

OCTA JET



Set of Equipment supplied

- 1 OctaJet fog generator incl. Duct Adaptor/Protection against contact
- 1 mains cable 2 m with Powercon True plug
- 1 Operating manual

Please check whether all the products you ordered are supplied.

Content

1. Introduction	4
2. Safety instruction	5
3. Description of the parts	6
3.1 Wiring of the connectors	6
4. Fluid	7
4.1 General Notes	7
5. Operating the OctaJet	7
5.1 Selecting the location	7
5.2 Putting into operation	8
5.3 Switching off	8
5.4 Operation	9
5.4.1 Main menu	9
5.4.2 Status bar	10
5.4.3 Display Standby	11
5.4.4 Display Tank empty	11
5.5 Working with Sources	12
5.5.1 Manual operation	12
5.5.2 Pressure	12
5.5.3 Jet time	13
5.5.4 Test Control	13
5.5.5 Operating via DMX	13
5.5.6 sACN	14
5.5.7 Art-Net	15
5.5.8 RDM	17
5.6 Settings	19
5.6.1 Personality	20
5.6.2 Flush	21
5.6.3 Ethernet	21
5.6.4 Display	22
5.6.5 Standby	23
5.6.6 Shutdown	23
5.6.7 Info	24
5.6.8 Update	24
5.6.9 Reset	24
5.7 DMX-Channel assignment	25
5.8 Software-Update	26
6. Error messages	27
7. Cleaning, Care and Maintenance	29
8. Specifications	30
9. Warranty conditions	31

1. Introduction

The **OctaJet** is a powerful fog generator that can replace conventional CO₂ jets.

Applicable both at the edge of the stage for vertical output as well as tilted or vertically down in the truss - operation is possible at any inclination.

The **OctaJet** is operated with a special, very fast dissolving fluid (Jet-Fluid). The operation without CO₂ eliminates additional operating costs as well as the storage of CO₂ bottles close to the stage.

With the touch screen, the **OctaJet** can be operated easily and intuitively. In addition to control via DMX 512, control via Ethernet (Artnet and sACN) is also possible. The device is RDM-capable.

Ejection and shutdown are exactly on CUE.

Furthermore, the **OctaJet** has an operating hours counter that stores heating and fogging times. In addition, the device has a liquid level detection in 4 steps (also via RDM) to prevent running empty.

A firmware update can be made by the customer.

Please read the manual carefully before starting the device to ensure a correct operation!

2. Safety instructions

A fog machine is not a toy!

- Very hot steam escapes from the nozzle. Danger of getting burnt.
- Occasionally very hot droplets of fluid may escape when in operation. Thus never aim at persons directly and keep a minimum distance of 3 m to the nozzle.
- Never touch the nozzle when in operation. Danger of getting burnt.
- The location for the machine must be non-flammable, non-combustible and not sensitive to heat. It has to be twice as big as the machine.
- Keep a minimum distance of 60 cm to all flammable, combustible objects and objects sensitive to heat.
- Glycol is alcohol and burns with a slightly bluish, almost invisible flame. Never point the fog at strong sources of ignition like fire or pyrotechnic effects.
- Never open the machine and leave the machine unattended when connected to a power supply.
- It is only allowed to fly/hang the machine by using the original hanging set.
- The visibility has to be more than 2 m in rooms where people walk around.
- Do not swallow the fog fluid. Keep it away from children. In case of eye contact, rinse with a lot of water. Consult a doctor should you have accidentally swallowed some fluid.
- Spilled fluid or splashed fluid droplets can cause slip hazard. Mop up the fluid and dispose of it according to regulations.
- Fog may activate smoke detectors.

Artificially-made fog can be produced in many different ways. The method used here to produce fog, with a device which works according to the vaporizer principle, is the most harmless one.

No case has so far been reported in which a sound human being has been harmed because of using our device to produce artificial fog. However, this can only be guaranteed if the professional fog generators are used accordingly, i.e. at the correct vaporization temperatures as well as with the correctly mixed fog fluid.

We, however, recommend: **People with health problems or problems of the respiratory tract or with an inclination for allergies should avoid any contact with artificially-made fog.**

3. Descriptions of the parts

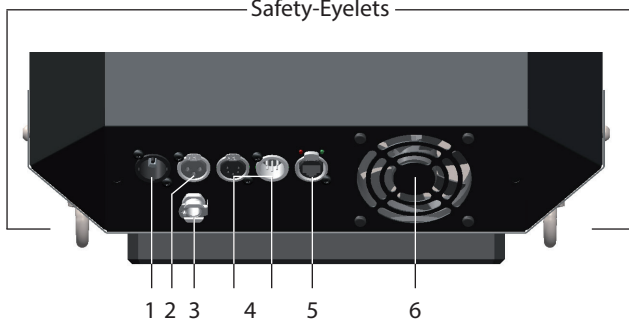
Fog nozzle with protection against contact

Internal Fluid tank

Touchscreen/
Control Panel



Safety-Eyelets



1: Power in

2: AUX

3: Connector for external Fluid tank

4: DMX512 in/out 5pin-XLR

5: Ethernet-connector RJ45/Ethercon

6: Fan

3.1 Wiring of the connector

5-pin XLR (DMX):

Pin 1 = Ground, Pin 2 = DMX -, Pin 3 = DMX +, Pin 4 u. 5 = nc

4. Fluid

4.1 General Notes

The fluid tank is integrated in the unit and is filled via the tank opening on the top of the unit.

