PRO-LINE

BSW 400 CMY

Moving Head

User manual

STAGE

PRSTAGE.PRO

1 – INTRODUCTION TO THE MANUAL

Welcome to the BSW 400 CMY User Manual.
This document provides information on the setup, operation, and maintenance of the device.

2 – GENERAL WARNING

Please read the instructions in this user manual carefully, as they contain important safety information regarding installation, use, and maintenance.

⚠ This device is not intended for household use and must be installed by a qualified electrician or experienced technician.
⚠ The device must be properly grounded.

3 – GENERAL WARRANTY TERMS

The device is covered by a 12-month warranty from the date of purchase against manufacturing defects in materials and workmanship.

4 – TECHNICAL SPECIFICATIONS

Light Source:

- LED: 400 W
- Color Light: 7400k
- CRI: RA >65

Optical System:

- Focus: Motorized

Iris:

- Motorized (16-bit)

Zoom:

- Motorized, with a range of 2°–53°

4 – TECHNICAL SPECIFICATIONS

The BSW 400 CMY is one of the most compact lighting fixtures in the 400 W category.
Thanks to its advanced optical system, the fixture delivers 104,000 lux at a distance of 5 meters (with a 2° beam angle).
The BSW 400 CMY is ideal for professional applications, both mobile (concerts, shows, tours, special events) and fixed installations (clubs, concert venues), where high brightness and versatile functionality are required.

Key Features of the BSW 400 CMY:

- Motorized focus
- Linear zoom (2°–53°)
- CMY color mixing system with 3 palettes for smooth blending + color wheel (6 colors + open)
- Two gobo wheels:
  - Rotating gobo wheel (7 interchangeable gobos)
  - Static gobo wheel (10 interchangeable gobos)
- Frost filter (for soft edge projection)
- 4-facet rotating prism
- Pan/Tilt movement (16-bit resolution)
- Move Speed function for fast positioning
- Intuitive menu with graphical backlit LCD display
- Operating voltage: 100–240 V

Dimmer / Strobe:

- Linear dimmer
- Strobe function with variable speed from 0 to 25 flashes per second

4 – TECHNICAL SPECIFICATIONS

Color

- CMY color mixing system + color wheel (6 colors + open position)
- Linear color selection for creating smooth dual-color beam effects
- Synchronized color change with dimming

Gobos

- Two gobo wheels:
  - Rotating: 7 indexable gobos (16-bit) + open position
  - Static: 10 gobos + open position
- Smooth gobo scrolling
- Gobo Shake effect

Effects

- Indexable rotating prism (4-facet), bi-directional rotation
- Frost filter (for beam edge softening)

Pan / Tilt

- Pan range: 540°
- Tilt range: 270°
- Resolution: 16-bit
- Move Speed function for smooth and precise motion, even at maximum speed

DMX and Control

- 22 DMX channels (default mode)

Connections

- 2 XLR connectors:
  - 3-pin DMX In/Out
- POWERCONN (Neutrik) power connector
- RJ-45 port (optional)

