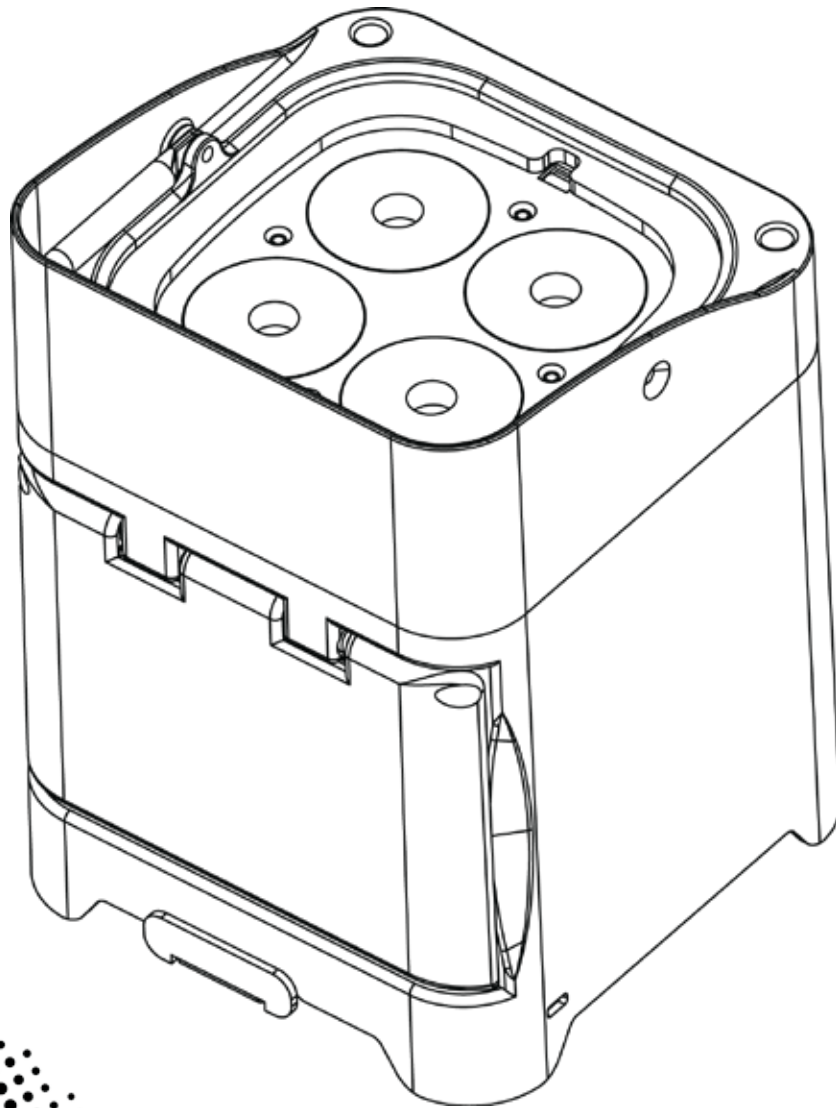


FREEDOM PAR[®]

QUAD-4 

User Manual




CHAUVET[®] 3

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1. BEFORE YOU BEGIN

What Is Included

- Freedom Par Quad-4 IP
- Power Cord
- IRC-6 Remote Control
- Warranty Card
- Quick Reference Guide

Unpacking Instructions

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

Claims





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
1—512	A range of values
50/60	A set of values of which only one can be chosen
Settings	A menu option not to be modified
Menu > Settings	A sequence of menu options to be followed
<ENTER>	A key to be pressed on the product's control panel
ON	A value to be entered or selected

Symbols

Symbol	Meaning
	Electrical warning. Not following these instructions may cause electrical damage to the product, accessories, or the user.
	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.

Disclaimer

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Product at a Glance

Use on Dimmer	X	Auto Programs	P
Outdoor Use	P	Auto-ranging Power Supply	P
Sound-Active	X	Replaceable Fuse	P
DMX	P	User-Serviceable	X
Master/Slave	P		

Safety Notes

Please read the following Safety Notes carefully before working with the product. The Notes include important safety information about installation, usage, and maintenance.



- Always connect the product to a grounded circuit to avoid the risk of electrocution.
- Always disconnect the product from the power source before cleaning or replacing the fuse.
- Avoid direct eye exposure to the light source while the product is on.
- Make sure the power cord is not crimped or damaged.
- Never disconnect the product from power by pulling or tugging on the cord.
- If mounting the product overhead, always secure to a fastening device using a safety cable.
- Make sure there are no flammable materials close to the product when operating.
- Do not touch the product's housing when operating because it may be very hot.



