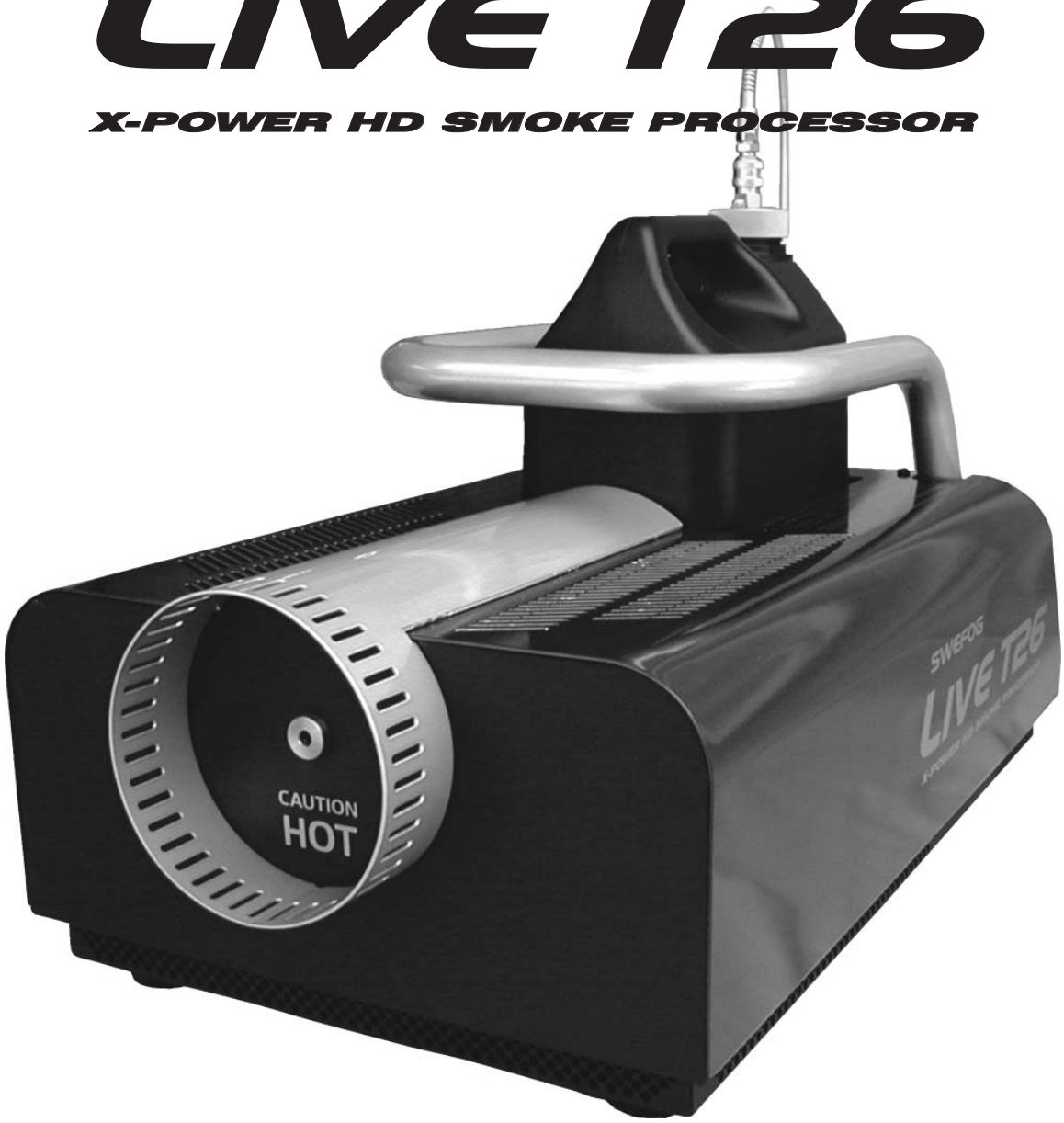
LIVE T26

X-POWER HD SMOKE PROCESSOR



OWNER´S MANUAL

Item no. 40 201-240 Live T26 240V 50Hz

SWEFOG®

OPEN MINDS

CAUTION !

IMPORTANT!
Read all cautions and warnings prior to assembly, mounting and operating this equipment.

IMPORTANT !
Prière de lire toutes les précautions et les avertissements avant l'assemblage, le montage et de faire fonctionner cet équipement.

WICHTIG !
Lesen Sie alle Warnungen sorgfältig bevor Sie das Gerät zusammenbauen, installieren und benutzen.

¡IMPORTANTE!
Por favor, lea todas las precaucionas y las advertencias antes de ensamblar, montar y operar este equipo.

IMPORTANTI!
Leggere tutti gli avvertenti prima di montare e usare questo apparecchio.

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TABLE OF CONTENTS:

How to use this guide:

For your safety, it is important that you read this manual thoroughly before you operate the Live T26.
This manual describes how to unpack, plan for, set up and operate the machine. It also lists important safety precautions and a separate service & maintenance manual for technical support.

In this manual you will find the following symbols:

CAUTION: This symbol appears adjacent to caution messages. Not heeding these messages could result in minor personal injury and / or damage to equipment.

WARNING: This symbol appears adjacent to warning messages. Not heeding these messages could result in serious personal injury !

The owner´s manual contains important safety precautions and information on how to use your machine. Always read the owner's manual before using the machine!

This manual and updates can also be downloaded as PDF-files from the internet: www.swefog.com

QUICK SETUP GUIDE:

1. **Read chapter 3: "safety precautions".**
2. **Place machine on a level surface.**
3. **Prepare a SWEFOG smoke fluid canister, screw the metal capsule on and tighten. Place the canister in the machine and connect the fluid suction tube.**
4. **(For DMX control only): Connect DMX cables**
5. **Connect to a mains outlet with earth lead (11 Amps, 2600W)**
6. **Select operation mode by press MODE button.**
7. **Machine is ready after heat up, approx. 10 minutes.**

1. INTRODUCTION:

The Live T26 is a high power smoke generator. Due to the very precise output control and the integrated fan outlet control, the machine can be used for many purposes.

