

USER MANUAL

Moving head 295 W, Gobo, Prism, 3° Beam, DMX

LIGHT280



Code LIGHT280

EAN 8594224720360

1 About this manual

This user manual applies to the product Moving head 295 W, Gobo, Prism, 3° Beam, DMX (code LIGHT280).

Read this manual carefully before installing the product and putting it into operation for the first time, follow all of its instructions, and keep it for future reference. If you pass the product on to another person, include this manual.

Safety notices are marked with signal words according to the severity of the hazard: DANGER – an imminent hazard that will result in death or serious injury; WARNING – a potential hazard that could result in death or serious injury; CAUTION – a potential hazard that could result in minor injury or property damage; NOTE – additional information for correct and safe use.

NOTE This product is designed for stage and effect lighting. It is not suitable for household room illumination.

2 Safety instructions

WARNING

- This device is intended for professional use. Installation, connection, setup and maintenance must be carried out only by suitably qualified persons who have read this manual.
- Use the device only for its intended purpose and as described in this manual.
- Do not open the housing and do not modify or tamper with the device. Refer all repairs to an authorized service center.
- Do not use the device if its housing, power or data cable, or a connector is damaged, if the device has been dropped, or if liquid or a foreign object has entered it. In such a case, have it checked by a service center.
- Disconnect the device from the power supply before cleaning, maintenance or any work on the connections.
- After moving the device from a cold to a warm environment, let it reach room temperature before switching it on to prevent condensation inside.
- The device is not a toy; keep it out of the reach of children.

WARNING

- Connect the device only to a properly installed mains outlet with a protective earth (ground) contact. The outlet or other means of disconnection must remain easily accessible.
- Power supply: 230 V AC, 50/60 Hz, PowerCon IN connector, overheat protection. Before connecting, make sure that the mains voltage matches this value and the value on the rating plate of the device.
- Do not connect the device to a dimmer or to a dimmed circuit.
- Use only the original power cable or a cable with identical ratings. Protect the cable from damage, do not run it over sharp edges, and never unplug it by pulling on the cable.
- When connecting several devices to one circuit, do not exceed its permitted load.
- Do not touch the device with wet hands.

WARNING

- This device is designed for indoor use only. Protect it from rain, splashing water, moisture and dust, and do not place containers with liquids on it.
- Ingress protection rating: IP20.

- Do not operate the device in high humidity, near water, or where condensation can form on it.

CAUTION

- This device emits intense light. Do not look directly into the light source or the beam at close range; doing so may damage your eyes.
- Do not aim the beam at the eyes of people or animals at close range, and do not view the light source through optical instruments (binoculars, camera lenses).
- Do not aim the beam at flammable or heat-sensitive materials at close range.

CAUTION

- Strobe and fast flashing light effects can trigger epileptic seizures in susceptible people (photosensitive epilepsy) and can cause nausea or disorientation.
- Inform the audience and performers in advance that strobe effects will be used, for example with a notice at the entrance, and do not use them longer than necessary.

WARNING

- The moving parts of the device (for example the head or arms) can move quickly and unexpectedly at any time – after power-on, during a reset, or on a command from the controller.
- Keep yourself and any objects out of the range of movement. While the device is switched on, do not touch the moving parts, move them by hand, or obstruct their movement; this can cause injury (pinching) and damage the drive.
- Do not carry the device by its moving parts. If the device has a transport lock, engage it before transport and release it before switching on.

CAUTION Do not operate the fixture in damp environments or in ambient temperatures exceeding 60 °C.

WARNING Supply voltage fluctuation should remain within $\pm 10\%$; excessive voltage shortens lamp life, while insufficient voltage degrades output.

CAUTION Allow the lamp to cool completely for at least 20 minutes after switching off before restarting; intermittent operation extends lamp lifespan.

WARNING Maintain a minimum distance of more than 1 meters between the equipment and flammable materials or illuminated surfaces.

3 Product description

Package contents

- Moving head 295 W, Gobo, Prism, 3° Beam, DMX
- PowerCon power cable

4 Installation

WARNING

- Rigging must be carried out only by qualified persons in accordance with applicable regulations, in particular those for work at height.
- The supporting structure and fixings must safely carry the weight of all suspended devices; verify their load capacity in advance.