Power Supply

- Electronic ballast: 100–240 V (50/60 Hz)
- Power consumption: 450 W

Standard Accessories

- 2 “Fast Lock” Omega brackets

4 – TECHNICAL SPECIFICATIONS

Operating Temperature

- Ambient operating temperature: from -10°C to +40°C

Interface

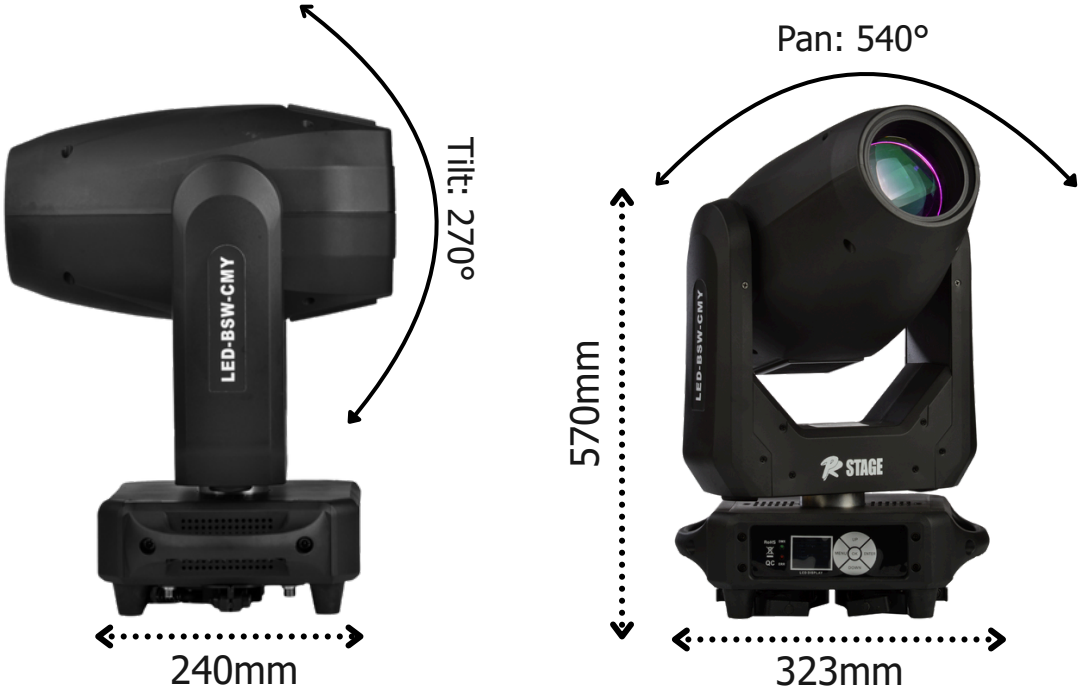
- Graphical backlit LCD display

Weight

- 16.4 kg

Dimensions

- Packaged: 550 × 440 × 420 mm
- Unpackaged: 240 × 323 × 570 mm



5 – PACKAGE CONTENTS

Standard package includes:

- 1× BSW 400 CMY lighting fixture
- 1× POWERCONN Male connector
- 1× 3-pin XLR Male connector
- 1× 3-pin XLR Female connector
- 2× "Fast Lock" Omega brackets (maximum load: 80 kg)
- User manual

6 – IMPORTANT SAFETY INFORMATION

6.1. Fire Prevention:

- Never place the fixture on flammable surfaces.
- Minimum distance from combustible materials: 1.5 m.
- Minimum distance to the nearest illuminated surface: 2 m.
- Replace blown or damaged fuses only with those of the same rating.
- Connect the device to the power supply only through a thermal circuit breaker.

6.2. Electrical Shock Prevention:

- High voltage is present inside the device. Before performing any work that involves touching the internal components, disconnect the device from the power supply.
- The high level of technological complexity of the BSW 400 CMY requires maintenance by qualified personnel only. Contact an authorized PRstage service center.
- Proper grounding is essential for the device's correct operation.
- Never connect the device without proper grounding.
- The device must be installed in well-ventilated areas.

6.3. Protection from Intense Light Emission:

- Never look directly into the spotlight when it is on.

6.4. Safety:

- The fixture must always be installed using bolts, clamps, and other fasteners that can support its weight.
- Always use an additional safety cable to secure the fixture in case the primary mounting fails.
- The external surface of the device may reach temperatures above 70°C in certain areas. Do not touch the fixture for at least 10 minutes after it has been turned off.

6 – IMPORTANT SAFETY INFORMATION

6.4. Safety:

- Never install the fixture in enclosed spaces without adequate air circulation. The ambient temperature should not exceed 40°C.

6.5. Ingress Protection Rating (Solid Particles and Liquids):

- The fixture is classified as standard equipment with an IP20 protection rating, meaning it offers no protection against dust and moisture.
- For outdoor use, PRstage recommends using specialized rain covers or fixtures with protection against liquid or other solid particles. For more details, please consult a PRstage specialist.

7 – VOLTAGE AND FREQUENCY

- The BSW 400 CMY operates within a voltage range of 100–240 V at a frequency of 50 or 60 Hz.