- Very high output – 1,800 m^3 / minute at full power.
- Continous operation at 50% output or below.
- Precise output control 1 – 100%, adjustable in 99 steps.
- Cast aluminium heat exhanger with dual stainless steel vaporizer coils.
- Built with the use of industrial quality components.
- Full R.I.S.C. microprocessor control. Software upgrade-able.

We hope that you will be fully satisfied with the performance of Swefog Live T26. To keep your machine functioning like new for its entire life, it is important to follow the instructions in this manual and to have regular maintenance of the machine.

For the best results, use only original waterbased Swefog original smoke or haze fluid in the machine. **Use of any other fluid will void the warranty.**

1.1 A few words about smoke fluid – What is a "quality" fluid?

Most waterbased smoke or haze fluids contains glycols. The glycols in the mixture creates the white particles that we recognizes as smoke or haze. Mainly, there are two very important things to remember about fluids and smoke machines:
1: The water must be de-ionized. If the water contains minerals like calcium, salt etc; the heat exchanger´s pipes will first be coated (causes poor output), and finally it will clogg the pipes completely, and your machine is damaged. The pipes cannot be cleaned.
2: The glycol used in the mixture has to be very clean. If not, it may clogg the heat exchanger, and most important of all, if the glycol is not 100% pure, it may be hazardous for health, as it will contain a few promilles of unknown substances which may be dangerous for health when heated.

And there is one very important thing to remember about fluids and health safety:
There are many low-cost fluids available, manufactured from water and chemicals with unknown purity. The Live T26 will probably work with most of them, but always remember: You will always get what you paid for, use original fluid. Why? The T26 is a high performance machine, and it is developed with Swefog fluids. If other fluids are used, remember, these fluids are not tested & approved by the manufacturer. Other fluids can be mixed for a different vaporize (heater) temperature or contain other chemicals and / or a different balance between water and glycols in the mixture. There might be problems with bad ("wet") or even toxic smoke, which can cause serious personal injury. A clogged heater block is able to replace. Personal injurys are worse. Always remember, you are responsible for the safety of the smoke appliance. The manufacturer cannot be held responsible if the wrong type of fluid is used.
Non-toxic smoke and the longest lifetime of your machine is achieved with the original fluids your machine once was developed for. And by using Swefog original fluids, you´ll be 100% sure the smoke produced by your machine is clean.
Swefog smoke & haze fluids are based on pure, de-ionized Swedish water which is de-mineralized in an industrial laboratory, and guaranteed free from minerals. It contains glycol of pharama (medical) quality only – the finest and most pure glycols available. The fluid is mixed and bottled in our factory, which guarantees full production quality control, and a clean fluid of the highest quality.

We strongly recommend that you use Swefog original smoke fluid in your machine. Swefog fluids are not more expensive than any other high quality smoke fluid.

1.2 The Swefog Live T26:

The T26 was developed with one goal in mind: To build the most versatile smoke machine on the market. Most smoke machines today are based on old technology, with great difficultys to regulate the smoke output. The T26 uses a very powerful heat exchanger, with an extremely high capacity. The dual piston-pumps are microprocessor-controlled, and the very precise output control allow the user to create everything from very small amounts of fog to extreme volumes of pure, white smoke.
The Live T26 is advanced, but very easy to use, with the use of an alphanumerical display and a simple-to-use menu system.
We recommend that you should have great experience with smoke appliances to use the T26, but you don´t have to be an engeneer to handle it. Just read this manual to understand your machine and get started!

1.3 How does a smoke machine work ?

Very simplified, a smoke machine contains a heater block (A), a pump (B) and an electronic control module (C). The heater block contain a pipe system, an electric heater and metal, which works like a "battery" for heat storage. The electronic module controls the temperature in the heater block and the pump speed. When smoke is produced, the pump starts to pump smoke fluid into the heater. Due to the very high temperature in the heater block, the fluid will vaporize to a white smoke. When the fluid is vaporized, it consumes tremendous amounts of energy, which will cause the temperature in the heater block to sink. The electronics will reduce the pump speed, and finally disable the pump, when the temperature is below the minimum operational level, in order to avoid "wet" (unvaporized) smoke. The machine will stop for re-heating.

1.4 EPR – Electronic Pump Ramping:

The selected output will be proportional reduced with sinking temperature in the heater block, in order to avoid unvaporized ("wet") smoke fluid coming out. It will also increase the total smoke output capacity, as the machine will use all heat available in the heater block. The reduced pump speed allow the metal to equalize the temperature in the heat exchanger.
Example: If smoke is on at 100% output, the pumps will run att full speed during the initial burst, then the pump speed will be slowly reduced until the heater temperature is below the minimum operational level, and the pumps will be disabled. Smoke will not be available until the machine is re-heated.

1.5 Intelligent Soft Start:

To maximize performance and safety, your T26 is equipped with an advanced soft start system (do not mix up with the EPR system). Soft start is used to reduce the "crack" noise, created during the initial burst of smoke. The "crack" noise is caused by the pump pressure overcoming the incredible back pressure of the heat exchanger. The soft start electronics gradually powers the pump, eliminating this crack and ensuring a quieter and smoother operational level following initial start up. It will also increase the lifetime of the internal components, as high pressure peak loads on pumps, piping and couplings are reduced.
The T26 will always start the pumps at 20%. The electronics will slowly increase (or decrease) the pump speed to the selected output level. At full output (100%) selected, the soft start will start the pumps at 20%, and increase the speed during 6.4 seconds to 100%. The maximum soft start time is therefore 6.4 seconds. At selected outputs below 100%, the soft start time interval will be shorter.

