

What support options do I have for my Martin THRILL Multi-FX LED?

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"> Fixture does not respond to DMX control 	<ul style="list-style-type: none"> Check DMX network including connector and/or cable damage. Check DMX addressing or signal interference. 	<ul style="list-style-type: none"> Ensure that the fixtures DMX address matches address set on DMX control device. Check DMX cables and connections. Ensure DMX link is terminated. Reduce number of fixtures on DMX link. Attempt to control the fixture with another DMX control device. Move or shield link if it is close to unshielded high-voltage cables.

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