- Weight of the device: 12.6 kg.
- Use suitable mounting hardware (for example truss clamps) and tighten all screw connections properly.
- Always secure the suspended device against falling with a safety cable of adequate load capacity, routed through a fixed point of the device and around the supporting structure.
- During installation and removal, keep people out of the area below the work position.
- Regularly inspect the fixings and the safety cable for damage, corrosion and loosening.

The equipment can be positioned and secured with clamps in any direction on stage.

Two clamps are required to secure the fixture. Fasteners lock into place clockwise by a quarter turn.

Rigging clamps and supporting architecture must be able to bear at least ten times the equipment's weight.

Fasten clamps to the bracket with M12 screws of grade 8.8 or higher.

Fasten a safety cable rated for at least ten times the fixture's weight to the hole in the side aluminum piece; do not hang it from the transport handles.

Ensure the pan/tilt lock is unlocked before operation.

Maintain a minimum distance of at least 1 meters between the fixture and any flammable material or light source.

5 Connections

- Use shielded cable designed for DMX512 with an impedance of 110 Ω . Ordinary microphone cable is not suitable for DMX, especially over longer distances.
- Connect the devices in a daisy chain: connect the DMX OUT of one device to the DMX IN of the next. Do not split the line with Y-cables or wire it in a star; the line may be split only with a DMX splitter.
- Connect the shield to pin 1 only. Do not connect the shield (ground) to the metal shell of the connector; this can cause short circuits or erratic behavior.
- XLR pin assignment: pin 1 – shield (ground), pin 2 – Data- (Data Complement), pin 3 – Data+ (Data True). On 5-pin connectors, pins 4 and 5 are not connected; a 5-pin connector can be connected to a 3-pin one with a cable adapter.
- Terminate the end of the line (for impedance matching): plug an XLR connector with a 120 Ω , ¼ W resistor between pins 2 and 3 into the DMX OUT of the last device. This reduces the risk of erratic behavior.
- Connect no more than 32 devices to one DMX line. For more devices or longer runs, use a DMX splitter or booster.

Connector	Purpose
DMX IN (3-pin XLR or 5-pin XLR)	DMX signal input
DMX OUT (3-pin XLR or 5-pin XLR)	DMX signal output / daisy chain

6 Operation

Switching on and off

- After turning off the lamp, wait 20 minutes until it has fully cooled before restarting.

Control panel

Button	Function
KEY	Auxiliary input interface for navigation and setting parameters when touch control is disabled

Display menu

Code	Values	Function
Address	1-512	Set DMX address. Set the DMX address from 1 to 512.
WorkMode		Set operating mode and light settings. Select the operating mode, Master/Slave setting, lamp power, and channel mode.
– DMX Ctrl		Enable DMX control mode.
– Auto Run		Enable auto run mode. Select auto mode.
– Sound Ctrl		Enable sound mode. Select sound mode.
– M/S choose	ON, OFF	Master or slave selection in Auto Run or Sound Ctrl mode. Available only in Auto Run or Sound Ctrl mode: ON sets master (sends data to slave fixtures immediately); OFF sets slave (does not send data via the DMX cable). Default: OFF.
– Light Switch	ON, OFF	Manual lamp switch. ON turns on the lamp; OFF turns off the lamp.
– Channel Qty	Simple, Expand	DMX Channel Mode. Select between Simple (16CH) and Expand (20CH). Default: Simple.
Display		Display settings. Configure display language, screensaver, screen orientation, and touch settings.
– 语言	English, Chinese	Menu language. Set the language to English or Chinese.
– Screen saver	OFF, Mode1, Mode2, Mode3	Screensaver mode after 10 seconds of panel inactivity. OFF = no screensaver; Mode1 = power-saving mode, display turns off; Mode2 = displays current DMX address; Mode3 = displays icon and current operating mode. Default: Mode3.
– Screen rotation	ON, OFF	Rotate display orientation by 180 degrees. ON = normal display; OFF = 180° inverted display. Default: ON.
– Touch Enable	ON, OFF	Enable or disable touch screen function. Default: ON.
– Touch Rectify		Calibrate touch function. Adjust and calibrate the touchscreen; do not access during normal operation.
TestMode		Test mode for fixture functions. Tests device channels independently; DMX input is ignored in this mode.
– PAN	0-255	Test pan movement from 0 to 255.
– TILT	0-255	Test tilt movement from 0 to 255.
– FOCUS	0-255	Focus test. Test electronic focus from 0 to 255.
– COLOR	0-255	Color wheel test. Test color wheel positioning from 0 to 255.
– GOBO	0-255	Gobo wheel test. Test gobo wheel positioning from 0 to 255.
– PRISM	0-255	Prism test. Test prism insertion and rotation from 0 to 255.
– FROST	0-255	Frost test. Test frost filter from 0 to 255.
– STROBE	0-255	Strobe test. Test strobe shutter from 0 to 255.
Advanced		Advanced parameter settings. Configure fixture operating parameters.
– PAN Insert	OFF, ON	Pan invert. OFF = normal pan movement; ON = reverse pan movement. Default: OFF.
– TILT Inset	OFF, ON	Tilt invert. OFF = normal tilt movement; ON = reverse tilt movement. Default: OFF.
– P/T Rectify	ON, OFF	Pan and tilt optical correction. OFF = disable Pan/Tilt correction; ON = enable Pan/Tilt correction. Default: ON.
– PAN Offset		Adjust the Pan home position offset. Default: 010.
– TILT Offset		Adjust the Tilt home position offset. Default: 010.
Code	Values	Function