Please note: The maximum pump speed is always controlled by the EPR system. If the temperature is too low for the selected output, the EPR will automatically reduce the pump speed. This is a fully automatic system, controlled by the processor, and cannot (and should not) be disabled or modified by the user.

2. Unpacking:

The Live T26 package contains:

- One machine.
- One canister metal fitting with fluid suction pipe and floatchamber.
- One manual.
- Please note, no fluid is included.
- Save the carton and packing material for future use.
- If the machine needs to be transported, ship in the original box, and place it on a small pallet. Use stripes to fix it to the pallet. It is a cheap and simple way to avoid damage during transport.

3. Safety precautions:

WARNING

- **Smoke residues and fluid spillage may be dangerous. A slippery surface can cause serious personal injury! ALWAYS check surfaces before, during and after the use of the machine.**
- **Do NOT install this machine directly over an audience.**
- **Do NOT point the discharge directly into an audience.**
- **Make sure the area in which this product is to be used is well ventilated.**
- **Do NOT operate near flammable materials or fire.**
- **Do NOT place hands or face near heat exchanger or output during operation. NOTE: There might be puffs of smoke from the output when machine is not operating.**
- **Do NOT expose to rain or moisture.**
- **Connect to mains outlet with earth. Use a cable with earth. Check for correct voltage**

and/or mains frequency (see machine label). NEVER use the machine with wrong mains voltage or frequency.

- **NOTE: The condensation of the smoke makes floors, stairs and other surfaces slippery. Do NOT point the discharge towards cool or hard surfaces like wood, plastics, glass or metal. If the machine is frequently used, or used for a long time, often check that no surface becomes slippery.**

CAUTION !

- **Use Swefog waterbased fluids only. Other fluids may damage the machine, cause residues inside and outside the machine, or cause toxic or odorous smoke. USE OF ANY OTHER FLUID WILL VOID THE WARRANTY.**

- **The fluid contain glycol. Glycol may cause some types of paint to get wet. It may also affect other materials or surfaces. It may cause unprotected metal surfaces to corrode (rust). Do not point the discharge directly to a painted or sensitive surface.**

- **NEVER mix or dilute the fluid.**

- **NEVER heat the fluid. Use room-temperature fluid only.**

- **Use your head! Use responsible concentrations of fog to create atmospheric effects.**

- **NOT for residential use.**

- **Operate in room temperature only.**

- **NEVER cover vents or air inlets on the machine housing.**

- **Service internal parts ONLY if you have the know-how and experience to perform the service correctly. If not, please contact a Swefog service centre or the manufacturer. NOTE: Incorrect service works and/or the use of non-original spare parts will void the warranty.**

- **NEVER change parts or details inside, use original spare parts only!**

- **NOTE: If there is – for any reason – a fluid leakage or spillage, wipe off fluid spillage. DO NOT use the machine until it is mended.**

- **NOTE: The smoke may cause residues on mirrors, lenses and similar components. Keep away from equipment with fan ventilation.**

- **Must be handled by personnell with great experience with smoke appliances.**

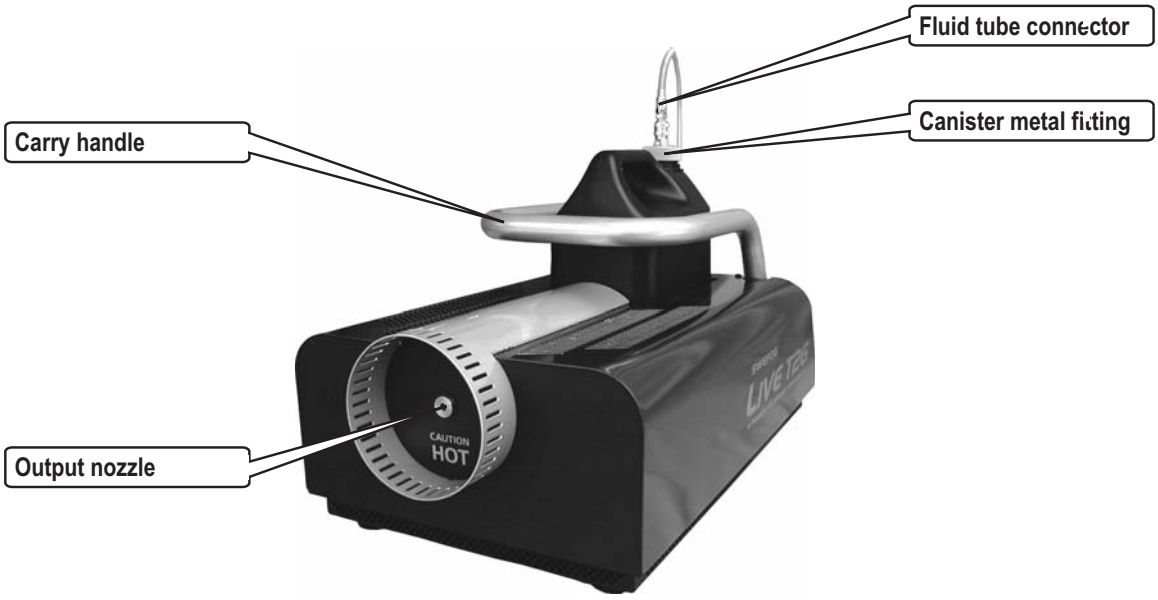
- **Operating the machine with an empty fluid tank will damage the pumps. Normally, the automatic pump shutdown system will disable the pumps when the fluid is almost empty (approx. 0,5 L left). The system only works with the floatchamber in the tank, and capsule facing backwards.**

4. CE-conformity (230V models only):

We, Swefog, declare that the appliance described in this manual conforms to the EEC machine directive. Complete documents may be required from Swefog.

