



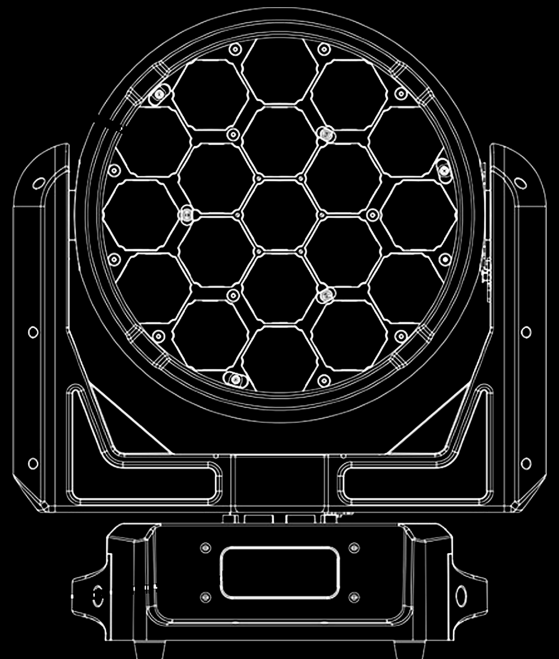
INNOVATIVE LUMINESCENCE



PHANTOM

19x60W IP65 LED WashBeam Moving Head

USER MANUAL



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Thank you for choosing the VOLUX Phantom. This manual covers safe installation, rigging, setup, operation and maintenance of the fixture. Read it completely before installing or operating the unit, and keep it with the fixture for future reference. The latest version of this manual and current firmware are available at voluxlighting.com and from the VOLUX Support Portal at support.voluxlighting.com.

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1. Safety Information

WARNING

No user-serviceable parts. Any references to servicing this product are for competent, trained personnel. Do not open the housing or attempt repairs yourself; doing so will void the warranty. All applicable codes and regulations apply to installation.

WARNING

Risk of electric shock. Always connect the fixture to a grounded circuit. Never use a power cable without a ground prong, and never operate the fixture with a damaged housing, lens or cable.

CAUTION

Intense light and hot surfaces. Never look directly into the light source. Position the fixture so the audience cannot stare into the beam at close range. Do not touch the housing during operation.

User and audience safety

- This product is intended for professional use only. Do not install it yourself if you are not familiar with stage lighting.
- Keep the fixture at a safe distance from the audience's eyes where prolonged staring is not expected.

Mounting and rigging safety

- Always carry the fixture by its grip handles.
- Always use a safety cable when suspending the fixture overhead, and make sure all accessories and rigging hardware are tightly secured.
- Keep at least 20 in (50 cm) of clearance from adjacent surfaces for ventilation.
- Keep cables clear of the pan and tilt path.

Power safety

- Do not connect the fixture to a dimmer rack or rheostat.
- Connect only to the correct voltage and a stable power source.
- Disconnect the fixture from power (breaker or power cable) when not in use to prevent unnecessary wear. Never disconnect by pulling on the cable.

Outdoor and environmental safety

- The Phantom is **IP65-rated and approved for temporary outdoor use**. Do not submerge it.
- **Not for permanent installation in extreme environments**, including marine, saline or coastal locations (within 3 miles of salt water), locations where normal temperatures exceed the operating range, and locations prone to flooding or being buried in snow.
- Outdoors, use IP-rated power and data cables, close all unused ports with the attached weather seal covers, and run cables downward away from the connectors so water cannot collect around them.
- When moving the fixture between very different environments (for example, from a cold truck to a warm, humid ballroom), condensation may form. Let the fixture adjust to the environment before powering it on. Light condensation on the lens is normal; see Section 11 to clear it.

2. Product Overview

Phantom brings arena-level output and powerful effects to a compact, weatherproof wash-beam. Nineteen individually controllable **60 W RGBL LEDs** deliver **24,000 lumens** through a honeycomb glass lens, surrounded by **76 GLODOT™ RGB backlit pixels** for eye-candy looks. A **4.5°–60°** zoom, an indexable rotating split-beam lens effect and built-in macros for both LED systems make it equally at home as a wash, a beam or a pixel effect. Both LED systems are fully mappable over DMX, Art-Net or sACN, including a dual-control mode that runs the fixture on DMX and its pixels on Art-Net.