The unit also has a quick coupling for connecting an external fluid pump with fluid tank (available separately).

The **OctaJet** is designed for use with special fluid (**Look Jet fluid**).

Use of other fluids than the original Look fluid will void the warranty.

PLEASE NOTE: The vaporizer of our machines does not have to be cleaned! Cleaners, available on the market, can damage the vaporizer! We cannot grant warranty in this case.

5. Operating the OctaJet

5.1 Selecting the location

The location in which the **OctaJet** is to be operated must

- be dry,
- be free from dusty or polluted air,
- be free from vibrations,
- be a non-flammable place or surface,
- be well-ventilated with fog-free air keeping the ambient operating temperature between 5° C and 45° C and the relative air humidity below 80%.

5. Operating the OctaJet

5.2 Putting into operation

- Fill the internal fluid tank with Look **Jet-Fluid**.

Note

Only use original Look **Jet-Fluid**!

After filling, make sure that the tank cap is screwed on tightly!

Only fill the unit with the mains plug pulled out!

- If desired, connect cables for external control such as DMX or Ethernet. Use the connections [4] and [5] on the back of the unit.

Note

Use only suitable cables for connection!

DMX cables must be suitable and shielded for digital data transmission!

Ethernet cables must be at least category 5e and shielded!

- Now insert the plug of the supplied PowerCon mains cable into the connection provided [1] and turn the plug until it audibly clicks into place.
Then connect the mains plug to an earthed socket. Make sure that the correct operating voltage (230 V/50 Hz) is applied.

Warning

Use only the enclosed power cable or another cable approved by the manufacturer!

Connect the machine only to grounded sockets!

- The unit is initialising and needs about 10 minutes to heat up completely. Wait for this time. The **OctaJet** is now ready for operation.

5.3 Switching off

- Before each shutdown, perform one of the following procedures:
 - Use **Shutdown** in the settings or
 - Switch the **OctaJet** into the **Standby-Mode**
 - by disconnecting the DMX- or Ethernet signal
 - via the control DMX-channel or
 - via the Settings menu
- The pressure in the pressure accumulator is released into the tank.
- Unplug the power cord from the socket and/or remove the PowerCon True1 plug from the connector on the unit.

5. Operating the OctaJet

5.4 Operation

5.4.1 Main menu

After switching the device on, the main menu appears.

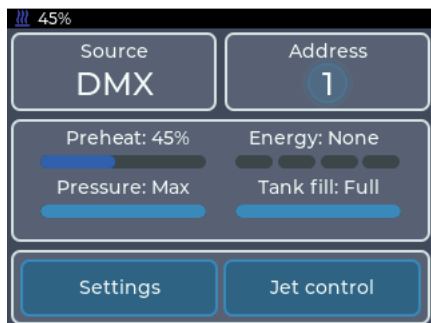


Fig. 1: Main menu - OctaJet when heating up



Fig. 2: Main menu - OctaJet ready for operation

The main menu is divided into several sections, each of which contains specific information or settings:

- **Top left: Source**
Shows the currently active source. Tapping leads to the Select source menu. Using sources is described in section 5.5.
- **Top right: Information about the chosen Source**
Tapping leads to the settings menu of the active source. If the center is highlighted, a valid signal is received from the source. The information displayed is described for the individual sources.
- **Middle: Status display**
Displays information on the heating status of the machine. **Preheat** indicates how far the machine has heated up to the point where it is ready for operation. **Energy** indicates how much energy is available in the heating element for vaporization. **Pressure** indicates the adjusted pressure and whether the pressure is changed. **Tank fill** shows the filling level of the internal tank.
- **Bottom: Adjustments and manual operation**
Tapping **Settings** leads to the settings menu. Tapping **Jet control** leads to the menu for manual operation (see section 5.5.1).

5. Operating the OctaJet

5.4.2 Status bar



Fig. 3: Status bar showing all symbols

The status bar is always at the top of the display and shows the most important information. These are from left to right:

- Heating status (🔥): Indicates the Preheat state with blue symbol or the Energy state with red symbol.
- Flush active (⏸): Indicates whether the pressure system is currently being flushed. Runs every time the unit is started or can be started manually via the Flush setting (section 5.6.2).
- Jet time (⌚): Displays the preset, fixed time for jet ejection. If no symbol and no time is displayed, the setting is set to off.
- DMX icon (🎛): Indicates if a DMX signal is received
- Art-Net icon (🎨): Indicates whether Art-Net data is being received.
- sACN icon (📡): Indicates whether sACN data is being received.
- Ethernet icon (🌐): Indicates the status of Ethernet.
 - Icon without IP address: Connected, but no IP address available.
 - Icon and IP address: Connected and valid IP address available.
 - Red: Connected, but no IP address obtained via DHCP.

