GOBOZAP

User Manual

CHAUVET DJ

TABLE OF CONTENTS

1. Before You Begin

What Is Included

- Gobozap
- Power cord
- Hanging bracket
- 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
<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

Chauvet believes that the information contained in this manual is accurate in all respects. However, Chauvet assumes no responsibility and specifically disclaims any and all liability to any party for any loss, damage or disruption caused by any errors or omissions in this document, whether such errors or omissions result from negligence, accident or any other cause. Chauvet reserves the right to revise the content of this document without any obligation to notify any person or company of such revision; however, Chauvet has no obligation to make, and does not commit to make, any such revisions. Download the latest version from www.chauvetdj.com.

The works of authorship contained in this manual, including, but not limited to, all designs, texts, and images are owned by Chauvet.

Electronically published by Chauvet in the United States of America.

CHAUVET, the Chauvet logo, and Gobozap are registered trademarks or trademarks of Chauvet & Sons LLC (d/b/a Chauvet and Chauvet Lighting) in the United States and other countries. Other company and product names and logos referred to herein may be trademarks of their respective companies.

Safety Notes

- 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 cord 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.
- Do not charge the battery of the product in a closed case or container.

- 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.
- The product is for indoor use only! (IP20) To prevent risk of fire or shock, do not expose the product to rain or 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.
- Make sure to replace the fuse with another of the same type and rating.
- Never carry the product from the power cord or any moving part. Always use the hanging/ mounting bracket.
- The maximum ambient temperature (Ta) 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. Please contact the nearest authorized technical assistance center.
- 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 to someone else, be sure that they also receive this document.

2. Introduction

Product Overview

Gobo
wheel

Lens

Fan (2x)