Key features

Feature	Detail
Light source	19 × 60 W RGBL LEDs • 76 × RGB GLODOT backlit LEDs • 24,000 lm • 50,000-hour rated life
Zoom & lens	4.5°–60° motorized zoom • honeycomb glass lens • indexable rotating split-beam lens effect
Color	RGBL + RGB mixing • virtual color wheel with 100+ presets • CTO presets 2,000–8,000 K
Effects	Built-in macro programs for the primary LEDs and the GLODOT LEDs • 0–25 Hz electronic strobe with pulse, random and gradient effects
Pixel mapping	19 primary + 76 GLODOT pixels, independently mappable • dual DMX + Art-Net/sACN control
Control	DMX512, RDM, Art-Net, sACN • 26 / 98 / 251 / 321-channel modes
Environment	IP65 for temporary outdoor use • CM-4 coastal-rated coating • 50.7 lb (23 kg)

Package contents

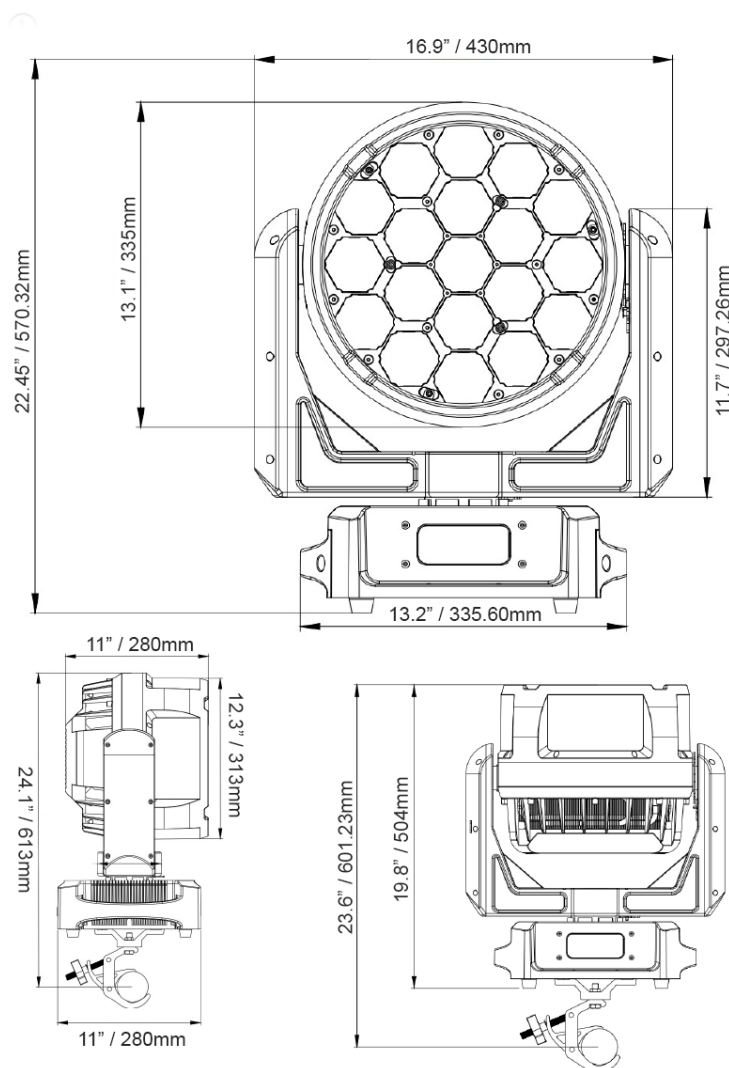
Qty	Item
1	Phantom moving head
1	TRUE1-compatible IP65 power cable
1	IP-rated 5-pin XLR DMX cable
2	Omega brackets
1	Safety cable

Quantities may vary with the original order configuration; refer to the packing list or invoice. Optional accessory: 2-unit flight case.

Claims

Unpack the fixture immediately and check that all parts are present and in good condition. If the box or contents show shipping damage, contact the carrier immediately; failure to report damage promptly may invalidate your claim. Report missing parts or damage not related to shipping to your VOLUX Authorized Dealer or Distributor within 7 days of delivery.