5. Operating the OctaJet

5.4.3 Standby display

If the signal from the active source is lost, the OctaJet is put into standby. The pump and heating element are switched off and the display switches to the screen saver.

Before the unit switches to standby, the display shows a notice with a countdown of 10 seconds.

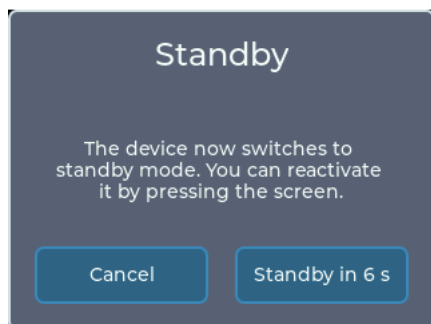


Fig. 4: Standby display

The device can also be switched to standby via the settings menu.

To exit standby,

- touch the display
- reconnect the current source

If the DMX-Personality is set to 3-channel mode, the standby can be entered and exited via channel 3 (see section 5.6.2).

5.4.4 Display Fluid empty



Fig. 5: Display Fluid empty

The integrated tank has level sensors.

When the tank is empty, a message is displayed and the integrated pressure system is switched off.

If you refill the tank, the pressure system is switched on again and the warning disappears.

Note

Only use original Look **Jet-Fluid!**

After filling, make sure that the tank cap is screwed on tightly!

Only fill the unit with the mains plug pulled out!

5. Operating the OctaJet

5.5 Working with sources

The **OctaJet** has a source system that is based on the source selection on a TV, for example.

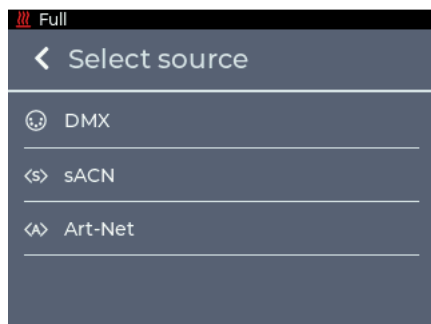


Fig. 6: Menu Sources

Basically, a set source is used until it is changed on the unit.

However, there is one exception to this rule:

Manual operation is only possible if the selected source is not active. If it becomes active, manual operation is automatically terminated.

5.5.1 Manual operation

By tapping **Jet control** in the main menu, you can switch to manual operation. The menu can also be opened when the source is active.

5.5.2 Pressure



Fig. 7: Manual Operation

In the upper section, the **Pressure** for the jet can be set in 4 steps:

1. **Low**: lowest pressure
2. **Medium**: middle pressure
3. **High**: high pressure
4. **Max**: maximum pressure

Adjusting the pressure changes the height of the fog column and the amount of fog.

If the machine is in 1-channel DMX personality, this setting is also used in DMX operation, see section 5.6.2.

5. Operating the OctaJet

5.5.3 Jet time

In the middle section, the preset time for the jet shot (**Shot time**) can be set. This allows an identical time to be set for several units in order to better synchronise short shots.

The time can be set from 100 milliseconds to 2 seconds. If the time is set to **off**, the fog duration can be freely determined via the selected DMX channel.

If the **OctaJet** is in 1- or 2-channel personality, this setting is also used in DMX operation, see section 5.6.2.

5.5.4 Test Control

The **Test Control** button can be used to manually test the settings directly on the machine. The button is deactivated when the current source is active or the machine is not heated up.

5.5.5 Operating via DMX

The source setting **DMX** is the default of the machine. The main menu displays the current DMX address and the status of the DMX connection.

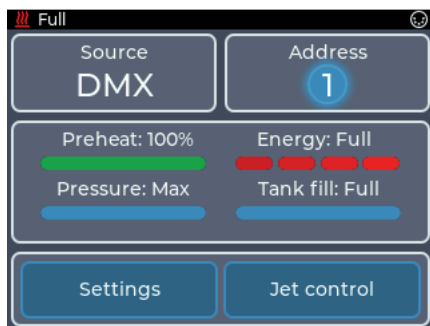


Fig. 8: Main menu DMX

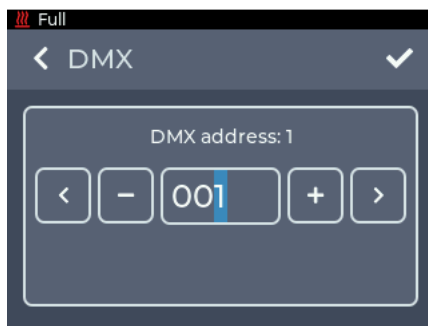


Fig. 9: DMX settings

By tapping the **DMX** button or by **Source -> DMX** it is possible to switch to the DMX settings menu.