IR sensor

LED display

Menu buttons

Power in/out

DMX in/out

Fuse holder

IR sensor

Product Dimensions

19.1 in
485 mm

5.1 in
135 mm

6.1 in
155 mm
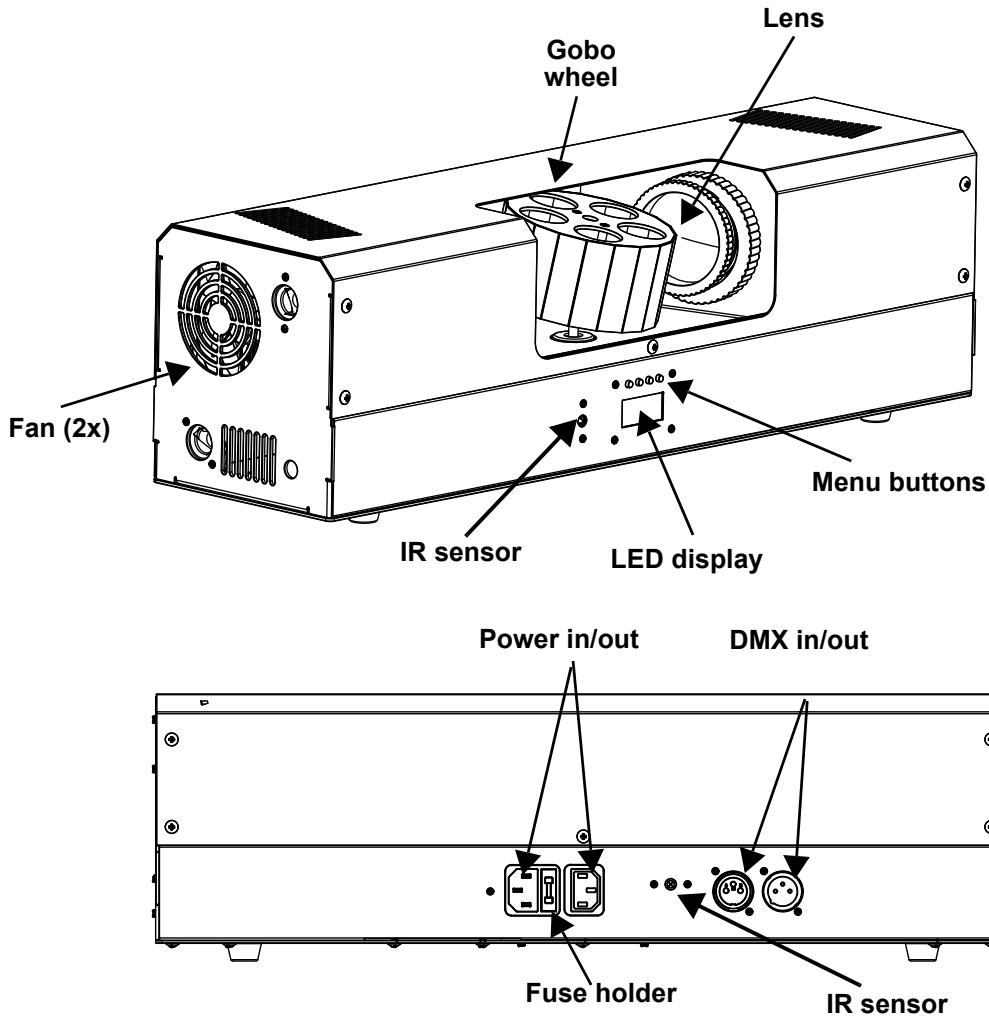
3. Setup

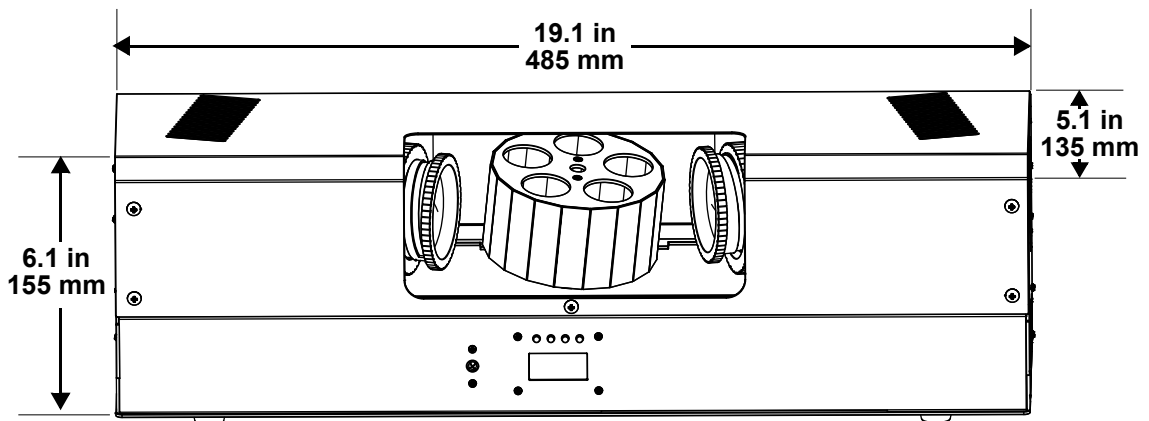## AC Power

The Gobozap has an auto-ranging power supply, and it can work with an input voltage range of 100 to 240 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 (e.g., 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, completely disconnect the product from power via breaker or by unplugging it during periods of non-use.**

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. Wedge the tip of a flat-head screwdriver into the slot of the fuse holder.
2. Pry the fuse holder out of the housing.
3. Remove the blown fuse from the holder, and replace with a fuse of the exact same type and rating (F 3 A, 250 V).
4. Insert the fuse holder back in place and reconnect power.

Installed fuse
(held by plastic clip)

Spare fuse holder
(inside safety cap)

Safety cap
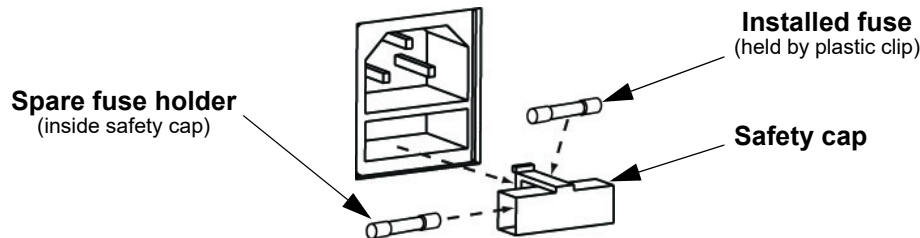
Disconnect the multi-charger from the power outlet before replacing the fuse.

Power linking

The product provides power linking via the outlet located in the back of the product. Please see the diagram below for further explanation.