3. Fixture Dimensions

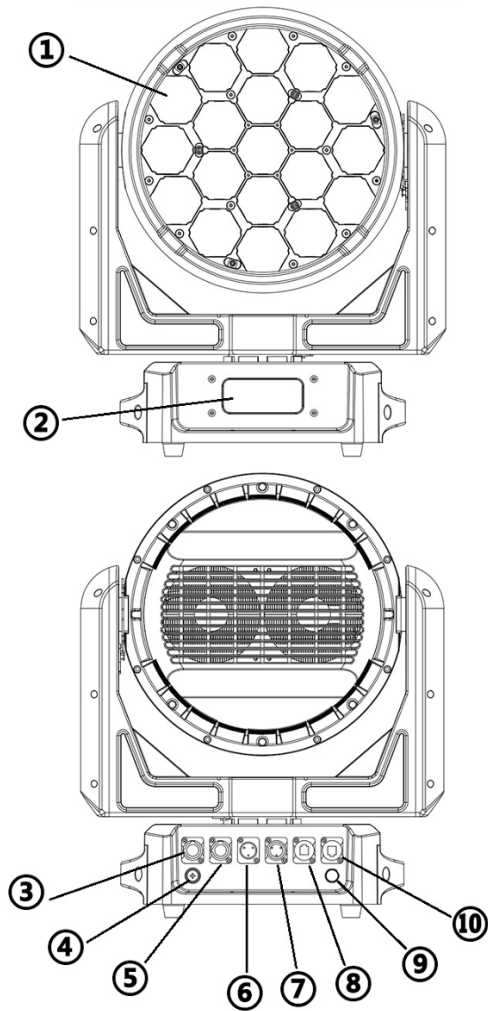


Front, side and rear views. Dimensions shown in inches / millimeters.

Dimension	Value
Overall height, head upright	22.4 in (570 mm)
Overall width (yoke)	16.9 in (430 mm)
Head (lens) diameter	13.1 in (335 mm)
Yoke height	11.7 in (297 mm)
Base width	13.2 in (336 mm)
Depth	11.0 in (280 mm)
Net weight	50.7 lb (23 kg)

Allow additional clearance for the head's full movement range and at least 20 in (50 cm) around the fixture for ventilation.

4. Controls & Connections



No.	Item	Function
1	Lens	Honeycomb glass lens over the 19 primary LEDs.
2	Display	System menu LCD with auto-rotate.
3	POWER IN	TRUE1 IP65 mains input, 100–240 V AC, 50/60 Hz.
4	Fuse	Mains fuse holder (F8AL, 250 V).
5	POWER OUT	TRUE1 IP65 link output to additional fixtures.
6	DMX IN	5-pin XLR DMX512 / RDM input.
7	DMX OUT	5-pin XLR DMX link output.
8	RJ45 IN	Art-Net / sACN network input.
9	Gore valve	Pressure-equalizing vent that keeps moisture out of the sealed housing. Do not cover or remove.
10	RJ45 OUT	Network link output.

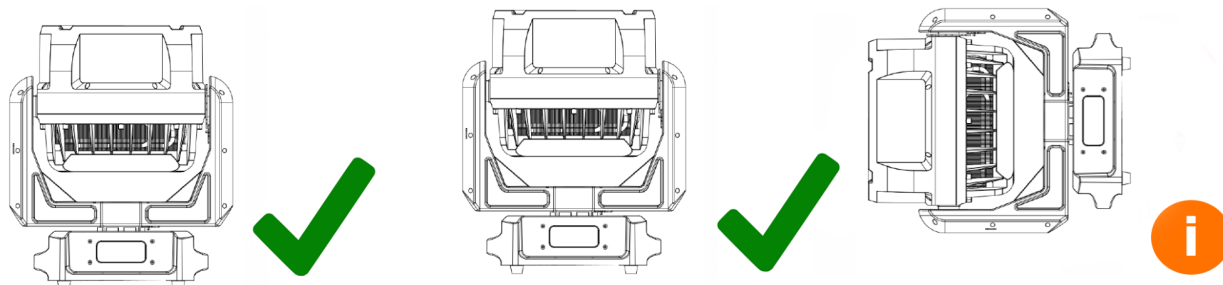
Fuse replacement

Fuse type: F8AL, 250 V

1. Disconnect the fixture from power.
2. Unscrew the fuse holder cap from the housing with a flat-head screwdriver.
3. Remove the blown fuse and replace it with one of exactly the same type and rating.
4. Screw the fuse holder back in place, making sure its seal is seated, and reconnect power.

5. Rigging

The Phantom may be hung from a truss, placed upright on a flat surface or, with care, mounted horizontally. Rigging must be carried out by qualified personnel in accordance with local codes and regulations.



Mounting orientations: upright and hanging are recommended; horizontal mounting requires additional caution.

