install it.
2. Download the latest firmware update from <http://www.chauvetprofessional.com/products/epix-drive-900>.
  - After downloading the software and update file, disable or disconnect any networks the PC is connected to. Do NOT disable the network created when the ÉPIX Drive 900 is connected in the next step.
3. Power on the ÉPIX Drive 900 and connect it to the computer using an ethernet cable.
4. Open the ÉPIX Drive 900 upload software.
5. Use the **Browse** option to select the latest firmware update to upload.
6. Click **Next**.
7. Click **Find Compatible Devices**.
8. Click **Next** when the software indicates a device has been found.
  - If the software cannot find the ÉPIX Drive 900 on the network, see [Force Upload Instructions](#).
9. Select the checkbox next to **Epix Tour 900**.
10. Click **Upload Firmware**.
11. Wait for the upload to complete. Do NOT disconnect or power off the product during this process.
12. When the status field says **Done**, exit out of the upload software.
13. Disconnect the ÉPIX Drive 900 from the computer. The firmware update is complete.

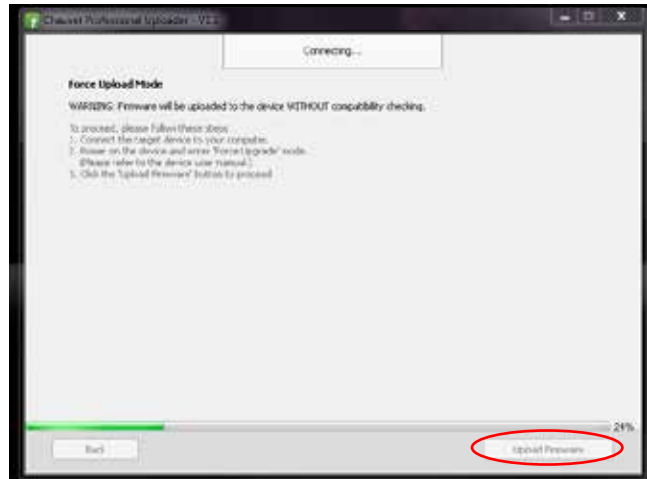
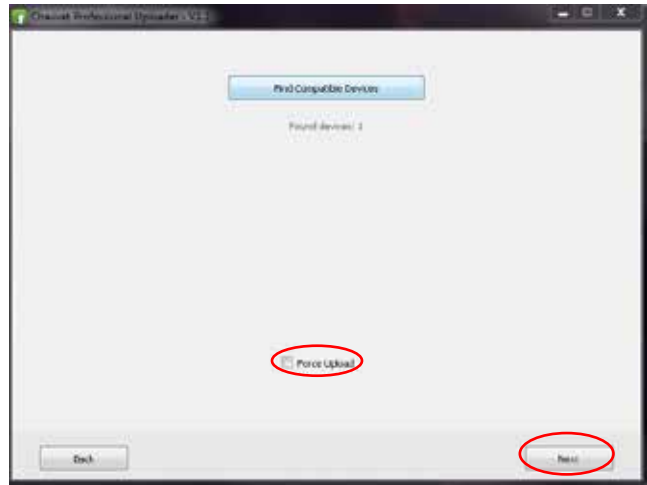




### Force Upload Instructions

In the event that the upload software cannot find the ÉPIX Drive 900 on the network, follow the instructions below:

1. Turn off the ÉPIX Drive 900. Press and hold **<MENU>** and **<ENTER>**, then turn it back on. The display menu will flash, indicating the product is in Force Upload mode.
2. After selecting the firmware update file and continuing to the **Find Compatible Devices** page, check off the **Force Upload** option.
3. Click **Next**.
4. Click **Upload Firmware**.
5. Wait for the upload to complete. Do NOT disconnect or power off the product during this process.
6. When the upload is complete, exit out of the upload software.
7. Disconnect the ÉPIX Drive 900 from the computer. The firmware update is complete.