CE

5. Installation planning & precautions:



1. Place the machine on a level surface.

2. Use Swefog fluid, 5L canister size. Remove the plastic capsule, replace it with the canister metal fitting with fluid suction pipe (included with the machine). Ensure an airtight connection.

WARNING

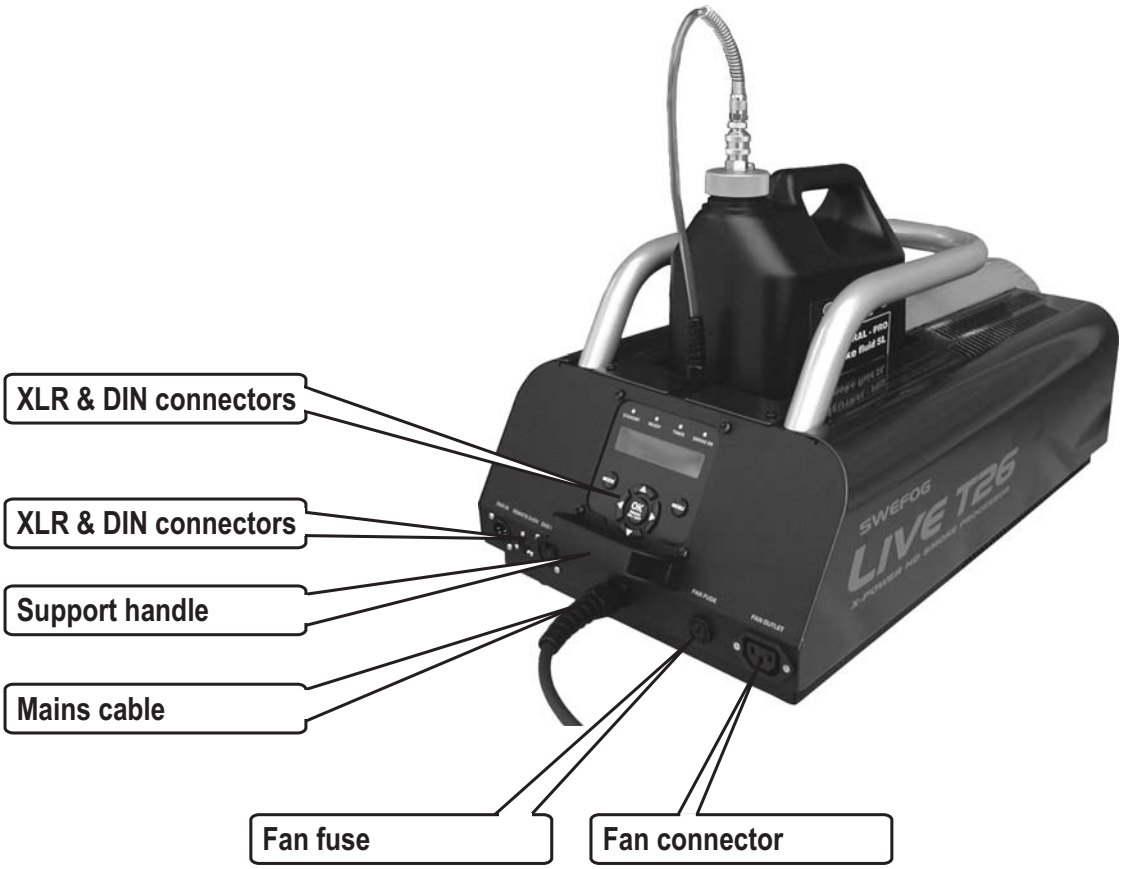
RISK OF FIRE OR EXPLOSION! NEVER use any kind of flammable liquid in the machine.

OUTPUT NOZZLE BECOMES EXTREMELY HOT! Keep hands off!

3. Place the canister in the canister space, with the capsule facing backwards. NOTE: If the canister is placed in the opposite direction, with the capsule facing the front, the automatic pump disable system will not work when the fluid is empty.

4. Connect the fluid tube to the canister.

5. NEVER fill fluid or replace canister while machine is operating. To refill fluid to a canister, always remove the canister from the machine! Do NOT fill fluid with the canister placed in the machine.



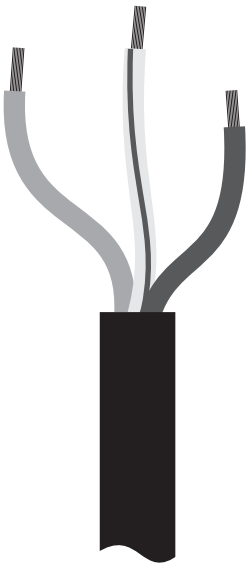
6. If the machine is to be used with DMX: Connect a 5-pin DMX cable to the male (=input) XLR connector. See below for further instructions.

6. Fog capacity:

- In all modes, the T26 can produce fog until the temperature is below the minimum operational level. Below this point, the pumps are unable to run.
- The machine can produce smoke continous (without interrups for re-heating) at output levels below 50%. If the machine is to be used for continous operation, make sure the maximum heater temperature is reached before the operation starts.
- At output levels between 50% and 80%, the machine can produce smoke for several minutes without interrups for re-heating.
- At output levels more than 80%, the machine can produce fog for 60 – 120 seconds until the temperature is below the minimum operational level.