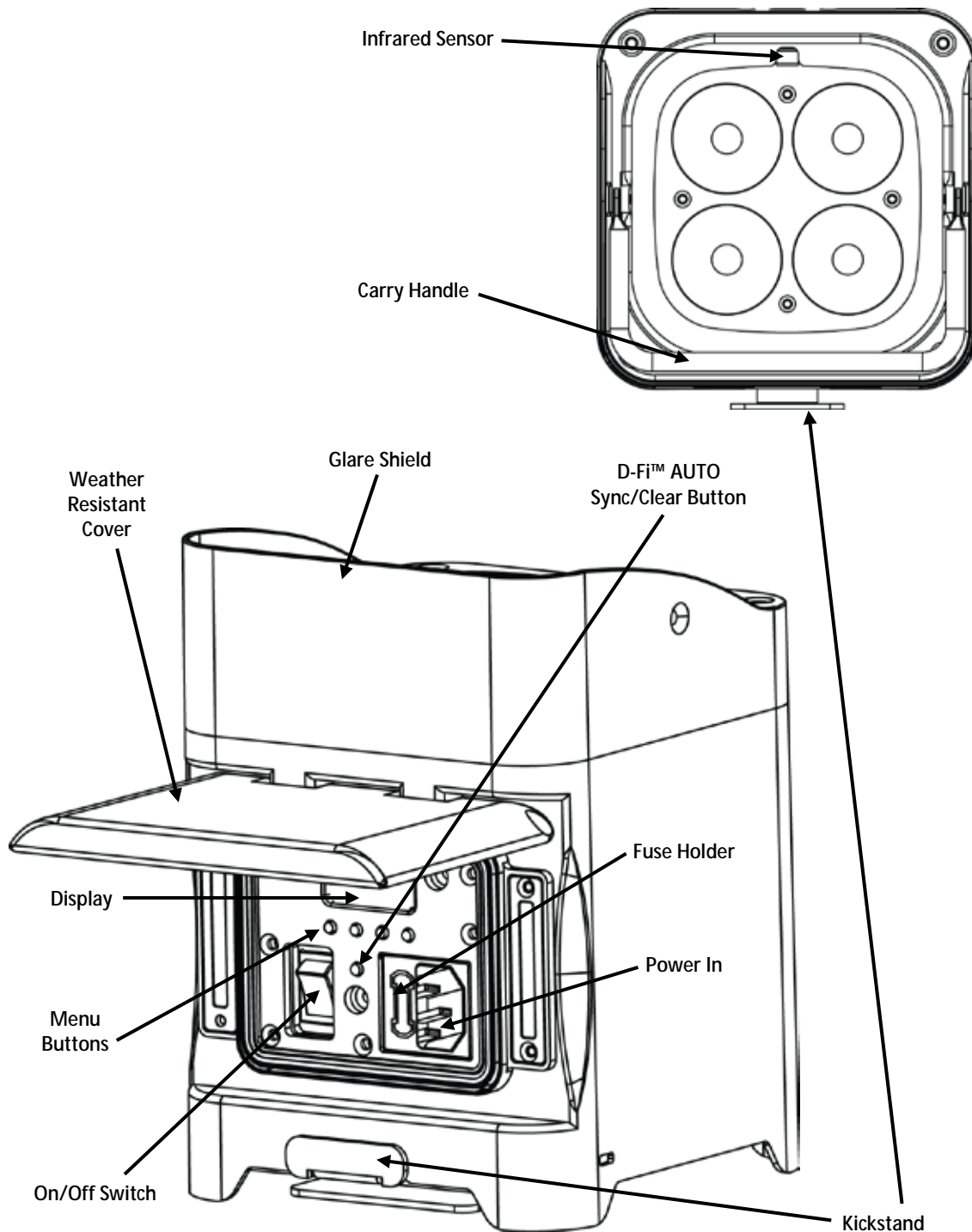
- Always make sure that the voltage of the outlet to which you are connecting the product is within the range stated on the decal or rear panel of the product.
- This product is for indoor or temporary outdoor use (**IP54**). Do not expose to harsh or excessively corrosive environmental conditions (whether indoors or outdoors), including, but not limited to, extreme temperatures, humidity, atmospheric conditions (including salinity or pressure), radiation (UV, infrared or nuclear), shock and conditions which exceed the product's Ingress Protection ("IP") rating.
- Do not submerge this product. This product may be exposed to rain and moisture.
- Always install the product in a location with adequate ventilation, at least 20 in (50 cm) from adjacent surfaces.
- Be sure that no ventilation slots on the product's housing are blocked.
- Never connect the product to a dimmer or a rheostat.
- Make sure to replace the fuse with another of the same type and rating.
- Never carry the product from the power cord.
- The maximum ambient temperature (T_a) is 104 °F (40 °C). Do not operate the product at higher temperatures.
- In the event of a serious operating problem, stop using the product immediately.
- Never try to repair the product. Repairs carried out by unskilled people can lead to damage or malfunction. Contact the nearest authorized technical assistance center.
- This product is not intended for permanent installation.
- 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.



