

35W OUTDOOR RGB LASER PROJECTOR

Professional IP65 Laser Show System



35W TRUE RGB	30 KPPS SCANNING	IP65 OUTDOOR	DMX / ILDA
ANALOG COLOR	1.0 MRAD	SD-CARD / AUTO	FB4 OPTIONAL

READ THIS MANUAL BEFORE INSTALLATION OR OPERATION

Keep this manual with the projector. Installation and operation must be supervised by trained personnel familiar with Class 4 laser safety, local permits, audience zoning and aviation restrictions.

BEFORE POWERING ON
Inspect the housing, optical window, bracket, mounting points, weather seals and cables. Use a secondary safety cable for every overhead installation.

CLASS 4 LASER WARNING
Avoid eye or skin exposure to direct or scattered radiation. Never direct beams toward audiences, vehicles, animals or aircraft.

CONTENTS

Section	
Product overview and packing list	02
Safety notes	03-05
Labels, proper usage and rigging	06-07
Controls and startup	08-10
FB4 and display settings	11-14
Technical specifications	15
DMX channel charts	16-19
Maintenance and troubleshooting	20

PRODUCT OVERVIEW

The O35 is a professional diode-based full-color outdoor laser projector designed for landmark façades, parks, festivals, touring stages and fixed architectural installations. The system combines 35W true-RGB output, analog color modulation, a 30 kpps scanner, SD-card playback, DMX512 and ILDA control in an IP65-rated enclosure. FB4 network control is available as an optional built-in configuration.

- 35W total true-RGB laser output; individual red, green and blue allocation depends on the ordered configuration.
- 30 kpps scanner rated at ILDA 8°, with a maximum optical scan angle up to approximately 53°.
- Auto/ZLDA, SD-card, DMX512 and ILDA operating modes; optional built-in FB4.
- Adjustable aperture masking plates, RGB alignment access, scan-fail safety, key switch, interlock and emission delay.
- IP65 enclosure for outdoor use when all covers, seals and rated connectors are correctly closed and installed.



PACKING LIST

Item	Qty.
O35 laser projector	1
AC power cable	1
Safety keys	2
Remote interlock connector	2
Power output connector / link accessory	1
Allen key	1
Flight case	1
E-stop box and cable	As ordered

Unpacking: Open the flight case carefully. Confirm all components are present and undamaged. Do not energize equipment with impact damage, water inside the enclosure, cracked optics, bent brackets, damaged connectors or missing safety labels.

SAFETY NOTES

WARNING - CLASS 4 LASER PRODUCT

The O35 can cause immediate and permanent eye injury and may cause skin injury or fire. It must not be used for audience scanning unless a qualified laser safety professional has designed, measured and approved the installation under applicable law.

- Keep this manual with the unit and transfer it to any future owner or operator.
- Confirm the supply voltage is within AC 100-240V, 50/60Hz. Never connect the projector to a dimmer pack.
- Disconnect mains power before cleaning, inspection, servicing or replacing a fuse. Replace a fuse only with the same type and rating.
- Use only the carrying handles and mounting bracket. Never lift or suspend the projector by a cable, connector or moving component.
- For overhead installation, use rated clamps and an independent safety cable attached to a structural point.
- Keep power and data cables protected from crushing, sharp bends, standing water, vehicle traffic and trip hazards.
- Do not operate the projector with the housing open, a damaged optical window, missing covers, failed fans or abnormal sound/odor.
- No user-serviceable laser components are inside. Internal service must be performed only by factory-authorized technicians.
- Use of controls, adjustments or procedures not specified in this manual may result in hazardous radiation exposure.

OUTDOOR USE

The enclosure is IP65 only when the product is fully assembled, undamaged, correctly oriented, and all weather-rated covers, cable glands and connectors are closed. Do not submerge the unit, pressure-wash it, or leave open connectors exposed to rain.

EMERGENCY RESPONSE

If the projector behaves unexpectedly, press the E-stop, turn the key switch OFF, disconnect mains power and secure the area. Do not resume operation until the fault has been investigated.

LASER AND AUDIENCE SAFETY

Laser light is much more concentrated than conventional stage lighting. Injury can occur faster than the blink reflex, even when the beam is scanned or appears to move. A moving beam is not automatically safe. Reflections from mirrors, glass, polished metal, water and glossy surfaces can also be hazardous.