7. Wiring & connectors:

7.1 Mains cable:



Mains cable wiring instruction:

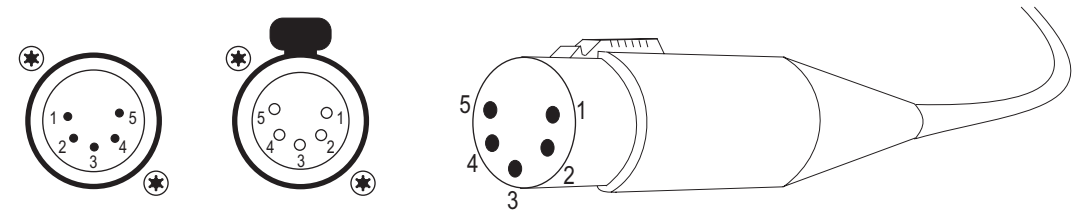
Brown: Live
Blue: Neutral
Yellow / Green: Earth

The Live T26 is fitted with a mains cable with European standard plug with earth. If the plug is replaced, connect the wires as shown above. Use a mains plug approved for min. 16 Amps.

WARNING

RISK OF ELECTRIC SHOCK!
Refer to qualified personnell if the mains cable must be modified or replaced. NEVER use a damaged cable.

7.2 DMX Connection:



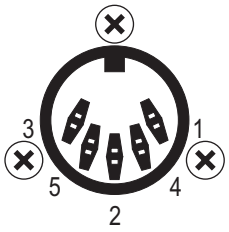
Male connector Female connector Female XLR plug

Use a 5-pin <u>female</u> XLR for DMX <u>input</u>.
Pin 1 = signal + (positive)
Pin 2 = signal – (negative)
Pin 3 = 0V (earth)

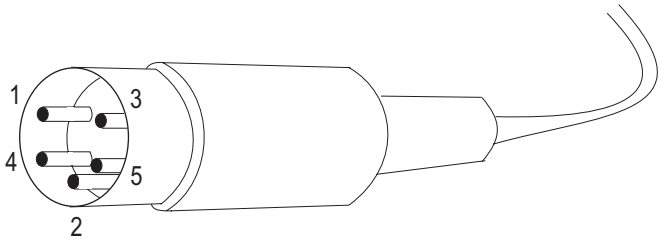
Onboard XLR connectors:
MALE: Data IN for receiving data.
FEMALE: Data OUT for transmitting data.

7.3 DIN Remote / 0-10V analogue connector:

DIN 41 524 pinout:



Female connector on machine



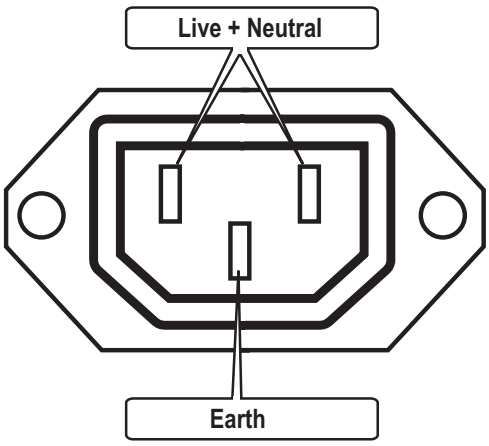
Male plug from Swefog analogue remote controller or a 0-10V lightdesk.

Use a 5-pin <u>male</u> DIN plug for connection of an analogue remote control.
Pin 1 = Smoke density (not used on T26).
Pin 2 = Ground
Pin 3 = Fan speed
Pin 4 = Smoke output
Pin 5 = +12V out (used with Swefog remote control <u>only</u>, NOT for use with a light desk or for any other purpose).

Do NOT link or short circuit any pins! It may damage the machine´s electronics.
If an external voltage source (e.g. a lightdesk) is used, NEVER exceed +12V output voltage!

See chapter 6:4 (Operation: Remote / 0-10V mode) for further information.

7.4 FAN Connector:



Use a cable with IEC male connector for power supply to an external fan.
The connected fan must be earthed.

NEVER use a 2-pin IEC connector without earth.

8. OPERATION :

8.1 Control panel & display:

All settings & programming is made with the use of the control panel & the alphanumerical display.

SWITCH ON: Plug the T26 into a power socket with the appropriate voltage. NOTE: The machine consumes 2,600 Watts = 11 Amps at 230V and NO fan connected.

- Auto-ON: If the machine has been disconnected from mains, it will automatically switch ON when the plug is connected to a mains socket. The GREEN "standby" indicator illuminates.

- From Standby mode (RED "standby" indicator illuminates): Press and hold the "OK" switch until the "standby" indicator illuminates GREEN.

The T26 will require approximately 8 minutes to heat to a minimum operational temperature, and approximately 10 minutes to heat to its highest temperature.

STANDBY INDICATOR:

- No indication: The machine is disconnected from mains.
- RED: Standby.
- GREEN: Power ON.

READY INDICATOR:

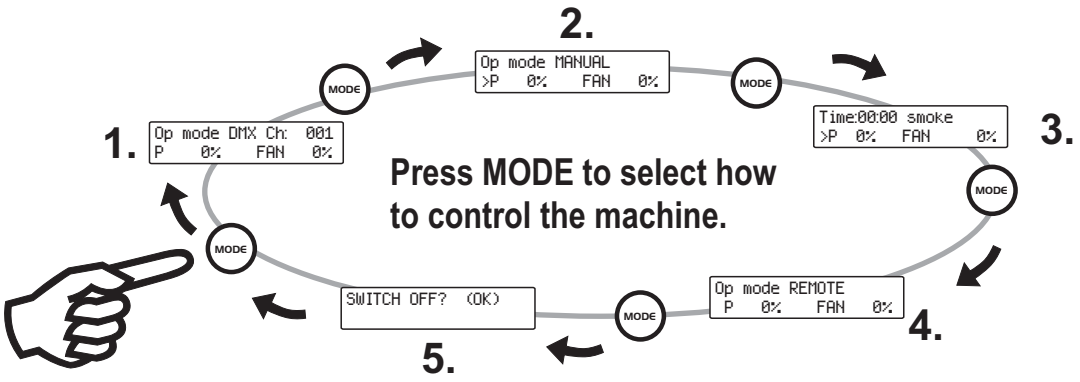
- Until the GREEN "ready" indicator starts to flash, the pumps are unable to run.
- A flashing indicator indicates that the machine is able to produce fog, but the machine is still heating and is not yet at its full capacity.
- The indicator illuminates at highest temperature. This indicates maximum fog capacity.
- The indicator will start to flash during operation. This is normal, and indicates the machine is re-heating.