Keep this User Manual for future use. If you sell the product, be sure that they receive this document.

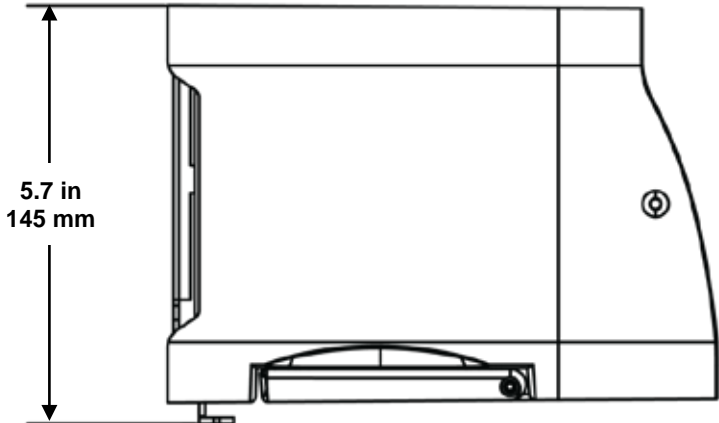
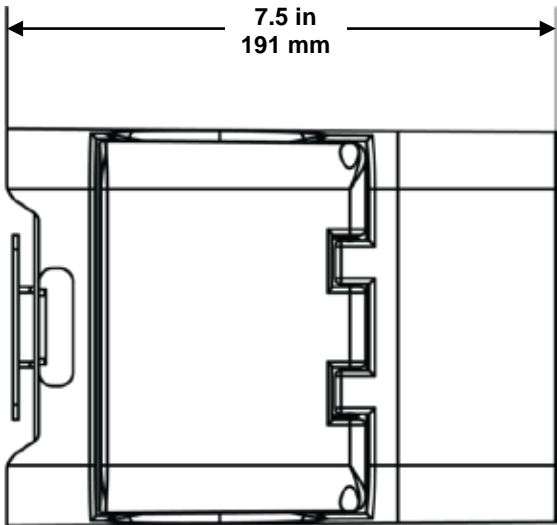
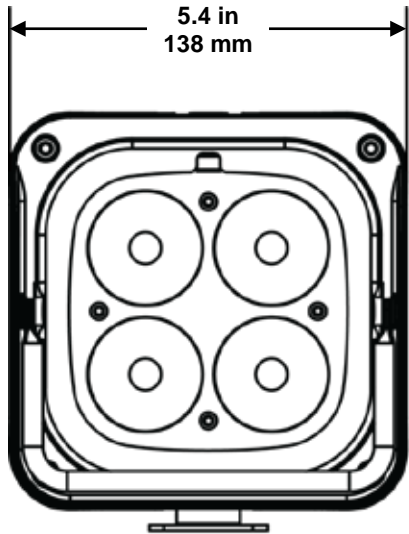
2. INTRODUCTION

Product Overview



The Weather Resistant Cover must be CLOSED in order for the product to be IP rated.

Product Dimensions



3. SETUP

AC Power

The Freedom Par Quad-4 IP has an internal auto-ranging power supply and it can work with an input voltage range of 100 to 240 VAC, 50/60 Hz.

- **Always connect the product to a protected circuit (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.**



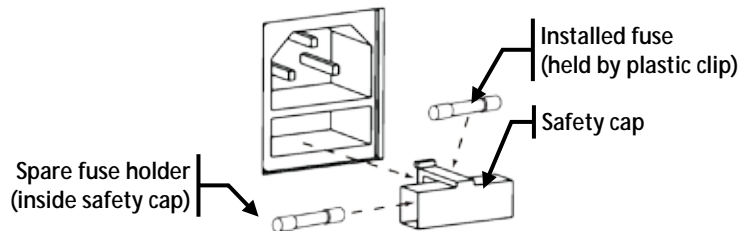
Never connect the product to a rheostat (variable resistor) or dimmer circuit, even if the rheostat or dimmer channel serves only as a 0 to 100% switch.

Fuse Replacement

1. Disconnect the product from power.
2. Wedge the tip of a flat-head screwdriver into the slot of the fuse holder.
3. Pry the fuse holder out of the housing.
4. Remove the blown fuse from the holder.
5. Replace with a fuse of the exact same type and rating.
6. Insert the fuse holder back in place and reconnect power.