## 6. TECHNICAL INFORMATION

### Product Maintenance

To maintain optimum performance and minimize wear, you should clean this product frequently. Usage and environment are contributing factors in determining the cleaning frequency.

As a rule, clean this product at least twice a month. Dust build-up reduces light output performance and can cause overheating. This can lead to reduced light source life and increased mechanical wear.

To clean your product:

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 vents.
4. Clean all external surfaces with a mild solution of non-ammonia glass cleaner or isopropyl alcohol.
5. Apply the solution directly to a soft, lint-free cotton cloth or a lens cleaning tissue.
6. Wipe any dirt or grime to the outside edges of the lens surface.
7. Gently polish the lens surfaces until they are free of haze and lint.



**Always dry the external surfaces thoroughly and carefully after cleaning them.**



**Do not spin the cooling fans by blowing compressed air into them.**

## 7. TECHNICAL SPECIFICATIONS

<b>Dimensions and Weight</b>	<b>Length</b>	<b>Width</b>	<b>Height</b>	<b>Weight</b>
	19 in (483 mm)	7.6 in (193 mm)	2 in (50 mm)	5.4 lb (2.5 kg)
<b>Note:</b> Dimensions in inches rounded to the nearest decimal digit.				
<b>Power</b>	<b>Power Supply Type</b>	<b>Range</b>		<b>Voltage Selection</b>
	Switching (internal)	100–240 VAC, 50/60 Hz		Auto-ranging
	<b>Parameter</b>	<b>120 VAC, 60 Hz</b>	<b>208 VAC, 60 Hz</b>	<b>230 VAC, 50 Hz</b>
	Consumption	299 W	299 W	299 W
	Current	2.53 A	1.44 A	1.31 A
	Power linking current (products)	13.6 A (6 products)	13.6 A (11 products)	13.6 A (12 products)
	Fuse/Breaker	T 5 A, 250 V	T 5 A, 250 V	T 5 A, 250 V
	<b>Power I/O</b>	<b>U.S./Canada</b>		<b>Worldwide</b>
	Power input connector	Neutrik® powerCON® A		Neutrik® powerCON® A
	Power output connector	Neutrik® powerCON® B		Neutrik® powerCON® B
Power cord plug	Edison (U.S.)		Local plug	
<b>ÉPIX Product Output</b>	<b>Output Connector</b>	<b>Output Voltage</b>		
	4-pin XLR	48 VDC		
	<b>ÉPIX Product</b>	<b>Maximum Load Per Drive</b>	<b>LEDs Per Product</b>	
ÉPIX Strip Tour	18 products	50		
ÉPIX Bar Tour	6 products	150		
any combination up to 900 LEDs				
<b>Maximum Cable Lengths</b>	<b>Shielded</b>		<b>Unshielded</b>	
	From Drive to 1 <sup>st</sup> ÉPIX product	65 ft (20 m)	150 ft (45 m)	
	Between ÉPIX products	60 ft (18 m)	100 ft (30 m)	
	Total from Drive through all ÉPIX products	210 ft (64 m)	300 ft (91 m)	
<b>Art-Net™ and sACN</b>	<b>I/O Connector</b>	<b>Channel Range</b>		
	Amphenol XLRnet	2700		
<b>ArKaos Kling-Net</b>	<b>I/O Connector</b>	<b>Channel Range</b>		
	Amphenol XLRnet	Determined per ArKaos MediaMaster software		
<b>Thermal</b>	<b>Max. External Temperature</b>	<b>Cooling System</b>		
	113 °F (45 °C)	Fan-Assisted Convection		