TIMER INDICATOR:

- YELLOW: Timer is in operation.

8.2 Operation mode:

- Press MODE switch to select how to operate the machine: DMX / Manual / Timer / Remote 0-10V/ switch off.



8.2.1 DMX mode:

Select DMX mode to control the machine from a DMX light desk.

1. INTRODUCTION:
The display indicates: Operation mode (DMX), programmed start channel, pump and fan output.

```
#Rs#prgh#GP[#Fk##334#
##S###3(####IDQ###3(#
```

The machine uses maximum 2 channels:
Channel 1 = Output, channel 2 = fan speed.

The last stored address will be stored in the processor´s memory when the machine is switched off and / or mains voltage is disconnected. This address is default next time the machine is switched on. In an application where the machine is used with the same address every time (e.g. on tour or in permanent installations), set of address is not necessary, as the machine always start up with the same address automatically.

If, for any reason, a different address is to be used temporarily: Set the temporary address (indicated in display window), but do not press "OK". The machine will respond to the temporary address until mains power is switched off. Next time it is switched on, the common favourite address will be set as default.

2. ADDRESS PROGRAMMING:

1. Press MENU to set a start address. Use the ▲ / ▼ buttons to select an address between 1 and 511. Press OK to store the address.

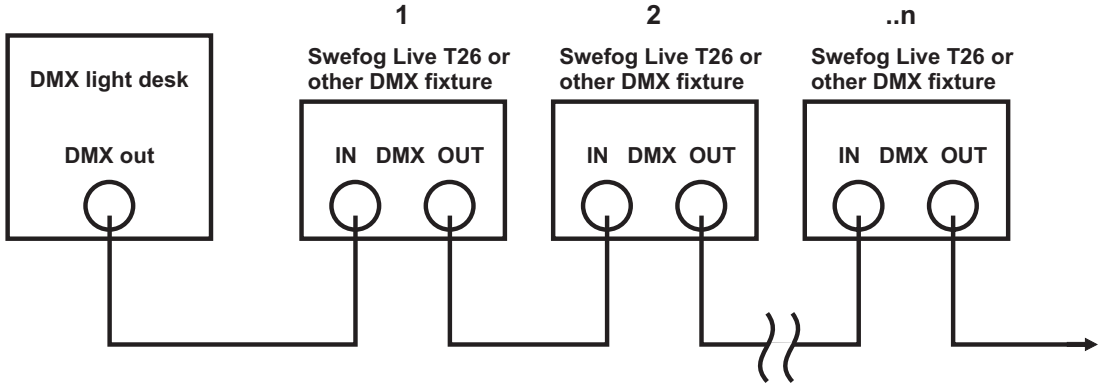
```
Vhw#vwduw#dgguhvv#
Fk###334#
```

2. Press MENU for exit.

3. The fog output and fan speed is proportional to the DMX level:

Output %	DMX level	Output %	DMX level	Output %	DMX level
1	4	35	90	70	179
5	14	40	102	75	191
10	26	45	115	80	204
15	39	50	129	85	217
20	51	55	140	90	230
25	64	60	153	95	242
30	77	65	166	100	255

3. DAISY-CHAIN MULTIPLE FIXTURES:
Use a standard DMX cable, with one male and one female 5-pin connector. Use the male plug for connection to the DMX out (female) connector on the machine. Plug the other end (female connector) of this cable to the next unit in the series. Repeat this step with each successive unit in the chain (connect unit 2 to 3, unit 3 to 4 etc), until all units are connected.
Daisy-chain rule: You need one DMX cable for each unit you want to connect in the daisy-chain.



8.2.2. Manual mode (stand-alone):

Select manual mode if you wish to operate the machine from its keypad only.

```
#Rs#prgh#PDQXDO#
#AS###3(####IDQ###3(#
```

1. Set fog output level (P) and fan speed (Fan): Use the ▲ / ▼ buttons to set an output level from 0 to 100%. Press and hold for faster count. Use the ◄ / ► buttons to change between smoke output and fan speed. An arrow indicates whether the smoke output (>P) or the fan speed (>Fan) is set.

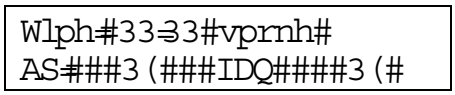
2. Press OK button for start the production of fog. The RED “smoke on” indicator illuminates. NOTE: The soft start system always starts the machine at 20% fog output. After a few seconds the machine will produce fog at selected level.

3. Press OK button for stop fog production.

   In manual mode, the fog production is automatically disabled if the machine stop for re-heating. After an interrupt, the user need to press the “OK” button for continue the fog production. This is a safety feature to prevent from uncontrolled fog production.

8.2.3. Timer mode:

Select timer mode to produce fog with fixed time intervals. The T26 uses the microprocessor to control operate / delay time, which makes the timer very precise.



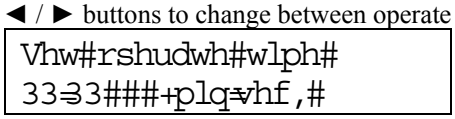
1. INTRODUCTION:

The machine is using the microprocessor to control the timing process, which makes smoke & delay times 100% precise.