Disconnect the product from the power outlet before replacing the fuse.



Always replace a blown fuse with another of the same type and rating.

A spare fuse is not included; however, the safety cap has room for a spare.

Battery Power

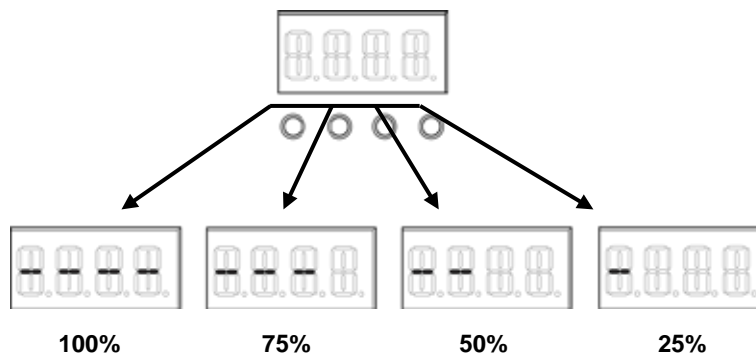
The Freedom Par Quad-4 IP comes with a rechargeable lithium battery for cable-free operation.

Charging the Battery

The battery charges whenever the product is plugged into a power source. If the product is plugged in and not in operation, make sure the On/Off switch is in the **Off** position.

Battery Life Indicator

The indicators on the LED Menu Display show how much battery life remains available. The drawing below provides a key to reading the battery life indicators



For optimal battery life, charge the Freedom Par Quad-4 IP battery for 24 hours prior to initial use.

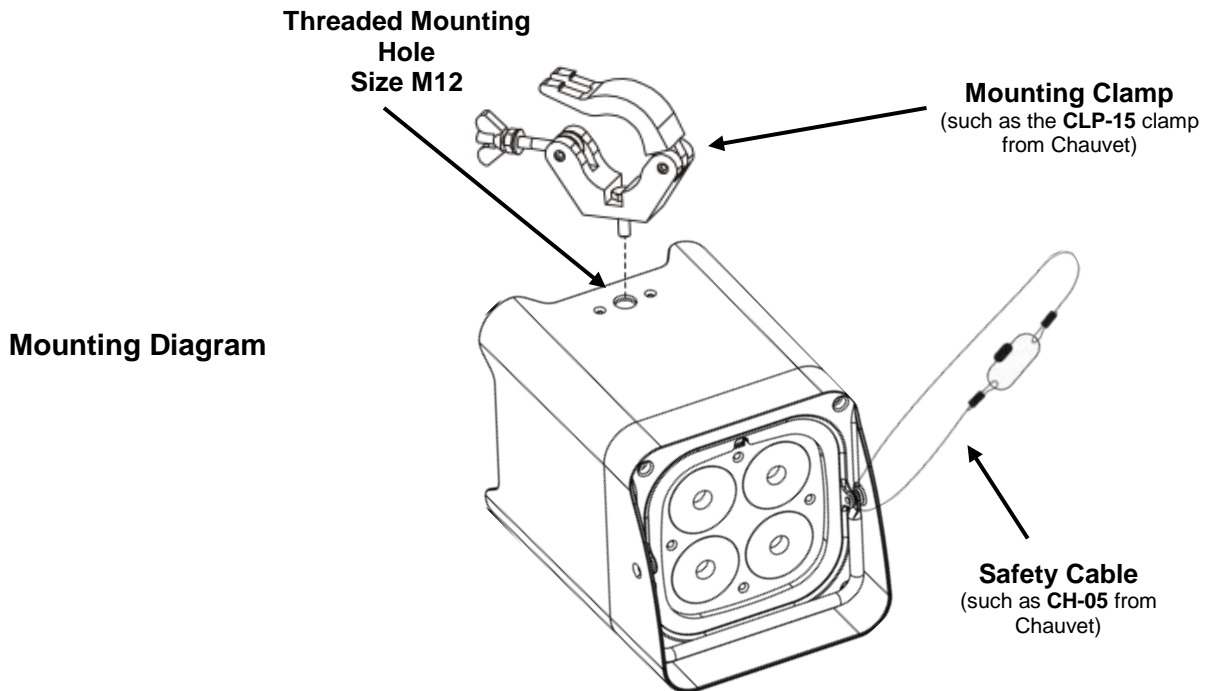
Battery Run Time

Maximum Run Time (all colors on)	Maximum Run Time (single color on)	Recharge Time
Up to 8 hours	Up to 20 hours	7 hours

Mounting Before mounting the product, read and follow the safety recommendations indicated in the [Safety Notes](#).