Power Linking Diagram

Additional products
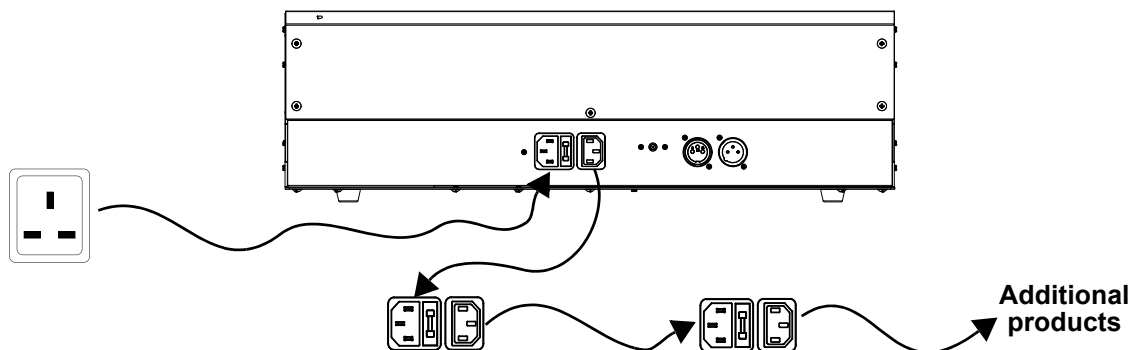
You can power link up to 6 Gobozap products on 230 VAC.

The power linking diagram corresponds to the U.K. version of the product ONLY! If using the product in other markets, you must consult with the local Chauvet distributor, as power-linking connectors and requirements may differ in your country or region.

Mounting

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

Orientation

The Gobozap may be mounted in any position; however, make sure adequate ventilation is provided around the product.

Rigging

- Before deciding on a location, always make sure there is easy access to the product for maintenance and programming purposes.
- Make sure adequate ventilation is provided around the product.
- Make sure that the structure or surface onto which you are mounting the product can support the product's weight (see the Technical Specifications).
- When mounting the product overhead, always use a safety cable. Mount the product securely to a rigging point, such as an elevated platform or a truss.
- When rigging the product onto a truss, use a mounting clamp of appropriate weight capacity.
- When power linking multiple products, mount the products close enough for power-linking cables to reach.
- The bracket adjustment knob allows for directional adjustment when aiming the product to the desired angle. Only loosen or tighten the bracket knob manually. Using tools could damage the knob.