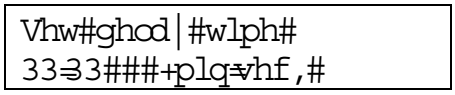
NOTE: Do not program short operate time intervals (below 7 seconds) if you have selected a high fog output. The pump soft start system will prevent the pumps to run at full speed the first seconds.

2. PROGRAMMING THE TIMER:

1. Press MENU to set operate and delay time. Use the ▲ / ▼ buttons to set time in seconds. Use the ◄ / ► buttons to change between operate and delay time. Press MENU to exit.



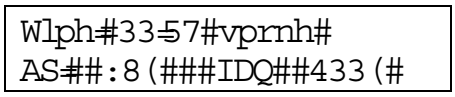
◄ / ►



2. Set fog output level (P) and fan speed (Fan): Use the ▲ / ▼ buttons to set an output level from 0 to 100%. Press and hold for faster count. Use the ◄ / ► buttons to change between smoke output and fan speed. An arrow indicates whether the smoke output (>P) or the fan speed (>Fan) is set.

3. ACTIVATING THE TIMER:

1. Press **OK** button to start the timer. The YELLOW "Timer" indicator illuminates. The display indicates remaining time (operate / delay). The RED "smoke on" indicator illuminates when machine is operating. The indicator is off at delay status.

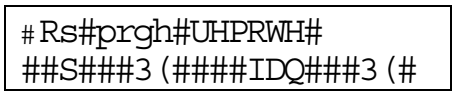


NOTE: The soft start system always starts the machine at 20% fog output. After a few seconds the machine will produce fog at selected level.

2. Press **OK** to stop the timer. The Yellow "Timer" indicator is off.

8.2.4. Remote / 0-10V mode:

Select this mode to control the machine with a Swefog analog remote controller (optional) or a 0-10V light desk.



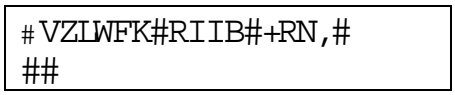
Connect the remote controller or a cable from a light desk to the 5-pin DIN connector. The fog output and the fan speed is proportional to the amount of voltage supplied.

Swefog analog remote control:

1. Select fog output with the “fog output” knob.
2. Select fan speed with the “fan speed” knob.
3. To produce fog, press the “smoke on” switch.

NOTE: When analog remote control is used, all values are approximate. The display on the machine indicates the current smoke output.

8.2.5. Switch off:



Press **OK** for standby. The RED standby indicator illuminates. At standby mode, the main processor, heater, pumps and all other internal electrical parts are OFF. The machine uses a power save circuit which senses the OK button only, for switching on.

8.3 External fan control output:

Connect a 1-phase 230V fan to the IEC fan outlet. Maximum fan motor power is 500W.

NOTE: With a fan connected, the total power consumption is increased. The fan motor power consumption is added to the consumption of the machine (2,600W). With a 500W fan connected, the total power consumption is 3,100W (= 13,5 Amp. At 230V). Make sure your power outlet socket is appropriate fused.

The fan speed is controlled with the electronics. The internal fan speed regulator works like a light dimmer, the output voltage is 0 – 230V. Most fan motors does not start at fan speed levels below 30 – 40%. Always test with the fan connected. To avoid fan motor damage, do not run the fan at very low speeds, where the fan wheel does not rotate properly. If the fan is not to be used, ensure the fan speed is set to 0%, to avoid motor damage. Consult fan manufacturer for further information.

8.4 Mode Memo System (MMS):

At power on, the machine will automatically start in the same operation mode as used last time. In DMX mode, it also remember the last programmed DMX address. Read more, see chapter 2, “DMX mode”.

The MMS feature is a handy function for permanent installations, touring or any other application where the machine is always used with the same operation mode.

8.5 Low Fluid Sensing – LFS

Ioxlg#dhyho#orz#
#Sxpsv#glvdeohg#

The T26 is equipped with a wireless low fluid level sensing system, which will prevent the pumps from running dry. The LFS system uses a magnetic switch underneath the fluid canister, and a magnetic floatchamber inside the canister. When the fluid level is low (approx. 0,5 L), the pumps are disabled, and a message appears in the display.
The system will not work if the fluid cap is not facing backwards, and / or the magnetic floatchamber is inside the canister.

NOTE: Iron filings will get caught to the magnetic floatchamber and corrode, which will result as small, brown dots. Clean the floatchamber every time the fluid is changed or replaced. Magnetic metal particles can be removed with a short burst with compressed air, or a magnet.

8.6 Mechanical overheat protection:

The T26 uses three mechanical overheat protection switches: One for each pump, and one 16 Amp. thermostat for the heater block. All will automatically reset after an activation.

8.7 Ducting system:

CAUTION !

If the machine is to be used with a fog distribution system, it should be placed so that the fog is discharged into the distribution system´s inlet or as directed by the distribution systems instructions. Always use the Swefog ducting system adaptor (optional). Do NOT slip the tubing over the end of the machine´s output collar.

CAUTION! Using a ducting system may result in smoke fluid residues, which may cause slippery floors.

8.8 Flying installation:

CAUTION !

WARNING

Use the Swefog flying bracket kit (optional). NEVER install the machine directly over an audience. ALWAYS use the drip tray provided with the kit.
CAUTION! Check and clean the drip tray often, every time the fluid canister is changed. Fluid drops will cause slippery floors!
WARNING! Read the safety instructions provided with the flying bracket kit. Assemble and install the kit according to the instructions provided with the kit. Always use the safety wire provided. Wrong installation of the flying bracket kit may cause serious personal injury.

8.9 Error messages:

If a problem is discovered by the processor, it will automatically shut down the machine, and display an error code. If an error code appears in the display, contact your Swefog dealer for solving the problem. The basic error messages are: C101, C102, C103. All these error codes indicates problem with the temperature sensing system.