Here the DMX address can be set.

By pressing + and - the number at the flashing cursor can be increased or decreased. Pressing < and > or tapping directly on a digit moves the cursor.

5. Operating the OctaJet

Pressing < in the upper left corner returns to the previous screen without saving the changes.

Pressing ✓ will save the settings and return to the main menu. DMX is now selected as the source.

The device needs between one and three DMX channels. The number of channels can be changed via the **Personality** setting, see section 5.6.2.

The **OctaJet** supports RDM in DMX mode. More about this in section 5.5.7.

5.5.6 sACN

The **sACN** source setting allows the **OctaJet** to be controlled via network using the sACN protocol. The main menu displays the current sACN universe, the start address and the status of the connection.



Fig. 10: Main menu sACN



Fig. 11: Settings sACN

By tapping the sACN button or by **Source** -> **sACN** it is possible to switch to the sACN settings menu.

Here the universe and the address can be configured.

By pressing + and - the number at the flashing cursor can be increased or decreased.

By pressing < and > or directly tapping a digit, the cursor can be moved.

In the upper row the **sACN universe** is set. The value can be between 1 and 63999.

In the lower row the **DMX-address** of the device in the selected universe is set. The value can be between 1 and 512.

5. Operating the OctaJet

- Pressing < in the upper left corner returns to the previous screen without saving the changes.
- Pressing ✓ saves the settings and returns to the main menu. sACN is now selected as the source.

To receive sACN data, the **OctaJet** must be connected to a network and have a valid IP address. The settings for this are described in section 5.6.3.

The device needs between one and four DMX channels. The number of channels can be changed via the **Personality** setting, see section 5.6.2.

5.5.7 Art-Net

The **Art-Net** source setting allows the unit to be controlled via the Art-Net protocol by network. The current Art-Net configuration and the status of the connection are displayed in the main menu.



Fig. 12: Main menu Art-Net

By tapping the **Art-Net** button or by **Source -> Art-Net** it is possible to switch to the Art-Net settings menu.

Here the **Net**, **Sub-Net**, **Universe** and the **Address** can be adjusted.

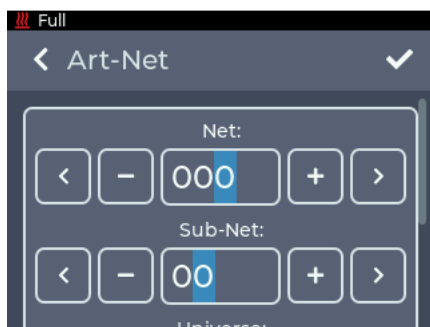


Fig. 13: Settings Art-Net upper section



Fig. 14: Settings Art-Net lower section

5. Operating the OctaJet

By pressing + and - the number at the flashing cursor can be increased or decreased. By pressing < and > or directly tapping a digit, the cursor can be moved.

In the upper row the **Art-Net Net** is set. The value can be between 0 and 127.

The **Art-Net Sub-Net** is set in the next row. The value can be between 0 and 15.

In the following row the **Art-Net Universe** is set. The value can be between 0 and 15.

In the lower row the **DMX address** of the device in the selected universe is set. The value can be between 1 and 512.

- Pressing < in the upper left corner returns to the previous screen without saving the changes.
- Pressing ✓ saves the settings and returns to the main menu. Art-Net is now selected as the source.

To receive Art-Net data, the **OctaJet** must be connected to a network and have a valid IP address. The settings for this are described in section 5.6.3.

The device needs between one and four DMX channels. The number of channels can be changed via the **Personality** setting, see section 5.6.2.

The **OctaJet** supports RDM in Art-Net mode. For more information see section 5.5.7.

5. Operating the OctaJet

5.5.8 RDM

When used with DMX and Art-Net, the **OctaJet** supports the RDM protocol. Via RDM, properties can be read and changed.

The following parameters are supported:

Parameter	Disc	GET	SET
DISC_UNIQUE_BRANCH	✓		
DISC_MUTE	✓		
DISC_UN_MUTE	✓		
QUEUED_MESSAGE		✓	
STATUS_MESSAGES		✓	
SUPPORTED_PARAMETERS		✓	
DEVICE_INFO		✓	
DEVICE_MODEL_DESCRIPTION		✓	
MANUFACTURER_LABEL		✓	
DEVICE_LABEL		✓	✓
SOFTWARE_VERSION_LABEL		✓	
DMX_PERSONALITY*		✓	✓
DMX_PERSONALITY_DESCRIPTION		✓	
DMX_START_ADDRESS		✓	✓
SLOT_INFO		✓	
SLOT_DESCRIPTION		✓	
DEFAULT_SLOT_VALUE		✓	
SENSOR_DEFINITION		✓	
SENSOR_VALUE		✓	✓
DEVICE_HOURS		✓	
DISPLAY_LEVEL		✓	✓
DISPLAY_INVERT		✓	✓
IDENTIFY_DEVICE		✓	✓
RESET_DEVICE			✓

*DMX Personalities are described in section 5.6.2.