- Never look into the laser aperture or permit any person to enter a beam path.
- Do not point the projector at people, animals, vehicles, uncontrolled balconies, roads or neighboring property.
- Do not project unterminated beams into the sky. Never aim at or near aircraft.
- Create a controlled scan zone and a separate audience exclusion zone before enabling laser output.
- As a general minimum, keep the lowest accessible beam at least 3 m (9.8 ft) above any surface where people can stand, and maintain at least 2.5 m horizontal separation from public areas. Local rules may require more.
- Test all cue positions, masks, shutters, interlocks, scanners and emergency controls before admitting the public.
- Never leave the operating projector unattended.
- Use the aperture masking plates and software scan limits together; do not rely on software alone as the only protective measure.

NOMINAL OCULAR HAZARD DISTANCE (NOHD)

The hazardous distance for a 35W projector can extend far beyond the venue. NOHD depends on actual output, beam diameter, divergence, wavelength and exposure time. It must be calculated and verified for the delivered configuration by qualified laser safety personnel; do not use an approximate distance from another projector model.



AVIATION, PERMITS AND SITE CONTROL

NEVER AIM AT AIRCRAFT

Laser illumination of aircraft is dangerous and illegal in many jurisdictions. Projected beams must be positively terminated below the horizon unless the appropriate aviation authority has approved the operation.

Legal requirements vary by country, state and venue. The operator is responsible for obtaining all approvals and for appointing competent personnel. In the United States, professional Class 4 laser shows generally require appropriate FDA/CDRH authorization and may require FAA coordination. Requirements in other countries can differ.

- Complete a written site survey and risk assessment before installation.
- Identify airports, heliports, flight paths, roads, railways, waterways, reflective façades and public access points.
- Define beam termination surfaces and physical/software scan limits.
- Control access to the projector, E-stop, key switch, cables and beam path.
- Keep a trained operator at the controls whenever laser emission is possible.
- Maintain cue files, inspection records and permit documents for the installation.

WEATHER AND ENVIRONMENT

Condition	Required action
Rain / spray	Verify all covers and rated connectors are closed. Do not open alignment panels or connectors while wet.
Condensation	Allow the unit to acclimatize before power-up. Do not energize when moisture is visible inside the optical window or connectors.
High wind	Recalculate structural loads, use rated rigging and stop operation if the bracket or beam position may shift.
Dust / haze	Increase inspection and cleaning frequency; clogged vents and dirty optics reduce reliability and output.
Extreme temperature	Operate only within the specified range and maintain unobstructed cooling airflow.
Lightning	Disconnect mains and data cabling; do not service elevated outdoor equipment during storms.

SAFETY LABELS AND APERTURE CONTROL



Front aperture, mechanical masking plates and warning labels.

Before every use:

- Confirm the Class 4, aperture and hazard labels are present, clean and legible.
- Confirm the aperture masking plates move freely and can be locked securely.
- Inspect the optical window for cracks, contamination or looseness.
- Confirm the key switch, emission indicator, interlock and E-stop operate correctly.
- Never remove, cover or modify required safety labels.

PROPER USAGE

The projector is intended for secure elevated mounting or a stable, restricted-access platform. Use the mechanical aperture masks to block audience-facing areas and create the same restriction in the control software. A secondary safety cable is mandatory for overhead mounting.

Control item	Requirement
Minimum vertical separation	3 m / 9.8 ft from the lowest beam to accessible standing surfaces
Minimum horizontal separation	2.5 m / 8.2 ft from laser light to public areas, unless local rules require more
Beam termination	Use a non-reflective, fire-resistant surface within the controlled site
Operator position	Unobstructed view of the projection area and immediate access to E-stop
Access control	Prevent public access to the projector, rigging, cables and beam path