Orientation The Freedom Par Quad-4 IP has a compact design to fit perfectly inside the TRUSST truss systems. It attaches to 35-50 mm truss without the need for a bracket, using an M12 threaded rigging point. Floor mounting is a cinch with a built-in adjustable kickstand. The product may be mounted in any position; however, place the product so there is at least 20" of space around it and it is accessible for programming and control panel operation.

Rigging Rig the product from a structure or surface that can support the product's weight. See [Technical Specifications](#) in this manual for the product's weight. When mounting the product overhead, always use a mounting clamp and safety cable. Mount the product securely to a rigging point, such as a pipe or truss. When rigging the product onto a truss, you should use a mounting clamp of appropriate weight capacity. The Freedom Par Quad-4 IP has an M12 threaded mounting hole, which is appropriate for this purpose. For the Chauvet line of mounting clamps, go to <https://www.chauvetdj.com/products/category/accessories/>. When mounting the product on the floor, make sure that the product and any cables are away from people and vehicles. This product is for indoor or temporary outdoor use (IP54). Do not expose to harsh or excessively corrosive environmental conditions (whether indoors or outdoors), including, but not limited to, extreme temperatures, humidity, atmospheric conditions (including salinity or pressure), radiation (UV, infrared or nuclear), shock and conditions which exceed the product's Ingress Protection ("IP") rating.



4. OPERATION

Control Panel Operation

To access the control panel functions, use the four buttons located underneath the display. Please refer to the [Product Overview](#) to see the button locations on the control panel.

Button	Function
<MENU>	Selects an operation mode
<UP>	Scrolls up the list of options or selects a higher value
<DOWN>	Scrolls down the list of options or selects a lower value
<ENTER>	Activates a menu option or a selected value

Menu Map

Main Function	Programming Levels		Description	
DMX Personality and Starting Address	4-CH	d 1–d512	Selects DMX personality and DMX starting value	
	6-CH			
	10CH			
Static Colors	C--	C 1–C 15	Selects 1 of 15 static colors	
Auto Programs	P--	P 1–P 4	Selects 1 of 4 auto program	
Program Speed	S--	S 1–S100	Sets auto program speed (slow to fast)	
Custom Color Mixing	U--	r 0–r255	Red (0–100%)	
		g 0–g255	Green (0–100%)	
		b 0–b255	Blue (0–100%)	
		A 0–A255	Amber (0–100%)	
Dimmer	DiM	OFF	Sets the dimming curve: diM1 (fast) to diM3 (slow), or OFF	
		diM1		
		diM2		
		diM3		
Infrared	SET	On	Turns infrared on or off	
		Off		
2.4 GHz D-Fi	S-tr	drAS	drAU	Automatically select DMX receive frequency
		drCH	dr 1–dr16	Manually select DMX receive frequency
		dtAS	dtAU	Automatically select DMX transmit frequency
		dtCH	dt 1–dt16	Manually select DMX transmit frequency

Wireless DMX Linking

The Freedom Par Quad-4 IP operates by itself in Standalone mode.

It also operates in Master/Slave mode, or in Wireless DMX mode, both of which require wireless DMX linking. In Master/Slave mode the master product sends wireless DMX signals to the slaves. In Wireless DMX mode a lighting control board or D-Fi product must send wireless DMX signals to the products.

To DMX-link a number of Freedom Par Quad-4 IP using wireless D-Fi, see [D-Fi 2.4 GHz \(DMX Mode Manual Sync\)](#).

Information about DMX is in the DMX Primer, which is available from the Chauvet website <http://www.chauvetdj.com/wp-content/uploads/>.

Starting Address

To ensure full access to all channels in each DMX mode, the highest recommended DMX address is **503**.

Master/Slave Mode

Master/Slave mode allows a single Freedom Par Quad-4 IP (the master) to wirelessly control the actions of one or more Freedom products (the slaves) without a DMX controller.

The master will be set to operate in either an auto program, static color, or custom color mixing mode, while the slaves will be set to operate in wireless DMX receiver mode.

Once set, the slaves will operate in unison with the master. Configure the units as indicated below.

Slaves:

1. Press **<MENU>** repeatedly until any DMX personality shows on the display.
2. Press **<ENTER>**.
3. Set the DMX address to **d 1**.
4. Press **<MENU>** repeatedly until **S-tr** shows on the display.
5. Use **<UP>** and **<DOWN>** to select **drCH**.
6. Press **<ENTER>**.
7. Use **<UP>** and **<DOWN>** to select a receiving channel **dr 1–dr16**.
8. Press **<ENTER>**.
9. Finish setting all the slaves.

Note: All slaves must be set to the same DMX personality and D-Fi channel.