Mounting Diagram
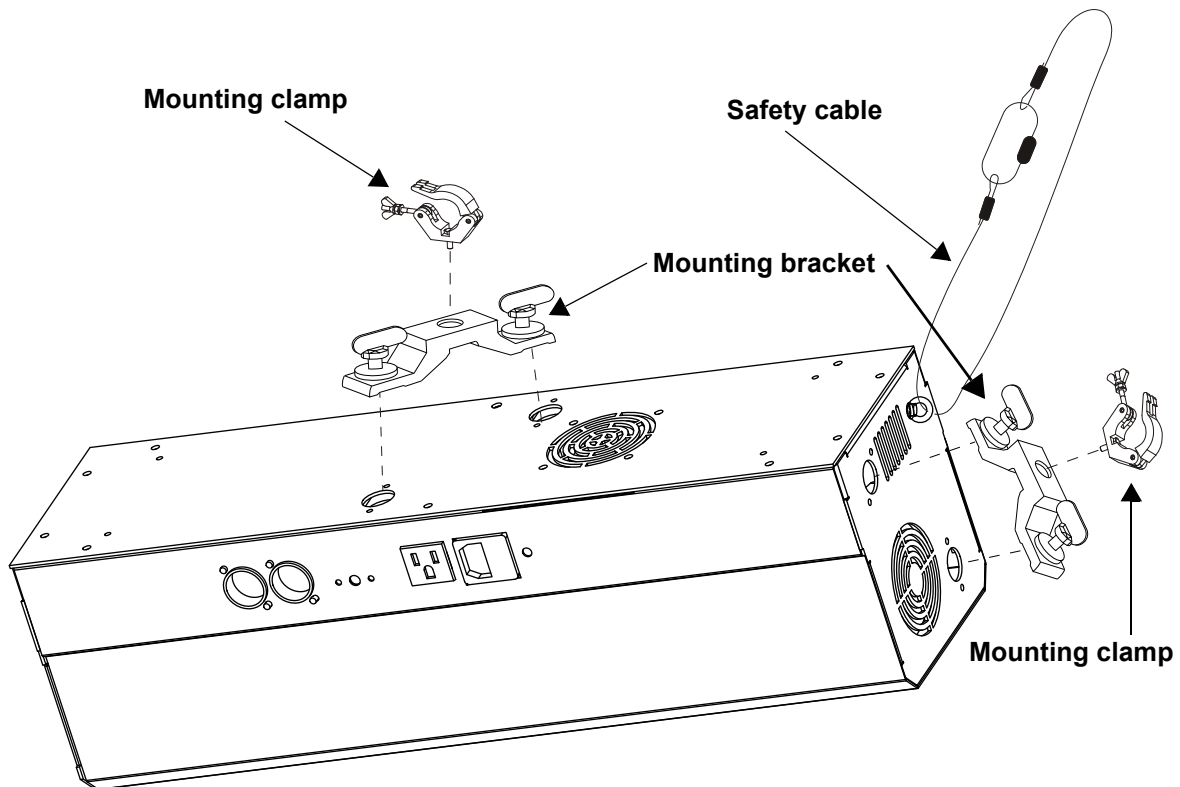
4. Operation

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>	Press to find an operation mode or to back out of the current menu option
<UP>	Press to scroll up the list of options or to find a higher value
<DOWN>	Press to scroll down the list of options or to find a lower value
<ENTER>	Press to activate a menu option or a selected value

Menu Map

Mode	Programming Levels		Description
Address	**2Ch**	**A001–512**	Sets the DMX personality
	7Ch		
	11Ch		
Auto programs	**P--**	**auto**	Auto programs
Auto speed	**S--**	**001–100**	Auto programs speed
Sound-active mode	**Snd**	**BO**	Blackout when no sound
		SLOW	Rotate slow when no sound
Sound sensitivity	**SENV**	**001–100**	Adjusts sound sensitivity
Infrared mode	**SET**	**on**	Turns infrared on or off
		off	
Master/Slave mode	**SLV**	**SLV1**	Copies the master unit
		SLV2	Slave unit for coordinated show
Motor	**mot**	**on**	Reverses motor rotation
		off	Normal motor rotation
		000–100	Overrides mirror dish rotation speed for auto/ sound only. If this is set to 000, this setting has no effect on anything. When set to 050, the mirror dish or gobo will rotate at 50% speed, and the auto or sound program speed control will adjust the colors and gobos only.

DMX Personality and Starting Address

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.

The Gobozap uses up to 12 DMX channels, which defines the highest configurable address as **502**.

If you are not familiar with the DMX protocol, download the DMX Primer from www.chauvetdj.com.

To select the starting address, do the following:

1. Press **<MENU>** repeatedly until **2Ch**, **7Ch**, or **11Ch** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to select the starting address, from **A001–512**.
4. Press **<ENTER>**.

DMX Channel Assignments and Values

2Ch	7Ch	11Ch	Function	Value	Percent/Setting
1	**1**	**1**	**Auto programs**	**001 ⇔ 127**	Auto mode
				128 ⇔ 255	Sound mode
2	**2**	**2**	**Auto speed**	**000 ⇔ 255**	Slow to fast (activates when Channel 1 is on auto mode)
			Sound sensitivity	**000 ⇔ 255**	0–100% (activates when Channel 1 is on sound mode)
-	**3**	**3**	**Dimmer 1**	**000 ⇔ 255**	0–100%
-	**-**	**4**	**Dimmer 2**	**000 ⇔ 255**	0–100%
-	**4**	**5**	**Shutter 1**	**000 ⇔ 255**	Strobe speed, slow to fast
-	**-**	**6**	**Shutter 2**	**000 ⇔ 255**	Strobe speed, slow to fast
-	**5**	**7**	**Colour wheel 1**	**001 ⇔ 004**	White
				005 ⇔ 009	Red
				010 ⇔ 014	Green
				015 ⇔ 019	Blue
				020 ⇔ 024	Yellow
				025 ⇔ 029	Amber
				030 ⇔ 034	Pink
				035 ⇔ 039	Lime green
				040 ⇔ 044	Light blue
				045 ⇔ 049	Magenta
				050 ⇔ 054	Cyan
				055 ⇔ 059	Orange
				060 ⇔ 064	UV
				065 ⇔ 069	Dark pink
				070 ⇔ 074	Dark pink + white
				075 ⇔ 079	UV + dark pink
				080 ⇔ 084	Orange + UV
				085 ⇔ 089	Cyan + orange
				090 ⇔ 094	Magenta + cyan
				095 ⇔ 099	Light blue + magenta
				100 ⇔ 104	Lime green + light blue
				105 ⇔ 109	Pink + lime green
				110 ⇔ 114	Amber + pink
				115 ⇔ 119	Yellow + amber
				120 ⇔ 124	Blue + yellow
				125 ⇔ 129	Green + blue
				130 ⇔ 134	Red + green
				135 ⇔ 139	White + red
				140 ⇔ 197	Clockwise scroll, fast to slow
				198 ⇔ 255	Counterclockwise scroll, slow to fast