– Lamp when	PowerON, RstDone, Manual	Discharge lamp strike condition. PowerON = strike discharge lamp upon powering on; RstDone = strike discharge lamp after reset is complete; Manual = strike discharge lamp manually. Default: PowerON.
– Data hold	OFF, ON	Behavior on DMX signal loss. OFF = return fixture to center position when DMX signal is lost; ON = hold fixture at last position when DMX signal is lost. Default: OFF.
– Factory Setting		Reset parameters to factory defaults. Restores all settings to factory default values.
Status		View fixture status. Displays operating status, DMX address, firmware version, and run times.
– Work Mode		Current operating mode display.
– Version		Firmware version display. Displays the fixture software version.
– Elapse		Discharge lamp run time since power on. Displays operating hours since the light was powered on.
– Tatol		Displays the cumulative operating hours of the fixture.
Escape		Return to or exit to the previous menu. Exits the current submenu.

DMX mode

Standard DMX512 control mode.

- Select WorkMode from the main menu.
- Select DMX Ctrl.

Auto mode

Automatic internal program playback.

- Select WorkMode from the main menu.
- Select Auto Run.

Sound mode

Sound-activated operation via internal audio sensor.

- Select WorkMode from the main menu.
- Select Sound Ctrl.

Setting the DMX address

- Click and select ADDR.
- Click the blank area on the right side of the display to pop up the value setting dialog.
- Modify the address value using the slider, the up/down buttons, or the rotary encoder.
- Click ENTER or OK to confirm and save the DMX address.
- The device occupies as many consecutive channels in the DMX universe as the selected DMX mode uses, starting at the set start address.
- Number of channels occupied in Expand (20CH) mode: 20.
- Choose start addresses so that the channels of individual devices do not overlap and the last occupied channel does not exceed 512. Devices with the same start address and mode respond identically.
- For several devices in a row in Expand (20CH) mode, you can use, for example, the start addresses 1, 21, 41, 61.
- The DMX mode set on the device must match the fixture profile (personality) used in the controller.

Selecting the DMX mode

- Click and enter WorkMode.
- Click Channel Qty and choose Simple (16CH) or Expand (20CH).

Master/Slave mode

- Operates as a Master or Slave unit in Auto Run or Sound Ctrl mode.
- Set WorkMode to either Auto Run or Sound Ctrl.
- Set M/S choose to ON for Master mode or OFF for Slave mode.
- On the Master unit, enter WorkMode, select Auto Run or Sound Ctrl, and set M/S choose to ON.
- On Slave units, set M/S choose to OFF.
- In Master/Slave mode, one device (Master) controls the other devices (Slaves), which copy its behavior in sync. No controller is needed.
- Connect the devices with DMX cable in a daisy chain, just as for control from a desk (DMX OUT to the DMX IN of the next device), and terminate the end of the line.
- On the master device, select the desired standalone mode (auto mode or sound mode, depending on the device), and set all other devices to Slave mode.
- Only one master device may be on the line; do not connect a DMX controller to the line in Master/Slave mode.
- For reliable synchronization, link only devices of the same type.

NOTE When modifying parameters, clicking 'apply' applies the value to the system without saving it; clicking 'OK' saves the setting to internal memory.

7 DMX channels

Mode	Channels
Expand (20CH)	20
Simple (16CH)	16

Mode Expand (20CH)

16-bit parameters use two channels, coarse and fine: value = 256 × coarse value + fine value.