Master:

1. Press **<MENU>** until the DMX personality the slaves are set to shows on the display.
2. Press **<ENTER>**.
3. Set the DMX address to **d 1**.
4. Press **<MENU>** repeatedly until **S-tr** shows on the display.
5. Use **<UP>** and **<DOWN>** to select **dtCH**.
6. Press **<ENTER>**.
7. Use **<UP>** and **<DOWN>** to select the transmitting channel (**dt 1–dt16**) the slaves are set to.
8. Press **<ENTER>**.
9. Set the master to run in auto program, static color, or custom color mixing mode.



Never transmit a DMX signal from a controller over a D-Fi channel being used for Master/Slave.

DMX Personalities

When selecting a starting DMX address, always consider the number of DMX channels the selected DMX mode uses. If you choose a starting address that is too high, you could restrict the access to some of the product's channels.

If unfamiliar with DMX, download the DMX Primer from www.chauvetlighting.com.

To select the DMX personality and starting address, do the following:

1. Press **<MENU>** repeatedly until **3-CH** (3-channel mode), **6-CH** (6-channel mode) or **10CH** (10-channel mode) shows on the display.
2. Press **<ENTER>** and **d 1–d512** shows on the display.
3. Use **<UP>** or **<DOWN>** to select the starting address.
4. Press **<ENTER>**.

D-Fi 2.4 GHz (DMX Mode Manual Sync)

The Freedom Par Quad-4 IP series offers wireless control of 2 or more products with a single DMX controller. To manually set up the D-Fi 2.4 GHz syncing for DMX, do the following.

For the transmitting product:

1. Press **<MENU>** repeatedly until **S-tr** shows on the display.
2. Press **<ENTER>**.
3. Press **<UP>** or **<DOWN>** until **dtCH** appears on the display.
4. Press **<ENTER>**.
5. Use **<UP>** or **<DOWN>** to select the transmitting signal (**dt 1–dt16**).

For the receiving product(s):

1. Press **<MENU>** repeatedly until **S-tr** shows on the display.
2. Press **<ENTER>**.
3. Press **<UP>** or **<DOWN>** until **drCH** appears on the display.
4. Press **<ENTER>**.
5. Use **<UP>** or **<DOWN>** to select the receiving signal (**dr 1–dr16**). The channel number should match the transmitting signal you chose when setting up the transmitting product.



To sync multiple transmitters in one room, manually set each receiver and the designated transmitter to a specific frequency and then perform the syncing steps.



Freedom Par Quad-4 IP is fully compatible with the D-Fi 2.4 GHz wireless transceiver (transmitter/receiver) from Chauvet (sold separately).

For more detailed information about D-Fi 2.4 GHz functionality, refer to the D-Fi 2.4 GHz User Manual available at the Chauvet website www.chauvetlighting.com.



Manual syncing is recommended for best results.

D-Fi 2.4 GHz (DMX Mode Auto Sync)

The Freedom Par Quad-4 IP offers wireless control of 2 or more products with a single DMX controller. To automatically set up D-Fi 2.4 GHz syncing for DMX, do the following:

For the receiving product(s):

1. Press **<MENU>** repeatedly until **S-tr** shows on the display.
2. Press **<ENTER>**.
3. Press **<UP>** or **<DOWN>** until **drAS** appears on the display.
4. Press **<ENTER>**.
5. The display should show **drAU**.

For the transmitting product:

1. Press **<MENU>** repeatedly until **S-tr** shows on the display.
2. Press **<ENTER>**.
3. Press **<UP>** or **<DOWN>** until **dtAS** appears on the display.
4. Press **<ENTER>**.
5. The display should show **dtAU**.

Receiving units must be set up before the transmitting unit. Once the steps above are done, press and hold **<AUTO>** on just the transmitter for approximately 30 seconds. The display and signal LED will flash to indicate sync is activated.

You can then back out to a general menu level and configure the transmitting product to operate it with a DMX controller.

To configure your product to work with DMX, refer to the [Starting Address](#) section.

- To add additional Freedom products, turn the synced ones off and repeat the above steps with un-synced products. Once all products are synced, turn them all back on.
- Auto scan syncing must be done within a distance of about 32 ft (10 m).
- Manual syncing is recommended for best results when adding products after initial system setup.
- If you are experiencing issues or need to improve signal quality, keep the line of sight between products unobstructed.
- Ensure that all linked products are configured to the same DMX personality.



Caution: D-Fi 2.4 GHz operation can be interrupted or inhibited by liquid masses between the transmitter and receiver such as water, snow, or people. For best results, keep the line of sight clear of any liquid mass.

