

What support options do I have for my Martin THRILL Mini Profile?

Support Information:

Warranty Period: 2 years

Warranty Action: Arrange RMA with Harman for warranty.

Problem	What to Check	Attempted Resolution
<ul style="list-style-type: none"> No light from fixture, control panel dead. 	<ul style="list-style-type: none"> Power supply or blown fuse, faulty connector or damaged cable. 	<ul style="list-style-type: none"> Make sure mains supply is connected and supplying power to the fixture. Check all power connections and cables. Check and if necessary replace the fuse.
<ul style="list-style-type: none"> One of the control channels is unresponsive or only responds intermittently. 	<ul style="list-style-type: none"> DMX setup or DMX link fault. Damaged step motor or cable connection between head and body 	<ul style="list-style-type: none"> See next section. Contact your Martin authorized distributor or service center for assistance.
<ul style="list-style-type: none"> Fixture does not respond to DMX control. 	<ul style="list-style-type: none"> Fault in the DMX network due to connector or cable damage, incorrect DMX addressing, or potential interference from proximity to a high voltage installation. 	<ul style="list-style-type: none"> Ensure that fixture's DMX address matches address set on DMX control device. Check that fixture DMX LED is on, and if not, check all DMX cables and connections. Ensure that DMX link is terminated. Check that all components on DMX link use standard DMX polarity. Attempt to control the fixture with another DMX control device. Move or shield link if it is close to an unshielded high-voltage installation.

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