Sensors

The machine has the following sensors that can be read out via RDM:

- **Preheat %:** Mirrors the value from the main menu and status bar. Indicates the percentage until the machine is ready for operation.
- **Energy %:** Mirrors the value from the main menu and the status bar. Indicates how much energy is available to the heating block for evaporation. Will only show the values 0, 33, 66 and 100.

5. Operating the OctaJet

- **Heater Temperature:** Indicates the temperature of the heating element in °C. Can also be taken from the display under *Settings* -> *Info* -> *Additional information* (see section 5.6.8).
- **Pressure %:** Mirrors the display from the main menu. Indicates the pressure in the memory relative to the target pressure.
- **Tank level:** Mirrors the display from the main menu. Indicates the filling level of the integrated tank.
- **Jet time:** Mirrors the value from the status bar. Indicates the set jet time.

5. Operating the OctaJet

5.6 Settings

By tapping the **Settings** button in the main menu, you can switch to the settings menu. All general settings can be adjusted here.

To get to the respective sub-item, scroll through the Settings menu and select the desired item by briefly tapping on it.

To return to the main menu, < must be pressed in the upper left corner.

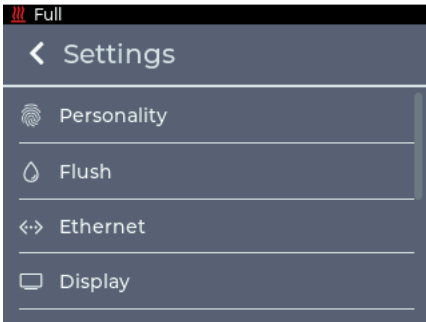


Fig. 15: Settings menu - upper section

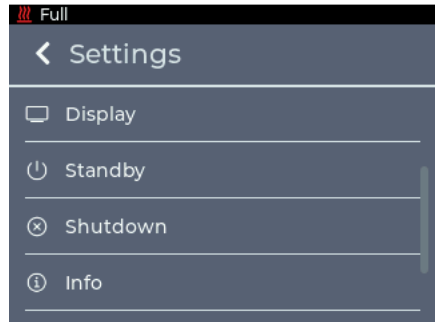


Fig. 16: Settings menu - middle section

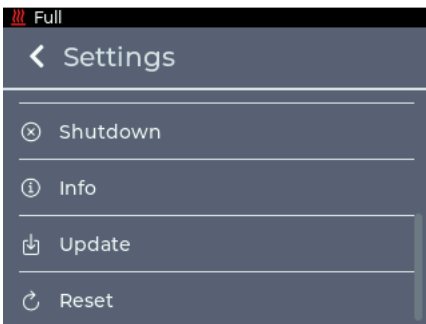


Fig. 17: Settings menu - lower section

The following pages describe the individual settings shown in Figs. 22 to 24 with the associated screen for each.

5. Operating the OctaJet

5.6.1 Personality

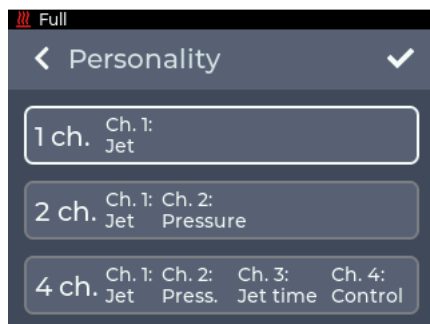


Fig. 18: Setting Personality

In the menu **Personality** the number of DMX channels can be adjusted. This setting can also be done via RDM (see section 5.5.6).

The DMX channel assignment is described in section 5.7.

The following settings are available:

• **1 ch.:**

Channel 1: Jet = Channel for starting the jet. If the value is above 50%, the jet will start with the selected settings from the manual settings, see section 5.5.1.

• **2 ch.:**

Channel 1: Jet = Channel for starting the jet.

Channel 2: Pressure = Sets the pressure and thus the height of the jet. Overwrites the setting from the manual settings, see section 5.5.1.

• **4 ch.:**

Channel 1: Jet = Channel for starting the jet.

Channel 2: Pressure = Sets the pressure and thus the height of the jet.

Channel 3: Jet time = Sets the duration of the output. Overwrites the setting from the manual settings, see section 5.5.1.

Channel 4: Control = Can put the fixture into standby or reactivate it via DMX.

- Pressing < in the upper left corner returns to the previous screen without saving the changes.
- Pressing ✓ saves the settings and returns to the main menu.