8 – INSTALLATION

- The BSW 400 CMY can be installed both on the floor and on the ceiling.

Floor Installation:

- The fixture is equipped with four rubber feet on the base for stability (see Fig. 1, page 9).

Ceiling Mounting:

- It is recommended to use appropriate clamps to secure the fixture to the mounting surface (see Fig. 2, page 9).
- The supporting structure to which the fixture is suspended must be able to support its weight, as well as the mounting hardware.
- The structure should be rigid enough to prevent vibration during the movement of the BSW 400 CMY.

Mounting System:

- The base of the fixture has 4 mounting points for hex bolts (not included).
- This allows the BSW 400 CMY to be mounted using the two "Fast Lock" mounting brackets included in the package.

8 – INSTALLATION

Fig.1

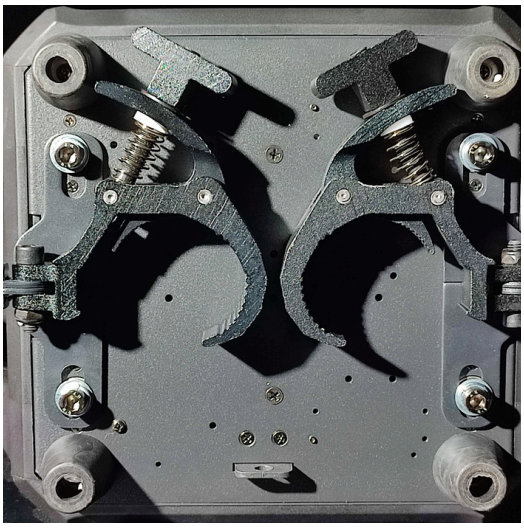
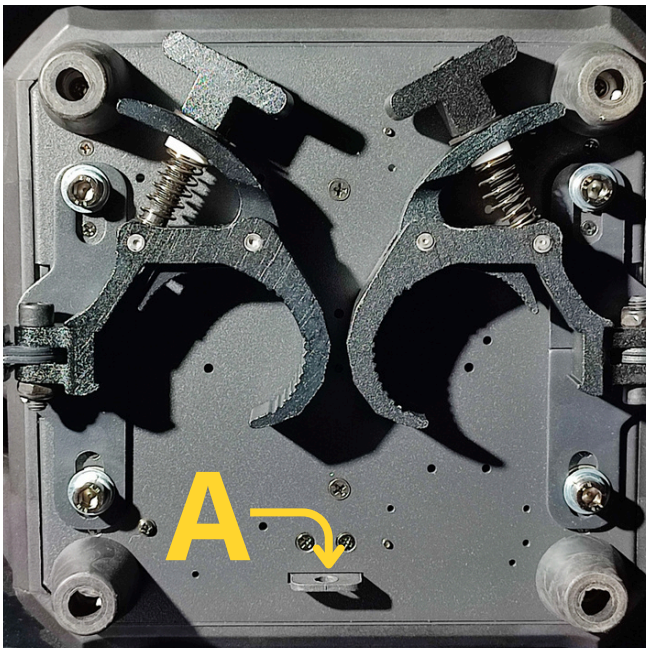
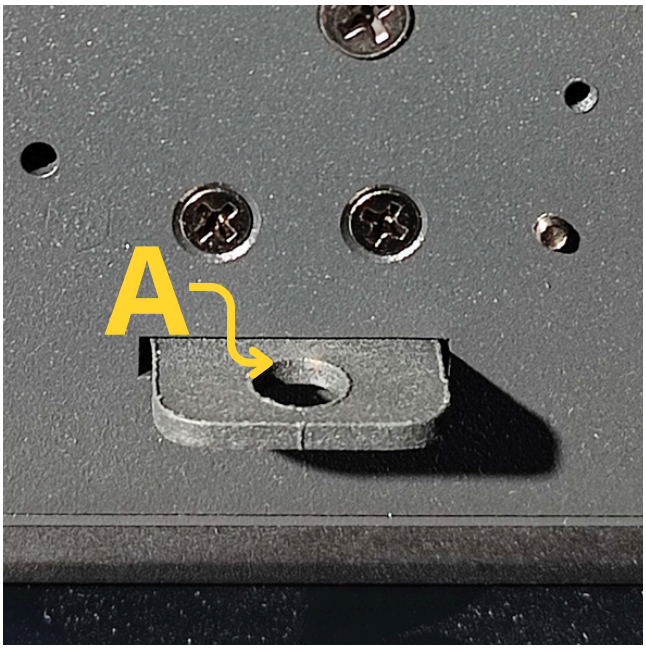