RIGGING AND OUTDOOR INSTALLATION



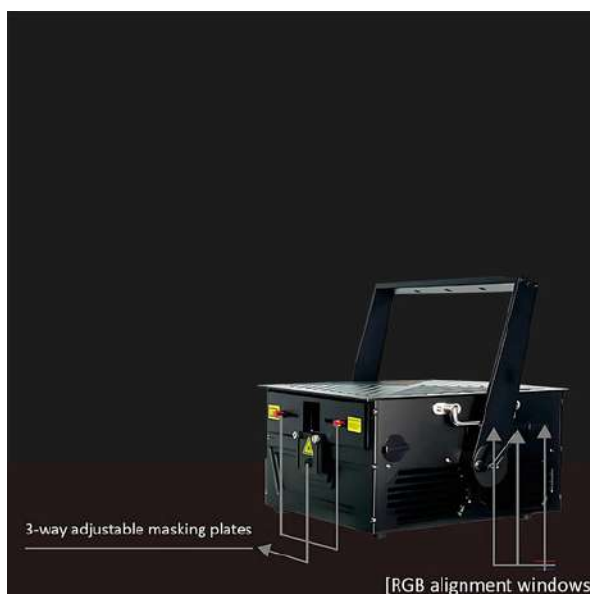
Side view: cooling vents, bracket pivot and safety attachment points.

- Verify the supporting structure and all clamps can support the projector, cables and dynamic/weather loads with the required safety factor.
- Use the U-shaped bracket mounting holes with appropriately rated clamps, bolts, washers and locking hardware.
- Attach an independent safety cable to the projector safety ring and a separate structural point. Keep the cable as short as practical.
- After setting the projection angle, tighten both bracket handles evenly. Re-check after the first heat cycle and after severe weather.
- Maintain clearance around cooling vents. Do not place the unit against curtains, scenery, walls or insulation.
- Route a drip loop in outdoor cables and keep connectors above standing water. Use weather-rated power distribution and residual-current protection as required locally.
- Position the projector so the optical window cannot collect water and service panels remain accessible only to authorized personnel.

IMPORTANT

IP65 does not make the projector suitable for immersion or pressure washing. Field-opened covers, loose glands, damaged seals and non-rated adapters can invalidate weather protection.

PRODUCT CONTROLS AND CONNECTIONS



O35 rear/side installation view. Port layout may vary with FB4 configuration.

No.	Control / connection	Function
1	Laser aperture	Output window; never look into it.
2	Emission indicator	Shows when the system is armed and ready to emit.
3	LCD + menu knob	Mode selection, geometry, color and system settings.
4	Key switch	Enables the laser safety circuit when turned ON.
5	Power switch	Main power ON/OFF.
6	Power input / output	AC mains input and optional power link.
7	Bracket handles	Adjust and lock projection angle.
8	Interlock ports	Remote safety loop / E-stop connection.
9	ILDA input / output	External ILDA control and pass-through.
10	DMX input / output	DMX512 control and daisy-chain.
11	Fuse	Replace only with specified type and rating.
12	SD-card slot	Playback content for Auto/ZLDA and DMX programs.
13	Safety rings	Attachment points for secondary safety cable.
14	Scan-fail safety	Disables output if scanning performance becomes unsafe.
15	RGB alignment access	Qualified technicians only; keep covers sealed outdoors.

Configuration note: DMX512 and ILDA are standard. Built-in FB4 network control is optional; connector positions and the available LCD modes can differ by ordered configuration.



STARTUP WITHOUT AN E-STOP BOX

CONTROLLED TEST AREA ONLY

Complete the first power-up with the aperture physically masked and no people in the projection zone. Keep the key switch OFF until all cables and controls are ready.

- 1 Place or rig the projector securely. Attach the secondary safety cable and close all weather covers.
- 2 Connect DMX, ILDA or other control cables required for the selected mode. Ensure the controller output is disabled.
- 3 Connect the AC power cable to a protected AC 100-240V, 50/60Hz supply.
- 4 Insert one supplied remote interlock connector into an INTERLOCK port. One connector is required when the projector is used alone.
- 5 Insert the safety key and turn it to ON.
- 6 Switch the projector power ON. Wait for initialization and the emission delay.
- 7 On the LCD, select the required control mode (DMX512, ILDA, ZLDA/SD-card or TEST). Save the setting.
- 8 Confirm the scan zone, masking and brightness at minimum output, then gradually enable the programmed show.

DUAL INTERLOCK PORTS

Either port may be used for a single projector. Both ports can be used for approved daisy-chain arrangements with a compatible E-stop system. Never defeat or bypass a required safety loop.