CAUTION

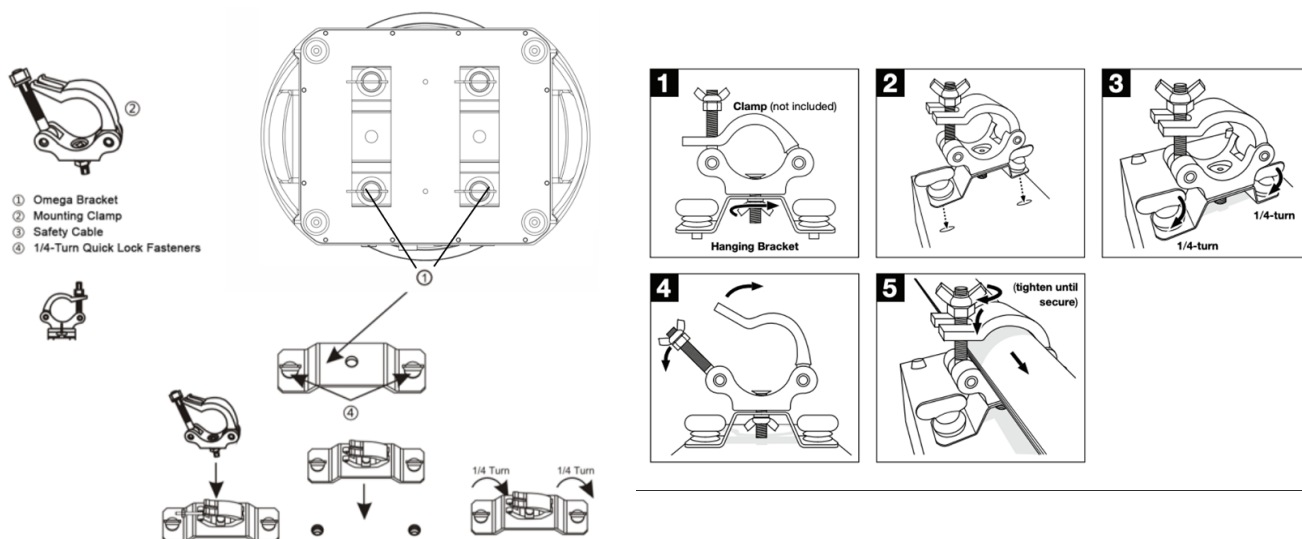
To maintain weatherproofing and electrical safety, always run cables downward from the connectors to prevent water collecting around the connections.

WARNING

Never stand directly below the fixture while rigging, de-rigging or servicing. Never use the carrying handles to attach the fixture or safety cable.

Load and safety requirements

- Use the two included omega brackets to secure the fixture to the rigging. The omega bracket hole size is **M10**.
- When rigging overhead, always fit a safety cable rated for at least 10 times the fixture weight (23 kg / 50.7 lb), attached to the dedicated safety loop on the fixture.
- Use clamps sized for the truss tube with a working load limit appropriate for the fixture weight and safety factor.
- Inspect brackets, clamps, fasteners and safety cables before each installation.



Left: omega bracket locations and quarter-turn fasteners on the underside of the base. Right: clamp attachment sequence.

Overhead installation

1. Bolt a rated clamp to each omega bracket.
2. Place each omega bracket on the underside of the base and turn both quarter-turn fasteners a full 1/4 turn clockwise until they lock.
3. Lift the fixture into position from a stable platform and tighten the clamps onto the truss.
4. Attach the safety cable through the truss and the fixture's safety loop.
5. Confirm the head has unobstructed movement, and have a second qualified person check the installation before applying power.

Floor installation

Place the fixture on a flat, stable surface. Do not stand the fixture on the floor with the omega brackets installed.

6. Power & Data Connection

Power

The Phantom has an auto-ranging power supply and operates on **100–240 V AC, 50/60 Hz** (1,380 W maximum, power factor > 0.96). It is supplied with a TRUE1-compatible power cable terminated with an Edison (US) plug, and accepts both Neutrik® and Seetronic TRUE1 cables. Power link cables are available from VOLUX. To size circuits, use the current rating on the specification sheet or product label.

Supply voltage	Max. fixtures per power link
110–120 V	1
208 V	2
230 V	3

CAUTION Always connect the fixture to a protected, grounded circuit. Outdoors, use IP65 or higher rated power and data cables and close all unused ports with the attached weather seal covers.