5. Operating the OctaJet

5.6.2 Flush

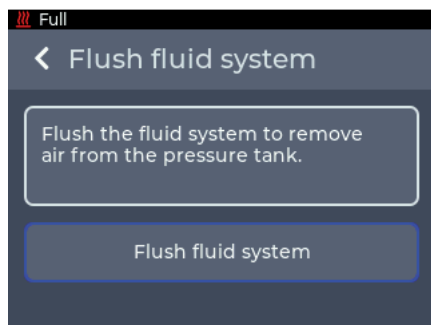


Fig. 19: Setting Flush

In the *Flush* menu, the pressure system in the machine can be automatically drained to remove air bubbles from the system.

This process is carried out every time the **OctaJet** is started.

If problems still occur, the process can be restarted via this menu.

5.6.3 Ethernet

In the **Ethernet** menu, settings for the network connection such as DHCP or a static IP address can be configured.

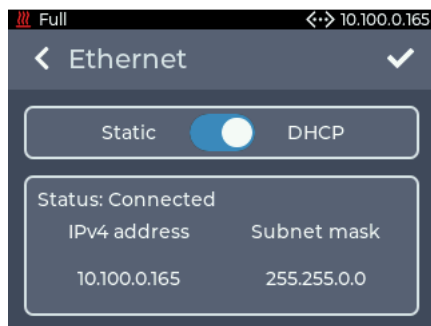


Fig. 20: Setting Ethernet - DHCP

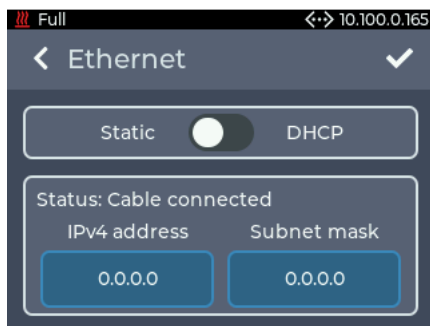


Fig. 21: Setting Ethernet - Static

The upper switch can be used to set whether an IP address is to be obtained via DHCP or whether a static IP address is to be configured.

If **DHCP** is selected as the setting, the IP address and subnet mask assigned by the DHCP server in the network are displayed below.

If **Static** is selected as the setting, buttons for entering the IP address and subnet mask are displayed below.

5. Operating the OctaJet

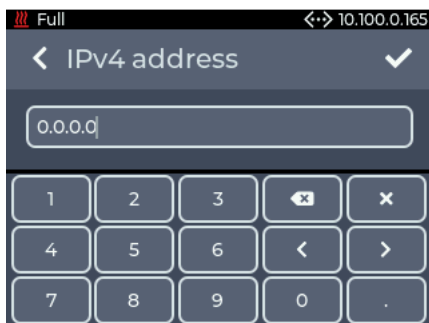


Fig. 22: Setting Ethernet - Manual address

If no server in the network responds when **DHCP** is set, a random IP address is selected after approx. 15 seconds according to the Auto IP protocol. An attempt is still made to obtain an address from a DHCP server.

5.6.4 Display

Brightness and screen saver can be configured in the **Display** menu.

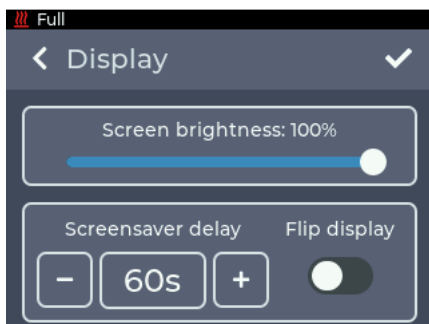


Fig. 23: Setting Display - Brightness and screen saver

In the upper area, the brightness of the display can be set in 10% steps between 10% and 100%.

The time after which the screen saver is activated can be set in the lower area. A setting from 20 sec. to 120 sec. in 10 sec. steps is possible.

Here you can also set whether the display should be rotated by activating the **Flip** display button.

If the buttons are tapped, a keyboard for entering the IP address or subnet mask is displayed.

- Pressing < in the upper left corner returns to the previous screen without saving the changes.
- Pressing ✓ saves the settings and returns to the main menu.

If a non-valid address is entered, the previous address is kept!



5. Operating the OctaJet

- Pressing < in the upper left corner returns to the previous screen without saving the changes.
- Pressing ✓ saves the settings and returns to the main menu.

5.6.5 Standby

By tapping *Standby*, the standby display is shown (see section 5.4.3).

5.6.6 Shutdown

In the *Shutdown* menu, the device can be prepared for shutdown.