CH	Function	DMX	Description
1	Pan	0–255	Pan movement/positioning from 0° to 540°
2	Pan Fine	0–255	Fine adjustment of CH 1
3	Tilt	0–255	Tilt movement/positioning from 0° to 270°
4	Tilt Fine	0–255	Fine adjustment of CH 3
5	Pan/Tilt Time	0–255	Speed from fast to slow
6	Strobe	0–3	Close
		4–103	Strobe from slow to fast
		104–107	Open (Controlled by dimming channel)
		108–207	Pulsation Strobe from slow to fast
		208–212	Open (Controlled by dimming channel)
		213–251	Random Strobe from slow to fast
6	Strobe	252–255	Open (Controlled by dimming channel)
7	Dimmer	0–255	Light output linearly increases from no-light to maximum brightness
8	Colors	0–4	White
		5–9	White+Color 1
		10–14	Color 1
		15–19	Color 1+Color 2
		20–24	Color 2
		25–29	Color 2+Color 3
		30–34	Color 3
		35–39	Color 3+Color 4
		40–44	Color 4
		45–49	Color 4+Color 5
		50–54	Color 5
		55–59	Color 5+Color 6
		60–64	Color 6
		65–69	Color 6+Color 7
		70–74	Color 7
		75–79	Color 7+Color 8
		80–84	Color 8
		85–89	Color 8+Color 9
		90–94	Color 9
		95–99	Color 9+Color 10

CH	Function	DMX	Description
		100–104	Color 10
		105–109	Color 10+Color 11
		110–114	Color 11
		115–119	Color 11+Color 12
		120–124	Color 12
		125–129	Color 12+Color 13
		130–134	Color 13
		135–139	Color 13+Color 14
		140–144	Color 14
		145–149	Color 14+White
		150–202	Rotating on clockwise from fast to slow
		203–255	Rotating on anti-clockwise from slow to fast
9	Gobo	0–4	Gobo 1
		5–9	Gobo 2
		10–14	Gobo 3
		15–19	Gobo 4
		20–24	Gobo 5
		25–29	Gobo 6
		30–34	Gobo 7
		35–39	Gobo 8
		40–44	Gobo 9
		45–49	Gobo 10
		50–54	Gobo 11
		55–59	Gobo 12
		60–64	Gobo 13
		65–69	Gobo 14
		70–74	Gobo 1 shakes (from slow to fast)
		75–79	Gobo 2 shakes (from slow to fast)
		80–84	Gobo 3 shakes (from slow to fast)
		85–89	Gobo 4 shakes (from slow to fast)
		90–94	Gobo 5 shakes (from slow to fast)
		95–99	Gobo 6 shakes (from slow to fast)
		100–104	Gobo 7 shakes (from slow to fast)
		105–109	Gobo 8 shakes (from slow to fast)
		110–114	Gobo 9 shakes (from slow to fast)
		115–119	Gobo 10 shakes (from slow to fast)
		120–124	Gobo 11 shakes (from slow to fast)
		125–129	Gobo 12 shakes (from slow to fast)
		130–134	Gobo 13 shakes (from slow to fast)
		135–139	Gobo 14 shakes (from slow to fast)
		140–200	Rotating on anti-clockwise from fast to slow
		201–255	Rotating on clockwise from slow to fast

CH	Function	DMX	Description
10	Focus	0–255	Focus moves linearly from far to near position
11	Frost&Rainbow Lens	0–127	Frost Excluded
		128–191	Frost Inserted
		192–255	Rainbow lens Inserted
12	Prism 1	0–127	Prism Excluded
		128–255	Prism 1 Inserted
13	Prism 1 Rotation	0–127	Prism indexing
		128–190	Rotating on anti-clockwise from fast to slow
		191–192	Stop
		193–255	Rotating on clockwise from slow to fast
14	Prism 2	0–127	Prism Excluded
		128–255	Prism 2 Inserted
15	Prism 2 Rotation	0–127	Prism indexing
		128–190	Rotating on anti-clockwise from fast to slow
		191–192	Stop
		193–255	Rotating on clockwise from slow to fast
16	Lamp Control&Reset	0–99	Unused range
		100–105	Lamp off
		200–205	Lamp on
		250–255	Reset
17	RFU	0–255	Reserved
18	Color Time	0–255	Speed from fast to slow
19	Dimmer - Prism - Frost Time	0–255	Speed from fast to slow
20	Gobo Time	0–255	Speed from fast to slow

Mode Simple (16CH)

16-bit parameters use two channels, coarse and fine: value = 256 × coarse value + fine value.