UL 1573  
CSA C22.2 No. 166  
E113093



## Ordering

	Product Name	Item Name	Item Code	UPC Number
<b>ÉPIX Products</b>	ÉPIX Drive 900	EPIXDRIVE900	03091141	781462214890
	ÉPIX Strip Tour	EPIXSTRIPTOUR	03091139	781462214876
	ÉPIX Bar Tour	EPIXBARTOUR	03091140	781462214883
<b>Accessories</b>	ÉPIX Strip Tour Dome Accessory (4 pieces)	EPIXSTRIPDOME	03091142	781462214906
<b>4-pin XLR Cables</b>	4-pin XLR Extension Cable, 16 in	4PINEXT16IN	19111143	781462214913
	4-pin XLR Extension Cable, 5 ft	4PINEXT5FT	19111144	781462214920
	4-pin XLR Extension Cable, 50 ft	4PINEXT50FT	19111147	781462214951
<b>etherCON Cables</b>	Neutrik® etherCON® Extension Cable, 18 in	ETHERCONEXT18IN	19090363	781462207151
	Neutrik® etherCON® Extension Cable, 5 ft	ETHERCONEXT5FT	19090364	781462207168
	Neutrik® etherCON® Extension Cable, 10 ft	ETHERCONEXT10FT	19090365	781462207175
	Neutrik® etherCON® Extension Cable, 25 ft	ETHERCONEXT25FT	19090366	781462207182
	Neutrik® etherCON® Extension Cable, 50 ft	ETHERCONEXT50FT	19090367	781462207199
<b>powerCON Cables</b>	Neutrik® powerCON® Extension Cable, 18 in	POWERCONEXT18IN	19110372	781462207243
	Neutrik® powerCON® Extension Cable, 5 ft	POWERCONEXT5FT	19110373	781462207250
	Neutrik® powerCON® Extension Cable, 10 ft	POWERCONEXT10FT	19110374	781462207267
	Neutrik® powerCON® Extension Cable, 25 ft	POWERCONEXT25FT	19110375	781462207274
	Neutrik® powerCON® Extension Cable, 50 ft	POWERCONEXT50FT	19110376	781462207281

For the most current list of related products and accessories available from CHAUVET Professional, visit our website at [www.chauvetprofessional.com](http://www.chauvetprofessional.com).

# RETURNS

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 UK or Ireland, contact Chauvet Europe Ltd.
- If you are located in Mexico, contact Chauvet Mexico.
- If you are located in Benelux, contact Chauvet Europe BVBA.

If you are located in any other country, DO NOT contact Chauvet. Instead, contact your local distributor. See [www.chauvetprofessional.com](http://www.chauvetprofessional.com) for distributors outside the U.S., UK, Ireland, Mexico, or Benelux.



**If you are located outside the U.S., UK, Ireland, Mexico, or Benelux, contact your distributor of record and follow their instructions on how to return Chauvet products to them. Visit our website [www.chauvetprofessional.com](http://www.chauvetprofessional.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.

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

## USA WORLD HEADQUARTERS

### General Information – Chauvet

Address: 5200 NW 108th Avenue  
Sunrise, FL 33351

Voice: (954) 577-4455

Fax: (954) 929-5560

Toll free: (800) 762-1084

### Technical Support

Voice: (844) 393-7575

Fax: (954) 756-8015

Email: [chauvetcs@chauvetlighting.com](mailto:chauvetcs@chauvetlighting.com)

Website [www.chauvetlighting.com](http://www.chauvetlighting.com)

## EUROPE

### General Information - Chauvet Europe BVBA

Address: Stokstraat 18  
9770 Kruishoutem  
Belgium

Voice: +32 9 388 93 97

### Technical Support

Email: [Eutech@chauvetlighting.eu](mailto:Eutech@chauvetlighting.eu)

Website [www.chauvetlighting.eu](http://www.chauvetlighting.eu)

### General Information - Chauvet Europe Ltd.

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NG16 6NT

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### Technical Support

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Website [www.chauvetlighting.co.uk](http://www.chauvetlighting.co.uk)

## MEXICO

### General Information - Chauvet Mexico

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Zona Industrial Lerma  
Lerma, Mexico C.P. 52000

Voice: +52 (728) 285-5000

### Technical Support

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Website [www.chauvet.com.mx](http://www.chauvet.com.mx)

Visit the applicable website above for our contact details and instructions to request support. Outside the U.S., United Kingdom, Ireland, Mexico, or Benelux contact the dealer of record.