Wired DMX512 / RDM

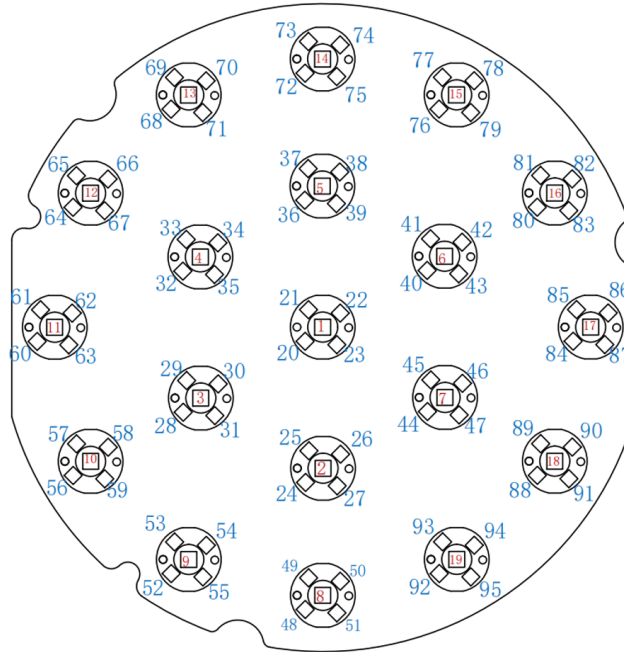
- Connect the console's DMX output to **DMX IN** (5-pin XLR) and link further fixtures from **DMX OUT**.
- Use shielded 120 ohm DMX cable, connect in a daisy chain only, and fit a 120 ohm terminator to the last fixture.
- Fixtures per DMX universe: 19 in the 26-channel mode, 5 in the 98-channel mode, 2 in the 251-channel mode and 1 in the 321-channel mode.

Art-Net / sACN

- Connect a network cable to **RJ45 IN** and link further fixtures from **RJ45 OUT**. Art-Net and sACN are accepted in all channel modes; VOLUX recommends unicast Art-Net.
- Set the control mode under **Setting > Control Mode** and configure the IP address, subnet mask and universe under **Network**.
- Each fixture on the network can be controlled individually, including alongside other Art-Net / sACN products.

7. Control Modes & Pixel Mapping

The Phantom has two independent LED systems: **19 primary 60 W RGBL cells** (pixels 1–19) and **76 GLODOT RGB backlit LEDs** (pixels 20–95). Each system has its own dimmer, strobe and built-in macro engine, and the DMX layout groups the channels so consoles can split the fixture into parts. Use a reduced mode for simple programming, or a pixel mode for full mapping.



Pixel layout (front view): primary LEDs 1–19 (center numbers) and GLODOT LEDs 20–95 (around each cell).

Mode	Channels	Description	Dual control
Mode 1	26	Simple: master color, dimmer, strobe and macros for both LED systems	– (single control only)
Mode 2	98	Basic: primary LEDs mapped per pixel (RGBL); GLODOT master color and macros	DMX 1–22 Art-Net 23–98
Mode 3	251	Pixel control: primary master color and macros; GLODOT mapped per pixel (RGB)	DMX 1–23 Art-Net 24–251
Mode 4	321	Pixel control extended: every primary and GLODOT pixel mapped	DMX 1–17 Art-Net 18–321

Single control

All channels respond to one protocol (DMX, Art-Net or sACN) from the fixture's start address.

1. Press MENU and go to **Setting > Control Mode**.
2. Select **DMX**, **ArtNet** or **sACN**. For Art-Net or sACN, configure the network and universe settings.
3. Return to the main menu, go to **Address** and set the start address.

Dual control (DMX + Art-Net / sACN)

Movement, dimmer, strobe, color and macro channels are controlled over DMX while the pixel channels are controlled over Art-Net or sACN, for advanced pixel mapping from a media server or mapping software.

1. Press MENU and go to **Setting > Control Mode**.
2. Select **DMX + Artnet** or **DMX + sACN**.
3. Under **Channel Mode**, select the 98, 251 or 321-channel mode.
4. Configure the network and universe settings.
5. Go to **Address** and set the start address. The DMX start address is the first DMX control channel; the network pixel channels start at the same address offset in the selected universe.

8. Menu Operation

The Phantom is set up from its system menu display. Press MENU to open the menu, select an item and confirm with ENTER; press MENU again to go back. Settings can be locked with **Screen Lock**.

Main menu	Item	Options / values	Description
Address	Address	001–512	Fixture start address.
Channel	Channel Mode	26CH Simple / 98CH Basic / 251CH Pixel Control / 321CH Pixel Control Extended	DMX personality.
Setting	Control Mode	DMX / ArtNet / DMX + Artnet / sACN / DMX + sACN	Control protocol; the + options enable dual control.
	Dimmer Mode	Linear / Square / I-Square / S-Shape	Dimming curve.
	Dimmer Speed	Smooth / Fast	Dimmer response.
	LED Frequency	400 / 1,200 / 2,000 / 4,000 / 6,000 / 8,000 / 16,000 / 24,000 Hz	LED PWM frequency.
	Fan Mode	Auto / Silent / Full	Cooling and noise mode.
	Invert Pan	No / Yes	Reverse pan direction.
	Invert Tilt	No / Yes	Reverse tilt direction.
	Calibration	Pan, Tilt, Focus, Rotation (0–255)	Fine adjustment of motor home positions. Service personnel only.
	Language	English / Chinese	Menu language.
	Invert Screen	Off / On	Flip the display for hanging installation.
	Signal Keep	No / Yes	On loss of signal: black out (No) or hold the last state (Yes).
	Screen Lock	No / Yes	Lock the display.
	Load Default	No / Yes	Restore factory settings.
Network	Ethernet	IP, Subnet Mask, OK	Network address settings; select OK to save.
	Universe	Net / Sub-Uni (hexadecimal)	Art-Net / sACN universe.
Manual	Manual	Pan, Tilt, Zoom, Rotation, Red, Green, Blue, Lime, Spark R/G/B, Effect (0–255)	Manually drive the fixture for testing. Spark R/G/B control the GLODOT LEDs.
Reset	Reset Effect	–	Clear the current effect.
	Reset Scan	–	Reset pan and tilt.
	Reset All	–	Reset all functions.