Fig.2

⚠ 8.1 – SAFETY CABLE

- We strongly recommend using a safety cable to secure the BSW 400 CMY to the mounting truss. This will prevent the fixture from falling in the event of primary mounting failure.
- Ensure that the safety cable is made of metal and is capable of supporting the full weight of the fixture.
- You can attach the safety cable to the hole (A) located at the base of the unit, as shown in the image below.





8.2 – LIQUID PROTECTION

- The projector contains electrical and electronic components that must never come into contact with oil, water, or any other liquids.
- If liquids enter the device, its operation may be compromised or completely fail.

8.3 – MOVEMENT

- The projector has a maximum movement range of:
- Pan: 540°
- Tilt: 270°
- Do not place any obstacles in the path of the moving parts of the fixture or position other equipment too close to its range of motion.

8.4 – FORCED VENTILATION

- Upon inspection, you will notice that the device is equipped with air intake vents and cooling fans located at the base and on the head of the fixture.
- Under no circumstances should these vents be blocked or covered during operation.
- Obstructing airflow can lead to severe overheating, which may result in device malfunction or failure.

9 – POWER CONNECTION

- The BSW 400 CMY operates within a voltage range of 100–240 V at a frequency of 50–60 Hz.
- Before connecting the fixture to the power supply, make sure that the mains voltage matches the device specifications.

Для подключения:

- Ensure that the plug used supports:
  - 8 A at 230 V
  - or 16 A at 100–120 V

10 – DMX SIGNAL CONNECTION

The fixture operates using the DMX-512 digital control protocol.

1. DMX Connection

The connection between the DMX controller and the fixture—or between multiple fixtures—must be made using shielded twisted-pair cable (ø 0.5 mm) with XLR connectors (3-pin or 5-pin).

- Make sure the conductors do not touch each other.
- Do not connect the cable shield to the body of the XLR connector—the housing must remain electrically isolated.
- Connect the DMX OUT of the controller to the DMX IN of the first fixture.
- Then connect the DMX OUT of the first fixture to the DMX IN of the second fixture, and so on.

In this way, all fixtures are connected in a daisy-chain configuration.

10 – DMX SIGNAL CONNECTION

2. DMX Errors

- If the green DMX address indicator is not lit, this indicates one of the following issues:
- No DMX signal is being received.
- DMX receiver error.

3. Using a DMX Terminator

In setups with long DMX cable runs, it is recommended to use a DMX terminator.

A terminator is an XLR plug (3-pin or 5-pin) with a 120-ohm resistor connected between pins 2 and 3.

- The DMX terminator should be plugged into the DMX OUT of the last fixture in the chain.

10.1 – DMX ADDRESSING

- The BSW 400 CMY operates in a 22-channel DMX mode.
- If you are using the 22-channel mode, set the following DMX addresses on your controller:
- Fixture 1 → A001
- Fixture 2 → A023
- Fixture 3 → A045
- …
- Fixture 6 → A111
- To assign the DMX address for the next fixture, simply add 22 to the previous address.

10.2 – SELECTING THE DMX ADDRESS

- Press the Menu button and use the UP/DOWN buttons until you reach the DMX Address section, then press OK.
- Set the desired DMX address.
- Press ENTER to confirm your selection.
- Press the Menu button again and check the address on the main screen.

10.3 – SETTING THE ADDRESS VIA RDM

- The BSW 400 CMY fixture supports RDM (Remote Device Management) functionality.