OPERATION WITH THE E-STOP BOX

The external E-stop provides immediate remote interruption of laser emission. Cable pinout and bypass requirements can differ by destination and ordered configuration; use only the supplied or approved safety accessories.

- 1 With all keys and power switches OFF, connect the projector to AC mains.
- 2 Connect the control source: ILDA, DMX512 or FB4/network as applicable.
- 3 Connect the E-stop box to the projector INTERLOCK IN port with the approved CAT5/6 safety cable.
- 4 Where required by the delivered safety system, insert the remote interlock bypass connector into the E-stop box.
- 5 Release the red mushroom E-stop by rotating it clockwise until it rises.
- 6 Press the START / RESET button on the E-stop box.
- 7 Turn the projector key and power switch ON. Wait through the emission delay, typically about 10-14 seconds.
- 8 Enable output from the control software only after the projection zone is confirmed clear.

IN AN EMERGENCY

Press the red mushroom STOP button immediately. Then turn the projector key OFF, isolate mains power and investigate the cause before resetting.

PRE-SHOW SAFETY TEST

Test	Pass condition
E-stop	Laser emission stops immediately and remains disabled until deliberate reset.
Key switch	Output cannot be enabled with the key removed or OFF.
Interlock	Opening the safety loop disables emission.
Scan-fail safety	Fault simulation / approved test confirms output is inhibited.
Mechanical masks	All audience-facing and off-site paths are physically blocked.
Software zones	All cues remain inside the approved projection boundary.



OPTIONAL FB4 / NETWORK CONFIGURATION

CONFIGURATION CHECK

FB4 is optional. Confirm whether the delivered projector includes built-in FB4 before following this page. Standard O35 units remain controllable through DMX512 and ILDA.

CONTROL PC Show software	ETHERNET LAN cable	O35 + FB4 Network input	INTERLOCK E-stop safety loop
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- Connect the PC/network controller directly to the projector LAN port or to an approved show network switch.
- Connect the safety loop independently through the designated INTERLOCK port; Ethernet is not a substitute for the E-stop circuit.
- Apply AC power, release/reset the E-stop and turn the projector key ON.
- After the emission delay, select the network/DAC mode where provided and enable output from the show software.
- Use unique network addressing and verify every projector individually before a multi-unit show.
- Keep the FB4/network ports sealed with their weather caps when not in use.

ORIGINAL FB4 RJ45 INTERFACE

On some integrated builds, the original internal FB4 RJ45 may be bypassed in favor of the weather-rated external LAN connectors. Use the labeled external connections supplied with the projector.

LCD DISPLAY AND BASIC NAVIGATION

Press the menu knob to wake the display. Rotate to highlight an item and press to select it. After changing settings, double-click the knob or select Exit Menu to save the preferred status. The active operating mode is shown on the main screen.

Main menu item	Purpose
Operation Mode	Select DMX512, ILDA, ZLDA/SD-card, TEST or network/DAC mode where installed.
ZLDA Setup	Choose cue/list playback, file index and end action.
Master Setting	Scanner rate, color shift, rescan and display/playback timing.
Geo Correction	Size, X/Y scale, shear, rotation, position, invert and XY swap.
Color Settings	Color calibration and output parameters.
Language	Chinese or English.
Device Info	Firmware and system information.
Exit Menu	Save settings, return and turn off the backlight.

STATUS INDICATORS

Indicator	Off	Slow flash	Always on
Power / TF card	Not powered	No TF card	TF card detected
DMX status	No DMX board / abnormal	Board present, no DMX signal	Normal DMX communication
Laser output	No output	-	Laser output enabled

SAVE SETTINGS

A setting may appear correct on screen but be lost after restart unless it is saved. Always perform the save action after changing operation mode, geometry, scan rate or color parameters.



OPERATION MODE AND MASTER SETTINGS

Mode	Description
DMX512	Program data is selected and transformed by DMX channels; files are read from the appropriate SD-card directory.
ILDA	External ILDA signal controls graphics and color.
ZLDA / SD-card	Plays compatible cue or list files stored on the SD card.
TEST	Plays built-in or SD-card test patterns for controlled commissioning only.
DAC / Network	Available on configurations equipped for network playback, including optional FB4.