9. SERVICE, MAINTENANCE & REPAIR:

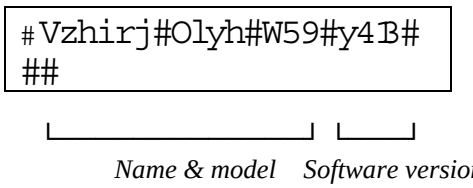
The Live T26 is made with industrial standard components. If regular care and maintenance is performed, the machine will last for many years of use.

If you have good know-how and great experience with smoke machines, you may perform cleaning and basic troubleshooting. If not, refer servicing to qualified technical personnel, or contact a preferred Swefog dealer. NEVER try to adjust or modify electrical or mechanical parts. Preferred dealers will provide qualified service technicians, and will be able to perform most service works.

This manual contains basic trobleshooting only. For serious problems with your machine, contact your Swefog dealer.

9.1 Software:

The Live T26 uses a powerful microprocessor for control of all functions. The microprocessor is using a software. If you suspect a problem with the processor, or malfunction on electronics, always check the software version. Every time the machine is switched ON, the model name & software version is displayed for 2 seconds in the display window:



Name & model *Software version*

NOTE: The software version number can not be confirmed by reading the machine label or serial number. Due to updates, the software versions may be changed several times during your machine´s lifetime. Always look for the correct software version shown in the display window.

10. TROUBLESHOOTING:

WARNING

RISK OF ELECTRIC SHOCK! DISCONNECT FROM MAINS BEFORE OPENING THE MACHINE!

SOME INTERNAL PARTS MAY BE EXTREMELY HOT !

- **MACHINE DOES NOT START UP WHEN CONNECTED TO A POWER SOCKET:**

  Q: Does the "standby" indicator illuminate red?

  YES: Press and HOLD the "OK" button until the machine is on, and the display illuminates.

  NO: Check the power socket and / or its fusing. The machine consumes 2,600 Watts (11 Amps) with no fan connected. With a fan (max power 500 W), the total consumption is 3,100 Watts (13,5 Amps).

- **OUTPUT IS SET TO 100%, BUT THE MACHINE RESPONDS VERY SLOWLY**

  This is normal. The Soft start system will start at only 20%, and fade the output up to 100% during 6,4 seconds. This will avoid "crack" noise and reduce high peak loads on internal compenents.

- **THE EXTERNAL FAN DOES NOT WORK**

  Q: Check the fan fuse. Is the fuse OK?

  YES: Check the fan and the connection. See chapter 6 for proper wiring.

  NO: There is always a reason why the fuse is blown. Check the fan and the connection cables. Incorrect fan cable wiring may cause serious personal injury.

- **THE MACHINE DOES NOT RESPOND TO DMX.**

  First, check for proper DMX cable wiring and that the correct DMX address is set. If the machine still does not work, restart the machine:

  1. Switch the machine off: Press the MODE button until "Switch off?" appears. Press OK. Unplug the machine from mains for approx. 30 seconds.

  2. Re-plug the machine, if it does not start up automatically: Press and HOLD the "OK" button until the machine is on, and the display illuminates.

  3. Check if the machine responds to the DMX signal

- **ERROR MESSAGES:**

  If there is an internal error on components or sensors, the machine will not be able to operate, for safety reasons. The basic error messages are: C101, C102, C103. All these error codes indicates problems with the temperature sensing system.
  Please note, there might be other error messages displayed, depending on updated software and technical changes / improvments. Check with your dealer or at www.swefog.com for an updated manual and service bulletins. Never repair or modify the machine yourself. Refer to qualified personnell.

- **ANY OTHER PROBLEMS:**

  If the remedies above fail to solve the problem, or if any other problem exists, contact a qualified service technician at your dealer or distributor.

11. SWEFOG WORLD-WIDE WARRANTY:

Unpacking and Saving the Shipping Materials

Do not discard the Swefog shipping carton and packing materials. The shipping carton and packing materials are specifically designed to protect this product during transport.

If you ever need to return a product for repair or maintenance, you must return it in its original shipping carton and packing materials.

Inspecting the Contents

Carefully remove the contents of each shipping carton and inspect for signs of freight damage. In case of any such damage, notify both the shipping agent and the sender immediately (may it be the sales agent or the manufacturer).

Any damage incurred in shipping is the responsibility of the carrier. In the case of hidden damage, a c1aim should be made as soon as damage is discovered. All packing material should be retained for inspection.

NOTE: Freight damage claims are invalid for fixtures or other spare parts shipped in non-factory shipping cartons and packing materials.

Limited Warranty

Unless otherwise stated, the Swefog products are covered by a two year parts and labour limited warranty.

Guarantee will be invalid if the Swefog machines have been used with fluid other than the recommended Swefog haze fluid.

It is the owner's responsibility to furnish receipts or invoices for verification of purchase, date and dealer or distributor. If purchase date cannot be provided, date of manufacture will be used to determine warranty period.

Returning an item for repair covered by warranty

Before any units are sent to Swefog for repair, a Return Form has to be filled out. This form can be obtained by contacting Swefog info@swefog.com or can be downloaded from our website www.swefog.com. The manufacturer will then make the final determination as to whether or not the unit is covered by warranty. All shipping will be paid by the purchaser. Transport costs for the returned units are not covered by the warranty and will hence be at the cost of the sender.

Under no circumstances will freight collect shipments be accepted.

Repair or replacement as provided for under this warranty is the exclusive right of the client.

Swefog Technology Group AB shall not be liable for any indirect, incidental or consequential damage, including lost profits, sustained or incurred in connection with any product or caused by product defects or partial or total failure of any product regardless of the form of action, whether in contract, tort (including negligence), strict liability, or otherwise and whether or not such damage was foreseen or unforeseen.

Warranty is void if the product is misused, damaged, or modified in any way.