DMX Channel Assignments and Values

10CH	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	Amber	000-255	0-100%
	6	Color Macros and Color Temperature	000-010	No function
			011-030	R: 100% G: 0-100% B: 0 A: 0
			031-050	R: 100%-0 G: 100% B: 0 A: 0
			051-070	R: 0 G: 100% B: 0-100% A: 0
			071-090	R: 0 G: 100%-0 B: 100% A: 0
			091-110	R: 0-100% G: 0 B: 100% A: 0
			111-130	R: 100% G: 0 B: 100%-0 A: 0
			131-150	R: 100% G: 0-100% B: 0-100% A: 0
			151-170	R: 100%-0 G: 100%-0 B: 100% A: 0
			171-200	R: 100% G: 100% B: 100% A: 100%
			201-205	Color temperature 1
			206-210	Color temperature 2
			211-215	Color temperature 3
			216-220	Color temperature 4
			221-225	Color temperature 5
			226-230	Color temperature 6
			231-235	Color temperature 7
	236-240	Color temperature 8		
	241-245	Color temperature 9		
	246-250	Color temperature 10		
	251-255	Color temperature 11		
	7	Strobe	000-010	No function
			011-255	Strobe, slow to fast
	8	Auto Programs	000-010	No function
			011-060	Auto program 1
			061-120	Auto program 2
			121-180	Auto program 3
			181-255	Auto program 4
	9	Auto Speed	000-255	Auto program speed (slow to fast)
	10	Dimmer Mode	000-051	Dimmer mode manually set in Menu Options
			052-101	Dimmer mode off
			102-152	Dimmer mode 1, (fast speed)
			153-203	Dimmer mode 2, (medium speed)
			204-255	Dimmer mode 3, (slow speed)

6-CH	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	Amber	000-255	0-100%
	6	Strobe	000-255	No function
			000-255	Strobe, slow to fast

4-CH	Channel	Function	Value	Percent/Setting
	1	Red	000-255	0-100%
	2	Green	000-255	0-100%
	3	Blue	000-255	0-100%
	4	Amber	000-255	0-100%

Configuration (Standalone)

Set the product in one of the standalone modes to control without a DMX controller.

- Connect the product to a suitable power outlet.

Auto Mode

Auto mode sets the product to 1 of 4 preset color programs.

To set the product to Auto mode, do the following:

1. Press **<MENU>** repeatedly until **P--** shows on the display.
2. Press **<ENTER>** and **P 1–P 4** shows on the display.
3. Use **<UP>** or **<DOWN>** to select the desired auto program:
 - **P 1** - 3-color snap
 - **P 2** - 3-color fade
 - **P 3** - 7-color snap
 - **P 4** - 7-color fade
4. Press **<ENTER>**.

Program Speed

To set the auto program speed, follow the instructions below:

1. Press **<MENU>** repeatedly until **S--** shows on the display.
2. Use **<UP>** or **<DOWN>** to select the desired auto program speed (**S 1–S100**, slow to fast).
3. Press **<ENTER>**.

Selecting the Dimmer Mode

To select a dimmer mode, do the following:

1. Press **<MENU>** repeatedly until **dIM** shows on the display.
2. Press **<ENTER>** and one of the following shows on the display:
 - **OFF** (dimmer speed off)
 - **dIM1** (dimmer mode 1, fast speed)
 - **dIM2** (dimmer mode 2, middle speed)
 - **dIM3** (dimmer mode 3, slow speed)
3. Use **<UP>** or **<DOWN>** to select the desired dimmer mode.
4. Press **<ENTER>**.

Static Colors

To select a preset static color, do the following:

1. Press **<MENU>** repeatedly until **C--** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to select the desired preset color (**C 1–C 15**).
4. Press **<ENTER>**.

Custom Color Mixing

To custom mix a color, follow the instructions below:

1. Press **<MENU>** repeatedly until **U--** shows on the display.
2. Press **<ENTER>** and one of the following colors shows on the display: **r___** (red), **g___** (green), **b___** (blue), or **A___** (amber).
3. Press **<ENTER>** repeatedly to select the desired color.
4. Use **<UP>** or **<DOWN>** to select the desired color value (**0–255**).
 - **NOTE:** Selecting **0** will turn the color off.
5. Press **<ENTER>** to select color value and continue to the next color.
6. Repeat steps 3 to 5 until you create your desired color.

IRC-6 Infrared Remote Control

Infrared (IR) mode allows the product to be controlled with an infrared remote controller. The IRC-6 can remotely set the product to various modes; adjust the color, speed and sensitivity; and set the strobe.