2Ch	7Ch	11Ch	Function	Value	Percent/Setting
-	-	8	**Colour wheel 2**	001 ⇔ 004	White
				005 ⇔ 009	Red
				010 ⇔ 014	Green
				015 ⇔ 019	Blue
				020 ⇔ 024	Yellow
				025 ⇔ 029	Amber
				030 ⇔ 034	Pink
				035 ⇔ 039	Lime green
				040 ⇔ 044	Light blue
				045 ⇔ 049	Magenta
				050 ⇔ 054	Cyan
				055 ⇔ 059	Orange
				060 ⇔ 064	UV
				065 ⇔ 069	Dark pink
				070 ⇔ 074	Dark pink + white
				075 ⇔ 079	UV + dark pink
				080 ⇔ 084	Orange + UV
				085 ⇔ 089	Cyan + orange
				090 ⇔ 094	Magenta + cyan
				095 ⇔ 099	Light blue + magenta
				100 ⇔ 104	Lime green + light blue
				105 ⇔ 109	Pink + lime green
				110 ⇔ 114	Amber + pink
				115 ⇔ 119	Yellow + amber
				120 ⇔ 124	Blue + yellow
				125 ⇔ 129	Green + blue
				130 ⇔ 134	Red + green
				135 ⇔ 139	White + red
				140 ⇔ 197	Clockwise scroll, fast to slow
				198 ⇔ 255	Counterclockwise scroll, slow to fast
-	6	9	**Gobo wheel 1** (see Gobos)	001 ⇔ 009	Gobo 1
				010 ⇔ 019	Gobo 2
				020 ⇔ 029	Gobo 3
				030 ⇔ 039	Gobo 4
				040 ⇔ 049	Gobo 5
				050 ⇔ 059	Gobo 6
				060 ⇔ 069	Gobo 7
				070 ⇔ 079	Gobo 8
				080 ⇔ 089	Gobo 9
				090 ⇔ 099	Gobo 10
				100 ⇔ 109	Gobo 11
				110 ⇔ 119	Gobo 12
				120 ⇔ 129	Gobo 13
				130 ⇔ 139	Gobo 14
				140 ⇔ 197	Clockwise scroll, fast to slow
				198 ⇔ 255	Counterclockwise scroll, slow to fast

2Ch	7Ch	11Ch	Function	Value	Percent/Setting
-	-	10	**Gobo wheel 2** (see Gobos)	001 ⇔ 009	Gobo 1
				010 ⇔ 019	Gobo 2
				020 ⇔ 029	Gobo 3
				030 ⇔ 039	Gobo 4
				040 ⇔ 049	Gobo 5
				050 ⇔ 059	Gobo 6
				060 ⇔ 069	Gobo 7
				070 ⇔ 079	Gobo 8
				080 ⇔ 089	Gobo 9
				090 ⇔ 099	Gobo 10
				100 ⇔ 109	Gobo 11
				110 ⇔ 119	Gobo 12
				120 ⇔ 129	Gobo 13
				130 ⇔ 139	Gobo 14
				140 ⇔ 197	Clockwise scroll, fast to slow
				198 ⇔ 255	Counterclockwise scroll, slow to fast
-	7	11	**Barrel rotation**	001 ⇔ 042	Stop
				043 ⇔ 086	Counterclockwise rotation, slow to fast
				087 ⇔ 129	Stop
				130 ⇔ 173	Clockwise rotation, slow to fast
				174 ⇔ 217	Stop
				218 ⇔ 255	Alternating clockwise-counterclockwise rotation, slow to fast

Gobos

Configuration (Standalone)

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

(i) **Never connect a product that is operating in any standalone mode to a DMX string connected to a DMX controller. Products in standalone mode may transmit DMX signals that could interfere with the DMX signals from the controller.**

Automatic Programs

To run the Gobozap in automatic mode, follow the instructions below:
1. Press **<MENU>** repeatedly until **P--** shows on the display.
2. Press **<ENTER>**.
3. Select **auto**.
4. Press **<ENTER>**.