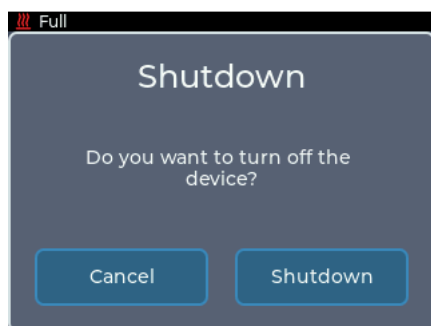


Fig. 24: Setting Shutdown

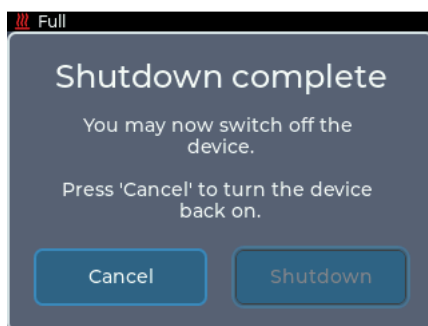


Fig. 25: Shutdown done

The pressure from the pressure system is released into the internal tank. **This procedure should always be performed before transport!**

Alternatively, the pressure can be released via the standby.

5. Operating the OctaJet

5.6.7 Info

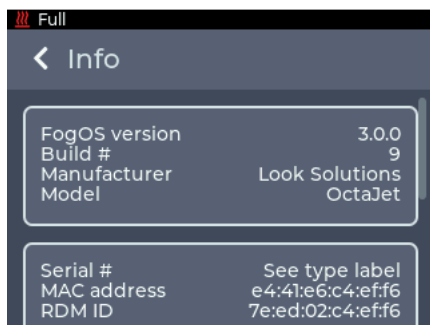


Fig. 26: Menu Info

The **Info** menu displays information about the device. This includes the model, the software version and the MAC address and RDM ID.

Additional information such as hour counters and temperatures can be found under Additional Information at the bottom of the menu.

Licence information can be found under Licence Information.

5.6.8 Update



The current update code for the machine is displayed in the **Update** menu.

This can be used to start the update process, see section 5.8.

Fig. 27: Menu Update

5.6.9 Reset

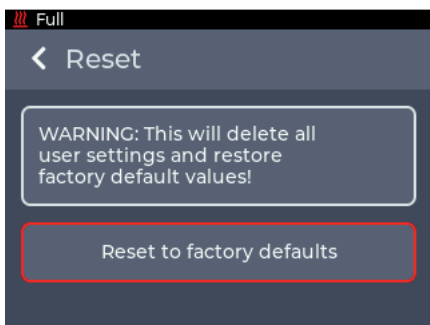


Fig. 28: Menu Reset

In the **Reset** menu, the unit can be reset to the factory defaults.

After pressing **Reset to factory defaults**, the unit is restarted and the factory settings are loaded.

The following settings cannot be reset:

- Operating hours counter

5. Operating the OctaJet

5.7 DMX channel assignment

The DMX channel assignment depends on the set Personality (see section 5.6.2).

Mode			DMX Value	Function	Type of control
1	2	3			
1	1	1		Jet	
			0 - 127	off	step
			128 - 255	Jet output active	step
				Jet output time varies with channel 3 or the manual setting on the device	
*	2	2		Pressure	
			0 - 64	Low	step
			65 - 129	Medium	step
			130 - 194	High	step
			195 - 255	Max	step
*	*	3		Jet time	
			0 - 49	Jet time off, output activate until channel 1 is lower than 128 or heater is too cold	step
			50 - 255	Jet time setting, linear from 100 ms to 2 s	linear
*	*	4		Control	
			0 - 25	Reserved	
				To activate the following functions, stop at DMX value for at least 5 sec. and fog output must be 0 for at least 1 sec.	
			26 - 100	Activate standby	step
			101 - 255	Deactivate standby	step

5. Operating the OctaJet

5.8 Software-Update

The **FogOS Updater** is required to update the unit. The software runs on computers with Windows or MacOS. The computer and the **OctaJet** must be connected to the same network and the computer must have an active internet connection.

Note

If the computer has a wireless Internet connection, the unit can also be connected directly to the computer with a network cable. The operating system must support Auto IP for this (standard for modern operating systems)!

The unit displays an update code under **Settings** -> **Update** (section 5.6.8, fig. 27). This must be entered in the FogOS Updater.

If the unit is found in the network and an update is available, the **OctaJet** is put into update mode.

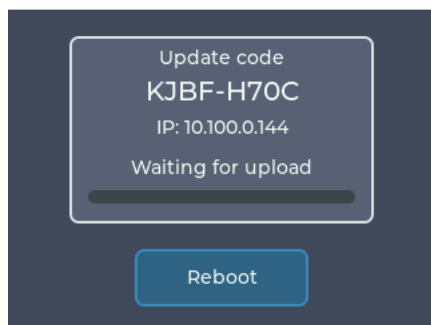


Fig. 29: Update-Mode

The update is automatically uploaded and installed. Afterwards the device restarts.

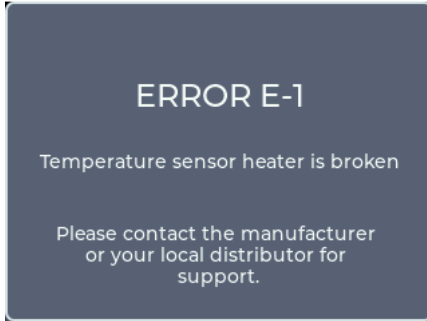
Note

If no software for operation is found on the device, it is automatically switched to update mode.