Item	Range / default	Description
Scan Rate	5-40 kpps / 20	Number of output points per second. Use only rates suitable for the cue and scan angle.
Color Shift	0-15 / 0	Compensates timing between XY coordinates and color modulation.
Rescan	100-999 ms / 999	Delay before output is disabled after playback source loss.
Each Play	1-20 s / 2	Minimum play time for each program.
Turn Off Time	5-60 s / 30	LCD screen-off time; 60 may keep the screen on.
Animate Mode	Point / frame	Choose point-based or frame-based playback.
Animate Rate	1, 1/2, 1/3	Playback rate when point mode is selected.
Target FPS	1-40 / 10	Frame rate when frame-based playback is selected.

SCANNER SAFETY

Do not increase scan angle and scan rate without verifying the cue. Large angles, dense graphics and inappropriate point rates can overheat or damage scanners and may trigger scan-fail protection.

GEOMETRY CORRECTION

Item	Range	Function
Master Size	0-100% 0-	Overall output size.
X Scale	100% 0-100%	Horizontal scaling.
Y Scale	-100 to +100%	Vertical scaling.
X Shear	-100 to +100%	Horizontal trapezoid / skew correction.
Y Shear	0-359°	Vertical trapezoid / skew correction.
Z Angle	-100 to +100%	Image rotation.
X Position	-100 to +100%	Horizontal image position.
Y Position	0 / 1	Vertical image position.
X Invert	0 / 1	Normal or reversed horizontal axis.
Y Invert	0 / 1	Normal or reversed vertical axis.
XY Swap		Swap X and Y axes.

ZLDA / SD-CARD PLAYBACK

Item	Option	Description
Play Mode	Cue	Loops one selected cue file.
Play Mode	List	Plays files from the selected list directory.
Play Mode	None	Disables output.
File Index	001-999	Selects the cue file or list folder.
End Action	Loop	Restarts from the beginning at the end.
End Action	Stop	Disables laser output at the end.

FILE AND DIRECTORY NAMES

Use the directory structure and file format supplied with the projector. Back up the original SD card before changing content. Test every imported file at low brightness in a controlled area.