The Freedom Par Quad-4 IP is compatible with the included IRC-6 from Chauvet. To enable use with the IRC-6, follow the instructions below:

1. Press **<MENU>** repeatedly until **SET** shows on the display.
2. Press **<ENTER>** and **ON** (turns on the infrared sensor) or **OFF** (turns off the infrared sensor) shows on the display.
3. Press **<UP>** or **<DOWN>** to select the desired option.
4. Press **<ENTER>**.

IRC-6 Operation



Be sure the IRC-6 remote is pointing directly at the product and there is nothing in between the remote and the product.

Automatic Mode

Automatic mode will enable you to run the automatic programs on the product.

To turn on Automatic mode:

1. Press **<AUTO>** on the IRC-6.
2. Press **<+>** or **<->** to choose between the four different auto programs.

To adjust the speed of the automatic program:

1. Press **<SPEED>** on the IRC-6.
2. Press **<+>** or **<->** to either increase or decrease the speed of the program.

Manual Color Control

To choose a specific color with the IRC-6:

1. Press **<MANUAL>** on the IRC-6.
2. Press any number between **<0>** and **<9>** to choose your color.

To manually control the RGBA percentage:

1. Press **<MANUAL>** on the IRC-6.
2. Press **<R>**, **<G>**, ****, or **<A>** (red, green, blue, or amber) to choose your color.

Note: The Freedom Par Quad-4 IP only contains red, green, blue and amber LEDs. The white, and UV color options on the IRC-6 will only operate with fixtures capable of outputting these color lights.

3. Press **<+>** or **<->** to increase or decrease the percentage of each color.

Miscellaneous Operation

To adjust the strobe rate of the program:

1. Press **<STROBE>** on the IRC-6.
2. Press **<+>** or **<->** to increase or decrease the strobe rate.
3. Press **<STROBE>** again to turn off the strobe.

To choose a fade auto program:

- Press **<FADE>** repeatedly on the IRC-6 to choose between the two auto program fade options

To black out the lights:

- Press **<BLACK OUT>** on the IRC-6. This will turn off all the lights until the button is pressed again.

To adjust the output level:

1. Press **<%>** on the IRC-6.

Press **<+>** or **<->** to increase or decrease the output level.

Note: The IRC-6 will not respond to any inputs when the Black Out mode is activated. If the remote does not respond when a button is pressed, try pressing **<BLACK OUT>**. You may have inadvertently activated the Black Out mode.

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
	5.4 in (138 mm)	5.7 in (145 mm)	7.5 in (191 mm)	8.0 lb (3.6 kg)

Note: Dimensions in inches rounded to the nearest decimal digit.

Power	Power Supply Type	Range	Voltage Selection
	Switching (internal)	100 to 240 VAC, 50/60 Hz	Auto-ranging

Parameter	120 V, 60 Hz	230 V, 50 Hz
Consumption	43 W	40 W
Operating Current	0.6 A	0.3 A
Power linking current (products)	N/A	N/A
Fuse	T 2 A, 250 V	T 2 A, 250 V

Power I/O	U.S./Worldwide	UK/Europe
Power input connector	IEC	IEC
Power output connector	Edison	IEC
Power Cord plug	Edison (U.S.)	Local plug

Light Source	Type	Power	Lifespan
	LED	5 W	50,000 hours

Color	Quantity	Current
Quad-color RGBA	4	2 A

Photometrics	Parameter	Value
	Field angle	29°
	Beam angle	9.5°
	Strobe rate	0 to 25 Hz
	Illuminance @ 2 m	2,464 lux

Thermal	Maximum External Temp.	Cooling System
	104 °F (40 °C)	Convection

DMX	I/O Connectors	Channel Range
	N/A	4, 6 or 10

Ordering	Product Name	Item Code	UPC Number
	Freedom Par Quad-4 IP	03031034	781462213824



RETURNS

In case you need 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.chauvetlighting.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.chauvetlighting.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

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: tech@chauvetlighting.com

World Wide Web

www.chauvetlighting.com

EUROPE

General Information

Address: Stokstraat 18
9770 Kruishoutem
Belgium
Voice: +32 9 388 93 97

Technical Support

Email: Eutech@chauvetlighting.eu

World Wide Web

www.chauvetlighting.eu

General Information

Address: Unit 1C
Brookhill Road Industrial Estate
Pinxton, Nottingham, UK
NG16 6NT
Voice: +44 (0)1773 511115
Fax: +44 (0)1773 511110

Technical Support

Email: uktech@chauvetlighting.com

World Wide Web

www.chauvetlighting.co.uk

MEXICO

General Information

Address: Av. de las Partidas 34, 3-B
Zona Industrial Lerma
Lerma, Mexico C.P. 52000
Voice: +52 (728) 690-2010

Technical Support

Email: servicio@chauvet.com.mx

World Wide Web

www.chauvet.com.mx

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