Set the DMX mode and address

1. Go to **Channel Mode** and select the channel mode.
2. Go to **Address** and set the start address. With several fixtures on one line, add the channel count to the previous start address: 26CH 001, 027, 053... 98CH 001, 099, 197... 251CH 001, 252 321CH one fixture per universe.

9. Operation & Effects

Function	Operation
Zoom	4.5°–60° motorized zoom, narrow to wide, with 16-bit control.
Lens rotate FX	Indexable rotating split-beam lens effect with indexing and continuous rotation in both directions. Requires the zoom at its narrow position.
Dimmers	Separate 16-bit dimmers for the primary LEDs and GLODOT LEDs (combined in the 26-channel mode), with Linear, Square, I-Square and S-Shape curves.
Shutter / strobe	Separate shutter/strobe channels for each LED system: closed, synchronous, pulse and random strobe, two gradient strobe effects, and open. The shutter must be open (210–255) for light output.
Color	RGBL master color for the primary LEDs and RGB for the GLODOT LEDs, a virtual color wheel with 100+ presets, and CTO presets from 8,000 K to 2,000 K.
Macros	16 built-in macro programs plus random scroll for each LED system, with adjustable speed. Macros can be colored with the macro color channel.
Fan modes	Auto (fan speed follows temperature), Silent (noise-sensitive spaces; output may be reduced) and Full (maximum cooling).
LED frequency	400–24,000 Hz, selectable in the menu, for flicker-free camera work.

LED lifespan

LEDs gradually lose brightness over time, mainly due to heat. The estimated lifespan under normal conditions is approximately 50,000 hours. You can extend LED life and keep brightness and color consistent across fixtures by improving ventilation, lowering the ambient temperature and avoiding continuous operation at full output for long periods.

10. DMX Channel Chart

The table below shows where each function sits in each of the four modes (– = not in that mode). Value ranges for each function follow, and the pixel channel map is at the end of this section. Rotation direction depends on the head orientation and pan/tilt settings.

Function	Mode 1 26CH	Mode 2 98CH	Mode 3 251CH	Mode 4 321CH
Pan	1	1	1	1
Pan fine	2	2	2	2
Tilt	3	3	3	3
Tilt fine	4	4	4	4
Pan / tilt speed	5	5	5	5
Zoom	6	6	6	6
Zoom fine	7	7	7	7
Lens rotate FX	8	8	8	8
Control / reset *	9	9	9	9
Master dimmer (both LED systems)	10	–	–	–
Master dimmer fine	11	–	–	–
Primary LED dimmer	–	18	10	10
Primary LED dimmer fine	–	19	11	11
Primary LED shutter / strobe	12	20	12	12
Primary LED red / green / blue / lime	14–17	–	13–16	–
Primary LED macro	21	–	17	–
Primary LED macro speed	22	–	18	–
GLODOT dimmer	–	10	21	13
GLODOT dimmer fine	–	11	22	14
GLODOT shutter / strobe	13	12	23	15
GLODOT red / green / blue	18–20	13–15	–	–
GLODOT macro	23	16	–	–
GLODOT macro speed	24	17	–	–
Macro color (virtual color wheel)	25	21	19	16
CTO	26	22	20	17
Primary pixels 1–19 (RGLB)	–	23–98	–	18–93
GLODOT pixels 20–95 (RGB)	–	–	24–251	94–321

* Control / reset functions take effect after the value is held for 5 seconds.