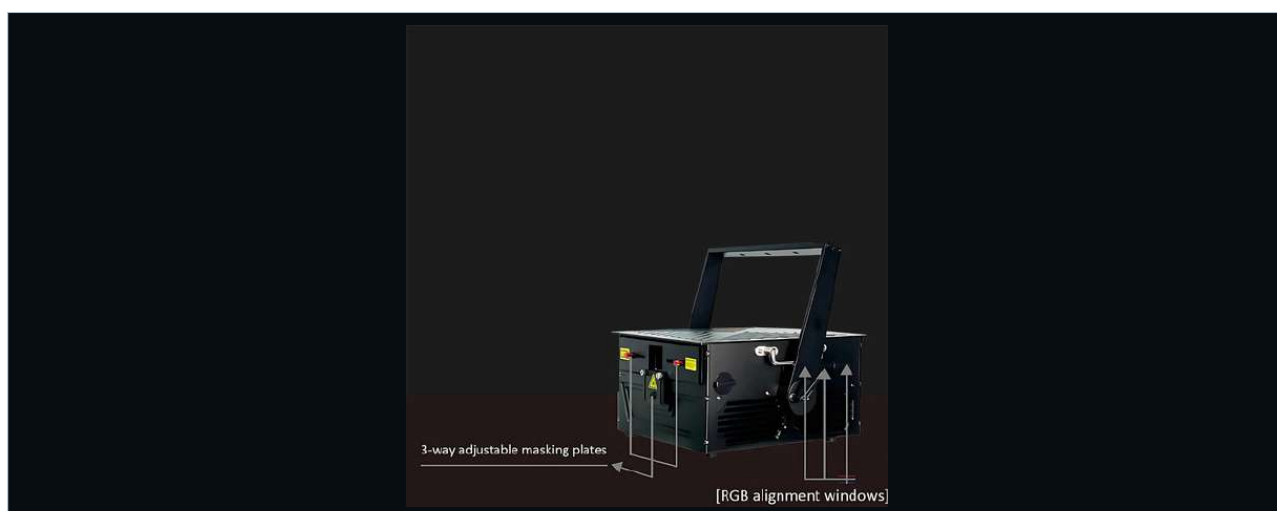


TECHNICAL SPECIFICATIONS

Item	O35 specification
Laser source	Pure diode-based full-color RGB laser system
Laser classification	Class 4
Guaranteed output	35W total true RGB; individual color allocation varies by build
Scanner	30 kpps at ILDA 8°; maximum scan angle up to approx. 53°
Beam size at aperture	Approx. 6.5 x 10 mm
Beam divergence	< 1.0 mrad
Color modulation	Analog, >100 kHz
Power supply	AC 100-240V, 50/60Hz
Power consumption	< 400W
Net weight	Approx. 24.5 kg; configuration dependent
Product dimensions	Approx. 535 x 358 x 203 mm (D x W x H), excluding bracket
Control modes	Auto/ZLDA, SD-card, DMX512, ILDA; optional built-in FB4
Operating temperature	-20°C to +40°C
Protection rating	IP65 when correctly sealed and installed
Safety elements	Key switch, interlock, emission delay, scan-fail safety, mechanical shutter/masking, adjustable aperture plates
Applications	Landmark façades, parks, festivals, touring stages, outdoor brand activations and controlled laser mapping

CONFIGURATION CONTROL

Product specifications, connector layouts, dimensions and supplied accessories can change with customization and optional FB4. The order confirmation and serial-number-specific documentation take precedence.



Three-way adjustable aperture masking plates and side RGB alignment access.



DMX512 - 16 CHANNEL MODE

CH	Value	Function
1	0-31 / 33-95 / 97-159 / 161-223 / 225-255	Blackout / upper 4 channels / upper 8 / upper 12 / upper 16
2	0-15, 17-31, 33-47 ... 129-255	Page 1 through Page 9
3	0-32; 33-35 onward	Blackout; Program 1 through Program 48
4	0-15 / 17-31 / 33-255	Default speed / pause / 25%-200% speed
5	0-255	Brightness 0%-100%
6	0-255	Master size 0%-100%
7	0-255	X size -100% to +100%
8	0-255	Y size -100% to +100%
9	0-255	Z rotation 0°-360°
10	0-255	X position: left - center - right
11	0-255	Y position: top - middle - bottom
12	0-255	Visible points 0%-100%
13	0-31 / 33-223 / 225-255	Default / 6-29 kpps / 30 kpps
14	0-255	Reserved
15	0-31 / 33-223 / 225-255	Original color / color table / white
16	0-255	Reserved

DMX NOTE

DMX ranges are decimal values from 0 to 255. Confirm the selected LCD operation mode and starting address before connecting the controller.

DMX512 - 26 CHANNEL MODE

CH	Value	Function
1	0-255	Page index; 0-3 blackout, then groups of four values select pages 1-63
2	0-255	Program index; 0-3 blackout, then groups of four values select programs 1-63
3	0-255	Playback speed; 0 original, 1-255 = 1%-255%
4	0-255	Brightness 0%-100%
5-6	0-65535	Master size 0%-100%
7-8	0-65535	X size -100% to +100%; center = 32768
9-10	0-65535	Y size -100% to +100%; center = 32768
11-12	0-65535	Z rotation 0°-360°
13-14	0-65535	Z rotation speed -60 to +60 rpm; 32768 stationary
15-16	0-65535	X position -100% to +100%; center = 32768
17-18	0-65535	Y position -100% to +100%; center = 32768
19	0-255	Scan rate 5-30 kpps
20	0-255	Red brightness 0%-100%
21	0-255	Green brightness 0%-100%
22	0-255	Blue brightness 0%-100%
23	0-255	RGB color change; 0 original, 1-255 = 0%-100%
24	0-255	Start visible point 0%-100%
25	0-255	End visible point 0%-100%
26	0-255	Strobe; 0 off, 1-255 = 1-20 Hz



DMX512 - 39 CHANNEL MODE (1-19)