CH	Function	DMX	Description
1	Pan	0–255	Pan movement/positioning from 0° to 540°
2	Pan Fine	0–255	Fine adjustment of CH 1
3	Tilt	0–255	Tilt movement/positioning from 0° to 270°
4	Tilt Fine	0–255	Fine adjustment of CH 3
5	Pan/Tilt Time	0–255	Speed from fast to slow
6	Strobe	0–3	Close
		4–103	Strobe from slow to fast
		104–107	Open (Controlled by dimming channel)
		108–207	Pulsation Strobe from slow to fast
		208–212	Open (Controlled by dimming channel)
		213–251	Random Strobe from slow to fast
		252–255	Open (Controlled by dimming channel)
7	Dimmer	0–255	Light output linearly increases from no-light to maximum brightness

CH	Function	DMX	Description
8	Colors	0–4	White
		5–9	White+Color 1
		10–14	Color 1
		15–19	Color 1+Color 2
		20–24	Color 2
		25–29	Color 2+Color 3
		30–34	Color 3
		35–39	Color 3+Color 4
		40–44	Color 4
		45–49	Color 4+Color 5
		50–54	Color 5
		55–59	Color 5+Color 6
		60–64	Color 6
		65–69	Color 6+Color 7
		70–74	Color 7
		75–79	Color 7+Color 8
		80–84	Color 8
		85–89	Color 8+Color 9
		90–94	Color 9
		95–99	Color 9+Color 10
		100–104	Color 10
		105–109	Color 10+Color 11
		110–114	Color 11
		115–119	Color 11+Color 12
		120–124	Color 12
		125–129	Color 12+Color 13
		130–134	Color 13
		135–139	Color 13+Color 14
		140–144	Color 14
		145–149	Color 14+White
		150–202	Rotating on clockwise from fast to slow
		203–255	Rotating on anti-clockwise from slow to fast
9	Gobo	0–4	Gobo 1
		5–9	Gobo 2
		10–14	Gobo 3
		15–19	Gobo 4
		20–24	Gobo 5
		25–29	Gobo 6
		30–34	Gobo 7
		35–39	Gobo 8
		40–44	Gobo 9
		45–49	Gobo 10

CH	Function	DMX	Description
		50–54	Gobo 11
		55–59	Gobo 12
		60–64	Gobo 13
		65–69	Gobo 14
		70–74	Gobo 1 shakes (from slow to fast)
		75–79	Gobo 2 shakes (from slow to fast)
		80–84	Gobo 3 shakes (from slow to fast)
		85–89	Gobo 4 shakes (from slow to fast)
		90–94	Gobo 5 shakes (from slow to fast)
		95–99	Gobo 6 shakes (from slow to fast)
		100–104	Gobo 7 shakes (from slow to fast)
		105–109	Gobo 8 shakes (from slow to fast)
		110–114	Gobo 9 shakes (from slow to fast)
		115–119	Gobo 10 shakes (from slow to fast)
		120–124	Gobo 11 shakes (from slow to fast)
		125–129	Gobo 12 shakes (from slow to fast)
		130–134	Gobo 13 shakes (from slow to fast)
		135–139	Gobo 14 shakes (from slow to fast)
		140–200	Rotating on anti-clockwise from fast to slow
		201–255	Rotating on clockwise from slow to fast
10	Focus	0–255	Focus moves linearly from far to near position
11	Frost&Rainbow Lens	0–127	Frost Excluded
		128–191	Frost Inserted
		192–255	Rainbow lens Inserted
12	Prism 1	0–127	Prism Excluded
		128–255	Prism 1 Inserted
13	Prism 1 Rotation	0–127	Prism indexing
		128–190	Rotating on anti-clockwise from fast to slow
		191–192	Stop
		193–255	Rotating on clockwise from slow to fast
14	Prism 2	0–127	Prism Excluded
		128–255	Prism 2 Inserted
15	Prism 2 Rotation	0–127	Prism indexing
		128–190	Rotating on anti-clockwise from fast to slow
		191–192	Stop
		193–255	Rotating on clockwise from slow to fast
16	Lamp Control&Reset	0–99	Unused range
		100–105	Lamp off
		200–205	Lamp on
		250–255	Reset