Value ranges

Function	DMX value	Setting
Pan / tilt	0–255	Pan 0–540° / tilt 0–210°
Pan / tilt speed	0–255	Fast to slow (default 0)

Function	DMX value	Setting
Zoom	0–255	Narrow to wide
Lens rotate FX	0–5	Stop / default position (beam)
	6–62	Clockwise indexing
	63–127	Counterclockwise indexing
	128–192	Clockwise continuous rotation, slow to fast
	193–255	Counterclockwise continuous rotation, slow to fast <i>Requires the zoom at its narrow position.</i>
Control / reset	0–200	Reserved
	201–215	Lens assembly reset
	216–230	Pan / tilt reset
	231–245	Full fixture reset
Dimmers	0–255	0–100%
Shutter / strobe (primary and GLODOT)	0–9	Shutter closed (blackout)
	10–49	Synchronous strobe, slow to fast
	50–89	Pulse strobe, slow to fast
	90–129	Random strobe, slow to fast
	130–169	Gradient strobe 1 (dark to light), slow to fast
	170–209	Gradient strobe 2 (light to dark), slow to fast
	210–255	Shutter open <i>Set to 210–255 for light output.</i>
Color channels	0–255	0–100% (red, green, blue, lime)
Macros (primary and GLODOT)	0–3	Off (default)
	4–20	Macro program 1
	21–245	Macro programs 2–16 (15 values each: 21–35, 36–50 ... 231–245)
	246–255	Random macro scroll
Macro speed	0–255	Slow to fast
Macro color	0–255	Virtual color wheel presets
CTO	0–17	Open
	18–34	8,000 K
	35–51	7,500 K
	52–68	6,500 K
	69–85	6,000 K
	86–102	5,600 K
	103–119	5,000 K
	120–136	4,500 K
	137–153	4,000 K
	154–170	3,500 K
	171–187	3,200 K
	188–204	3,000 K
	205–221	2,700 K
	222–238	2,500 K
	239–255	2,000 K

Pixel channel map

Each primary pixel uses four consecutive channels (red, green, blue, lime); each GLODOT pixel uses three (red, green, blue). The table gives the first (red) channel of each pixel. See Section 7 for the pixel layout.

Primary pixel	Mode 2	Mode 4	GLO DOT	M3	M4	GLO DOT	M3	M4	GLO DOT	M3	M4	GLO DOT	M3	M4
1	23	18	20	24	94	39	81	151	58	138	208	77	195	265
2	27	22	21	27	97	40	84	154	59	141	211	78	198	268
3	31	26	22	30	100	41	87	157	60	144	214	79	201	271
4	35	30	23	33	103	42	90	160	61	147	217	80	204	274
5	39	34	24	36	106	43	93	163	62	150	220	81	207	277
6	43	38	25	39	109	44	96	166	63	153	223	82	210	280
7	47	42	26	42	112	45	99	169	64	156	226	83	213	283
8	51	46	27	45	115	46	102	172	65	159	229	84	216	286
9	55	50	28	48	118	47	105	175	66	162	232	85	219	289
10	59	54	29	51	121	48	108	178	67	165	235	86	222	292
11	63	58	30	54	124	49	111	181	68	168	238	87	225	295
12	67	62	31	57	127	50	114	184	69	171	241	88	228	298
13	71	66	32	60	130	51	117	187	70	174	244	89	231	301
14	75	70	33	63	133	52	120	190	71	177	247	90	234	304
15	79	74	34	66	136	53	123	193	72	180	250	91	237	307
16	83	78	35	69	139	54	126	196	73	183	253	92	240	310
17	87	82	36	72	142	55	129	199	74	186	256	93	243	313
18	91	86	37	75	145	56	132	202	75	189	259	94	246	316
19	95	90	38	78	148	57	135	205	76	192	262	95	249	319

11. Troubleshooting

Symptom	Possible cause	Action
Fixture does not power on	No mains power; loose connector; blown fuse	Check the supply and breaker; reseal the TRUE1 connector; check the fuse (F8AL, 250 V).
No response to control	Wrong address, channel mode or control mode; cable disconnected	Check Address, Channel Mode and Control Mode against the console; check cables.
Pixels do not respond in dual control	Network or universe settings; wrong channel mode	Check IP, subnet and universe; use the 98, 251 or 321-channel mode.
Erratic or intermittent response	Missing terminator; faulty cable; faulty fixture on the line	Fit a 120 ohm terminator; replace suspect cables; isolate fixtures one at a time.
No light output with dimmer up	Shutter channel closed (0–9)	Set the primary and GLODOT shutter/strobe channels to open (210–255).
Lens rotate FX has no effect	Zoom not at its narrow position	Set the zoom to narrow before using the lens rotate FX.
Reduced output or shutdown	Over-temperature; blocked vents; Silent fan mode	Clean vents, improve ventilation, select Auto or Full fan mode.
Scan lines on camera	LED frequency unsuitable for the camera shutter	Select a higher LED frequency in the menu.
Condensation or fog inside the lens	Temperature or humidity change (normal for IP-rated fixtures)	Set the zoom to narrow and run all main LED cells at full until it clears (see below). If it persists, contact VOLUX Support.