CH	Value	Function
1	0-149 / 150-190 / 200-239 / 240-255	Blackout / setup mode / playback mode / blackout
2	0-255	Maximum brightness used in playback mode
3	0-255	Test pattern 1-255
4-5 6-	0-65535	Setup maximum X size -100% to +100%; center = 32768
7 8-9	0-65535	Setup maximum Y size -100% to +100%; center = 32768
10-11	0-65535	Setup X position -100% to +100%; center = 32768
12-13	0-65535	Setup Y position -100% to +100%; center = 32768
14	0-65535	Setup Z rotation 0°-360°
15	0-255	Page index 1-255
16	0-255	Program index 1-255
17	0-255	Playback speed; 0 original, 1-255 = 1%-255%
18-19	0-255	Brightness 0%-100%
	0-65535	Master size 0%-100%

16-BIT CHANNEL PAIRS

For paired channels, the first channel is the most significant byte and the second is the least significant byte unless your controller profile specifies otherwise.

DMX512 - 39 CHANNEL MODE (20-39)

CH	Value	Function
20-21	0-65535	X size -100% to +100%; center = 32768
22-23	0-65535	Y size -100% to +100%; center = 32768
24-25	0-65535	Z rotation 0°-360°
26-27	0-65535	Z rotation speed -60 to +60 rpm; 32768 stationary
28-29	0-65535	X position -100% to +100%; center = 32768
30-31	0-65535	Y position -100% to +100%; center = 32768
32	0-255	Scan rate 5-30 kpps
33	0-255	Red brightness 0%-100%
34	0-255	Green brightness 0%-100%
35	0-255	Blue brightness 0%-100%
36	0-255	RGB color change; 0 original, 1-255 = 0%-100%
37	0-255	Start visible point 0%-100%
38	0-255	End visible point 0%-100%
39	0-255	Strobe; 0 off, 1-255 = 1-20 Hz

DMX INSTALLATION NOTES

- Use a proper impedance-controlled DMX cable, not microphone cable, for long runs.
- Assign non-overlapping start addresses unless identical mirrored operation is intended.
- Daisy-chain DMX IN to DMX OUT and terminate the final fixture when required.
- Keep DMX/data cables separated from high-current power cables and motors where practical.
- Test blackout, brightness, position and scan-rate channels before enabling a public show.



MAINTENANCE, CLEANING AND INSPECTION

Dust, haze, smoke and outdoor contamination can reduce brightness, obstruct cooling and shorten component life. Regular inspection is essential. Disconnect mains power, allow the unit to cool and keep the key removed during maintenance.

Item	Recommended interval	Procedure
Optical window	Every 2 weeks; more often in severe conditions	Use clean air and a lens-safe cloth with pure isopropyl alcohol or an approved optical cleaner. Do not use abrasive materials.
Exterior and vents	Every 2 weeks	Wipe the housing; remove dust without forcing debris or liquid into the enclosure.
Bracket, clamps, safety cable	Before every installation	Check deformation, corrosion, cracks, loose fasteners and correct load rating.
Weather seals and caps	Before every outdoor use	Inspect gaskets, glands and connector caps; replace damaged parts before exposure.
Internal components	Approximately every 4 weeks in heavy-use environments	Factory-authorized technician only. Opening the enclosure can expose hazardous laser radiation and affect IP protection.
Safety systems	Before every show	Test key, interlock, E-stop, emission delay, scan-fail safety and masking.

TROUBLESHOOTING

Symptom	Checks
No power	Verify AC supply, cable, power switch and correct fuse. Disconnect power before fuse inspection.
Powers on, no laser	Check key ON, interlock/E-stop reset, emission delay, active control mode, software output and master brightness.
No DMX response	Verify DMX mode, start address, cable polarity, controller output, termination and DMX status indicator.
No ILDA / network output	Confirm correct mode, cable, DAC/network address, show software output and optional FB4 configuration.
Distorted or clipped image	Reduce size/scan angle, check geometry settings, scan rate and mechanical masks.
Low brightness / poor color	Clean optical window, confirm color channels, inspect alignment only through authorized service.
Unit overheats / shuts down	Stop operation, clear vents, reduce ambient heat and have fans/cooling inspected.

WARRANTY AND SERVICE

Eligible units include a one-year limited warranty. Damage caused by improper voltage, immersion, impact, unauthorized modification/service, incorrect operation or force majeure is not covered. Contact Starshine Lights with the model, serial number, photos/video and a clear fault description before returning equipment.