Auto-Program Speed

To change the auto-program speed on the Gobozap, do the following:
1. Press **<MENU>** repeatedly until **S--** shows on the display.
2. Use **<UP>** or **<DOWN>** to increase or decrease the program speed, from **S 001–100**.
3. Press **<ENTER>**. The product will return to the last selected mode.

Sound-Active Mode

To run the Gobozap in sound-active mode, follow the instructions below:
1. Press **<MENU>** repeatedly until **Snd** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to choose between **BO** (blackout when no sound is detected) and **SLOW** (rotate slowly when no sound is detected).
4. Press **<ENTER>**.

📝 **The product will only respond to low frequencies of music (bass and drums).**

Sound-Sensitivity

To set the sound sensitivity on the Gobozap, do the following:
1. Press **<MENU>** repeatedly until **SENV** shows on the display.
2. Use **<UP>** or **<DOWN>** to increase or decrease the sound sensitivity, from **001–100**.
3. Press **<ENTER>**. The product will return to the last selected mode.

Motor Rotation

To set the motor rotation settings on the Gobozap, follow the instructions below:
1. Press **<MENU>** repeatedly until **mot** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to choose between **on** (reverses motor rotation) and **off** (normal motor rotation).
4. Use **<UP>** or **<DOWN>** to choose between **000–100** to override the speed of the mirror rotation in auto mode or sound-active mode (**000** has no function; When set to **050**, the mirror dish or gobo will rotate at 50% speed, and the auto or sound program speed control will adjust the colors and gobos only).
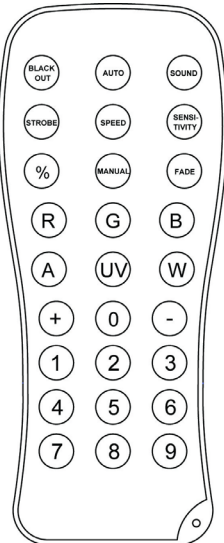
IRC-6 Infrared Remote Control

The Gobozap is compatible with the IRC-6 infrared remote control from Chauvet. To activate IR mode, follow the instructions below:

1. Press **<MENU>** repeatedly until **SEt** shows on the display.
2. Press **<ENTER>** to accept.
3. Press **<UP>** or **<DOWN>** to select **on** or **off**.
4. Press **<ENTER>**.

IRC-6 Operation

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 different auto programs.

To adjust the speed of the automatic program:

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

Sound-Active Mode

Sound-Active mode will enable the product to respond to the music.
To turn on Sound-Active mode:

1. Press **<SOUND>** on the IRC-6.
2. Press **<+>** or **<–>** to select a sound-active program.

To adjust the sound sensitivity:

1. Press **<SENSITIVITY>** on the IRC-6.
2. Press **<+>** or **<–>** to increase or decrease the sensitivity.

Strobe

To adjust the strobe rate:

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.

Black Out

To black out the lights:

1. Press **<BLACK OUT>** on the IRC-6.

This will turn off all the lights until the button is pressed again.
NOTE: The IRC-6 will not respond to any inputs when Black Out is activated. If the remote does not respond when a button is pressed, try pressing **<BLACK OUT>**. You may have inadvertently activated Black Out.

Master/Slave Mode

The Master/Slave mode allows a single Gobozap product (the "master") to control the actions of one or more Gobozap products (the "slaves") without the need of a DMX controller or DMX cables. The master (transmitter) product will be set to operate in either Standalone mode or with the IRC-6, while the slave (receiver) products will be set to operate in Slave mode. Once set and connected, the slave products will operate in unison with the master product.

Configure the products as indicated below.

Slave products:
1. Press **<MENU>** repeatedly until **SLV** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to select **SLV2**.
4. Press **<ENTER>**.
5. Finish setting all the slave products.