6. Error messages

If an error appears on the display, the machine must be restarted in order to continue using it after the error has been corrected. The machine can report the following errors.

E-1



The temperature sensor inside the heater is defective/broken.

E-4



The temperature on the PCB is too high.

Note

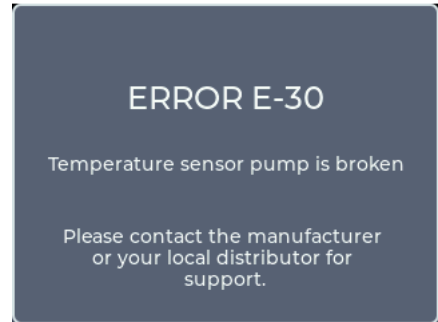
These error messages can also occur if there is a loose contact on one of the temperature sensors!

E-20



The communication with the Power-PCB has failed.

E-30



The temperature sensor inside the pump is defective/broken.

6. Error messages

E-31

ERROR E-31

Temperature sensor tank is broken

Please contact the manufacturer
or your local distributor for
support.

The temperature sensor at the tank is defective/broken.

E-32

ERROR E-32

Pumps are too hot

Please contact the manufacturer
or your local distributor for
support.

The temperature of the pumps is too hot.

E-33

ERROR E-33

Tank is too hot

Please contact the manufacturer
or your local distributor for
support.

The temperature of the tank is too hot.

7. Cleaning, Care and Maintenance

- Avoid overheating the unit by maintaining the operating ambient temperature. For example, do not let spotlights shine directly on the unit.
- Avoid running the **OctaJet** without fluid. Otherwise the pumps will run dry.
- Wipe up leaked fluid immediately. Moisture - including fluid - can destroy the electronics.
- If necessary, clean the surface of the machine with a suitable, solvent-free cleaning agent (e.g. PURE Equipment Cleaner).
- **PLEASE NOTE:** The vaporizer/heating element of our units does **NOT** need to be cleaned! Cleaning liquids offered on the market, so-called cleaners, can damage the vaporiser! In this case, the guarantee will be void.

8. Specifications

Procedure:	Vaporizing fog generator
Power requirement:	3200 Watt
Voltage:	220 - 250V, 50/60 Hz
Warm up time:	approx. 15 min.
Internal fluid tank capacity:	2 litre
Fluidverbrauch:	10 ml/Sekunde
Control:	Manuell DMX 512 Ethernet (Artnet, sACN)
Temperature control:	Microprocessor controlled
Overheating protection:	Heater block/Thermostat Pump/Thermal switch
Dimensions (L x W x H):	45 x 38 x 28 cm
Weight incl. fluid:	28.5 kg

Manufactured in Germany for:

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9. Warranty conditions

For the fog machine **OctaJet Look'** guarantee is:

1. Free of charge, subject to the following conditions (No. 2 - 6) we will repair any defect or fault in the unit if it is caused by a proven factory fault and has been advised immediately after appearance and within 24 month of delivery to the end user. Insignificant deviations of the regular production quality does not guarantee replacement rights, nor do faults or defects caused by water, wrong fog fluid, by generally abnormal environment conditions or Force Majeure.
2. Guarantee Service will be done in the following way: Faulty parts will be repaired or replaced (our choice) with correct parts. Faulty units have to be brought to us or our service centres or to be sent to us or our service centres at customer's expense. The invoice and/or receipt showing the purchase date and the serial number has to come with the faulty unit, otherwise this will not be guarantee service. Replaced parts become our property.
3. The customer loses all rights for guarantee services, if any repairs or adjustments are done to the units by unauthorized persons and/or if spare parts are used which are not approved by us. The right of guarantee service is also lost if fluids other than original Look fog fluids have been used or if units are sent to us with full fluid bottles. Also non compliance with the instructions in this manual or mistakes by incorrect handling/treating of the machine will lead to a loss of guarantee and also any faults and damages caused by undue force.
4. Certain parts of the machine are „consumable parts“ and are not covered by the warranty.
5. Guarantee services do not cause an extension of the guarantee time or the start of a new guarantee time. The warranty for replaced parts ends with the guarantee time of the whole unit.
6. If a defect/fault can not be repaired by us in a satisfactory time, we will, within 6 months after sale of the unit, on choice of the customer, either:
 - replace the whole unit for free or
 - refund the lesser value or
 - take back the whole unit and refund the purchase price, but not more than the usual market price at the time of the refund.
7. Further claims, especially for damages, losses etc. outside the unit are excluded.

Other guarantee regulations may be valid outside Germany. Please check with your dealer!

If you should send the unit for service, do not forget to remove any liquid from the fluid bottle.