If a problem persists, contact VOLUX Technical Support with the fixture serial number.

Lens condensation and fogging

NOTE

Condensation or fogging may appear on the inside of the lens when the fixture is moved between different temperatures or humidity levels, for example from a cold truck into a warm venue, or as outdoor temperatures drop at night. This is normal for any IP-rated fixture: the sealed housing traps the air inside, and moisture in that air condenses on the coolest surface, the lens.

To clear condensation:

1. Set the zoom to its narrow position.
2. Open the primary LED shutter (210–255) and set the primary LED dimmer to full.
3. Set all main LED cells to full output (red, green, blue and lime at 255).
4. Leave the fixture running until the condensation clears. The heat from the LED cells warms the lens and the gore valve vents the moisture.

If condensation returns frequently or water droplets collect inside the lens, contact VOLUX Technical Support to have the seals checked.

12. Maintenance

Dust accumulation reduces light output and can cause overheating, shortening LED life and increasing mechanical wear. Clean the fixture at least once a month, and more often in heavy use or harsh conditions. Keep a written maintenance record for each fixture and supply it with any warranty claim.

WARNING

Unplug the fixture and let it cool to room temperature before cleaning or maintenance.

1. Unplug the fixture and wait until it is at room temperature.
2. Remove dust from the exterior and vents with a vacuum or dry compressed air and a soft brush. Do not spin the cooling fans with compressed air.
3. Clean transparent surfaces with a mild soap solution or ammonia-free glass cleaner applied to a soft, lint-free cloth or lens tissue.
4. Gently wipe dirt toward the outside edge, then polish until free of haze and lint.

Keep the connector seals and weather caps clean and intact, and do not obstruct the gore valve. Firmware is updated over the RJ45 network connection; download current firmware and instructions from the VOLUX Support Portal.

13. Technical Specifications

OPTICAL

Light source	19 × 60 W RGBL LEDs 76 × RGB GLODOT backlit LEDs
Luminous flux	24,000 lm
CRI / TM-30	≤80 Rf 70 / Rg 115 (8,000 K)
Zoom / lens	4.5°–60° honeycomb glass lens
PWM	400–25,000 Hz
Source life	50,000 hours

COLOR & EFFECTS

Color mixing	RGBL + RGB virtual color wheel, 100+ presets CTO 2,000–8,000 K
Dimming / strobe	16-bit, 4 curves 0–25 Hz electronic strobe
Effects	Rotating split-beam lens effect built-in macros for both LED systems pixel mapping

CONTROL

Protocols	DMX512, RDM, Art-Net, sACN
DMX modes	26 / 98 / 251 / 321 channels dual DMX + Art-Net/sACN control
Display	High-resolution LCD with auto-rotate
Firmware	Update via RJ45

ELECTRICAL

Power supply	100–240 V AC, 50/60 Hz, PF > 0.96
Max. consumption	1,380 W
Fuse	F8AL, 250 V

MOVEMENT

Pan / tilt	540° / 210°, 16-bit, automatic repositioning
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PHYSICAL

Connections	TRUE1 IP65 IN/OUT 5-pin XLR IN/OUT RJ45 IN/OUT
IP rating	IP65 (temporary outdoor use) CM-4 coastal-rated coating
Cooling	Variable-speed fans and heatsink
Operating temperature	-4 °F to 120 °F (-20 °C to 49 °C)
Rigging	2 quick-turn omega brackets (M10) + safety cable
Dimensions	22.4 in (570 mm) H × 16.9 in (430 mm) W × 11.2 in (285 mm) D
Weight	50.7 lb (23 kg)

14. Warranty & Service

The Phantom is covered by the VOLUX Limited Warranty. Warranty periods, coverage and exclusions are subject to change. For the most up-to-date warranty information, visit voluxlighting.com/warranty-information or refer to your purchase agreement.

Keep your proof of purchase and a written maintenance record for each fixture. Both are required when requesting warranty service.

Obtaining service (RMA)

Submit a service request through the VOLUX Support Portal at support.voluxlighting.com, or contact your VOLUX Authorized Dealer or Distributor, with a written description of the problem and the fixture serial number to obtain an RMA number. Photos or short videos of the fault and the serial label help speed up diagnosis.

- Ship the unit in its original or equivalent protective packaging.
- Include proof of purchase, maintenance records and the problem description with the returned unit.
- Returns without a valid RMA number will be refused.



Sales: +1 866-212-5505 • sales@voluxlighting.com

Technical Support: support.voluxlighting.com • support@voluxlighting.com

International: contact your VOLUX Authorized Distributor • voluxlighting.com