8 Technical specifications

Parameter	Value
Lamp power	295 W
Color temperature	8000 K
Dimming	0-100%
Beam angle	3° (frost function and prism up to 25°)
Color wheel	14 colors + white + separate rainbow
Gobos	17 effects
Prism	two separate rotating, 8, 16, and 64 facets
Pan	540° (16-bit resolution)
Tilt	280° (16-bit resolution)
Operating modes	Auto, Sound, Master/Slave, DMX512
DMX channels	16/20
DMX connection	3-pin XLR/DMX IN/OUT connectors
Controls	LCD display (with invert function)
Power supply	230 V AC, 50/60 Hz, PowerCon IN connector, overheat protection
Total power	350 W
Dimensions	300 x 235 x 500 mm (L x D x H)
Weight	12600 g
Ingress protection	IP20

9 Maintenance and cleaning

- Before cleaning and maintenance, switch the device off, disconnect it from the power supply and let it cool down.
- Clean the housing with a soft, dry or slightly damp cloth. Do not use solvents, abrasive cleaners or pressure washers, and make sure no liquid gets into the device.
- Clean optical parts (lenses, front glass), if the device has any, with a soft lint-free cloth and a cleaner intended for optics or glass.
- Regularly inspect the housing, cables, connectors and fixings. Have damaged parts replaced by a service center.
- How often to clean depends on the environment; dust, smoke and fog make the device dirty much faster.

Clean the fans, fan grilles, and optical lenses regularly to keep the unit in good operating condition.

Do not use alcohol or any other organic solvents to wipe the housing.

10 Troubleshooting

- The device does not switch on – check the supply voltage, the cables and the fuse, if the device has one.
- The device does not respond to DMX – check the start address, the selected DMX mode and whether it matches the profile in the controller, the cable connection to DMX IN, and the controller output (universe).
- The device behaves erratically or flickers – check the terminator at the end of the line, the condition

and wiring of the cables (shield on pin 1 only), the number of devices on the line (32 at most), and that the line is not split without a splitter.

- Only some devices on the line respond – check the cable and connectors between the last working and the first non-working device, and make sure all devices on the line are switched on.
- Devices respond to the wrong channels or affect each other – check that the addresses do not overlap and that the DMX mode on the devices matches the patch in the controller.
- The device or the connected load does not light up although it receives DMX – check the values of the dimmer, shutter and strobe channels against the DMX channel table.
- Movement is reversed – check whether Pan/Tilt inversion is enabled in the device menu or in the controller.
- Moving parts do not reach the correct position after power-on or transport – switch the device off and on again to reset the position, and make sure the transport lock, if any, is released. If this does not help, contact a service center.
- Movement is jerky – check the value of the Pan/Tilt speed channel, if the device has one, and the stability of the DMX signal.

11 Disposal

The crossed-out wheeled bin symbol on the product, in the manual or on the packaging means that the product must not be disposed of with unsorted household waste at the end of its life.

Take the end-of-life equipment to a collection point, for example a municipal collection site or a retailer. Proper disposal enables materials to be recycled and helps prevent possible negative effects on the environment and human health.

Follow the regulations applicable in your country; in the Czech Republic, take-back is governed by Act No. 542/2020 Coll., on End-of-Life Products.

SOH Sound & Lights s.r.o. provides take-back through the collective compliance scheme ASEKOL a.s. (Československého exilu 2062/8, 143 00 Praha 4 – Modřany, www.asekol.cz).

Recycle the packaging materials according to their type.

12 Warranty and service

For products purchased from SOH, a buyer who is a consumer may, under the Czech Civil Code, notify the seller of a defect that becomes apparent within 24 months of taking delivery; this statutory right is not affected by any warranty. Defect claims for these products and out-of-warranty repairs are handled by sending the goods to SOH's premises or bringing them in person: SOH, Antala Staška 242/14, 140 00 Praha 4, Czech Republic. Further information (in Czech) is available at eshop.soh.cz/casto-kladene-otazky.

Statutory rights in respect of defects and the warranty are governed by applicable law and the seller's terms and conditions.

Submit any claim to the seller from whom you purchased the product. Enclose proof of purchase and as precise a description of the fault as possible.

Neither the statutory rights nor the warranty cover defects caused by the buyer, for example by installation or operation contrary to this manual, mechanical damage or unskilled tampering. Wear caused by normal use is not a defect either.

Service and technical support are provided by SOH Sound & Lights s.r.o., Antala Staška 242/14, 140 00 Praha 4.

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