Master product:
1. Press **<MENU>** repeatedly until **SLV** shows on the display.
2. Press **<ENTER>**.
3. Use **<UP>** or **<DOWN>** to select **SLV1**.
4. Press **<ENTER>**.
5. Set the master product to operate in Standalone mode or with the IRC-6.

- **Configure all the slave products before connecting the master to the daisy chain.**
- **Never connect a DMX controller to a DMX string configured for Master/Slave operation because the controller may interfere with the signals from the master.**

---

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
19.1 in (485 mm)	5.1 in (130 mm)	6.1 in (155 mm)	13.2 lb (6 kg)

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

Power

Power Supply Type	Range	Voltage Selection	Input Voltage
Switching (external)	100 to 240 VAC, 47/63 Hz	Auto-ranging	8.4 VDC, 1.3 A

Parameter	230 V, 50 Hz
Consumption	176 W
Operating current	1.3 A

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

Light Source

Type	Color	Quantity	Power	Current	Lifespan
LED	Cool white	2	90 W	3.6 A	50,000 hours

Colors and Gobos

| Colors	Gobos
13 (red, green, blue, yellow, amber, pink, lime green, light blue, magenta, cyan, orange, UV, dark pink) + white, split colors, continuous scroll at various speeds	14 (metal) + open, continuous scroll at variable speeds

Thermal

Maximum External Temperature	Cooling System
104 °F (40 °C)	Convection

DMX

I/O Connector	Channel Range
3-pin XLR	2, 7, or 11

Ordering

Product Name	Item Code	UPC Number
Gobozap	07051825	781462221737

RoHS

CE
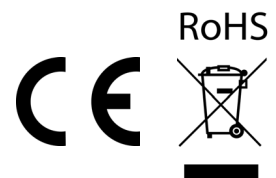
Returns

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 U.K. or Ireland, contact Chauvet Europe Ltd.
- If you are located in Benelux, contact Chauvet Europe BVBA.
- If you are located in France, contact Chauvet France.
- If you are located in Germany, contact Chauvet Germany.
- If you are located in Mexico, contact Chauvet Mexico.
- If you are located in any other country, DO NOT contact Chauvet. Instead, contact your local distributor. See www.chauvetdj.com for distributors outside the U.S., U.K., Ireland, Benelux, France, Germany, or Mexico.

> **If you are located outside the U.S., U.K., Ireland, Benelux, France, Germany, or Mexico, contact your distributor of record and follow their instructions on how to return Chauvet products to them. Visit our website www.chauvetdj.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.

To submit a service request online, go to www.chauvetdj.com/service-request.

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

General Information	Technical Support
World Headquarters	
Address: 5200 NW 108th Ave.	Voice: (844) 393-7575
Sunrise, FL 33351	Fax: (954) 756-8015
Voice: (954) 577-4455	Email: chauvetcs@chauvetlighting.com
Fax: (954) 929-5560	
Toll Free: (800) 762-1084	Website: www.chauvetdj.com
UK	
Address: Unit 1C	Email: UKtech@chauvetlighting.eu
Brookhill Road Industrial Estate	
Pinxton, Nottingham, UK	Website: www.chauvetdj.eu
NG16 6NT	
Voice: +44 (0) 1773 511115	
Fax: +44 (0) 1773 511110	
Benelux	
Address: Stokstraat 18	Email: BNLtech@chauvetlighting.eu
9770 Kruishoutem	
Belgium	Website: www.chauvetdj.eu
Voice: +32 9 388 93 97	
France	
Address: 3, Rue Ampère	Email: FRtech@chauvetlighting.fr
91380 Chilly-Mazarin	
France	Website: www.chauvetdj.eu
Voice: +33 1 78 85 33 59	
Germany	
Address: Bruno-Bürgel-Str. 11	Email: DEtech@chauvetlighting.de
28759 Bremen	
Germany	Website: www.chauvetdj.eu
Voice: +49 421 62 60 20	
Mexico	
Address: Av. de las Partidas 34 - 3B	Email: servicio@chauvet.com.mx
(Entrance by Calle 2)	
Zona Industrial Lerma	Website: www.chauvetdj.mx
Lerma, Edo. de México, CP 52000	
Voice: +52 (728) 690-2010	

Outside the U.S., U.K., Ireland, Benelux, France, Germany, or Mexico, contact the dealer of record. Follow the instructions to request support or to return a product. Visit our website for contact details.