Important:

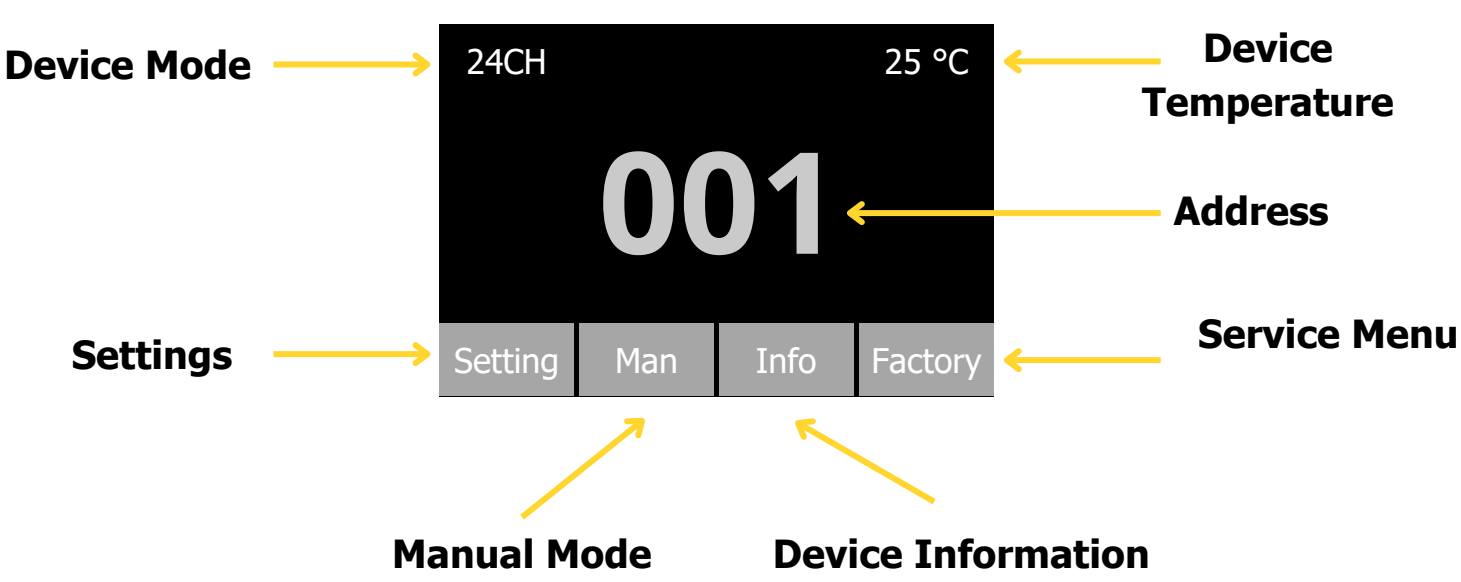
- If your console supports the RDM function, you can set the device's address directly from the console.
- To verify if your console supports RDM, please consult the manufacturer.

Note:

- All devices in the network, including ART-NET, sCAN, and others, must support RDM signal transmission.

11 – DISPLAY FUNCTIONS

- The display on the BSW 400 CMY shows all available functions. Using these functions, you can change the device's parameters and add additional options.
- Important: Modifying the settings of the BSW 400 CMY may alter the fixture's functionality, potentially causing it to stop responding to DMX control.
- Before making any changes, carefully follow the instructions below.
- Note:
- The display shows button icons, indicating which buttons to press to select the desired function.



12 – "SETTING" MENU

Setting	
Run Mode	DMX
DMX Adress	001
Device Reset	OFF
Channel Mode	24CH

Run Mode – Operating Mode

Press OK and use the UP/DOWN buttons to select the desired operating mode.

Press ENTER to confirm your selection.

There are 3 available modes:

1. DMX – Control via DMX-512 protocol.
2. Auto – Test auto mode.
3. Sound – The fixture responds to music and audio signals.

DMX Address – Address Selection

Press OK and use the UP/Down buttons to select the desired address.

Press Enter to confirm and reset the device.

By default, the device is set to address 001.

Device Reset – Resetting the Device

Press OK and use the UP/Down buttons to select OFF or ON.

Press Enter to confirm the reset.

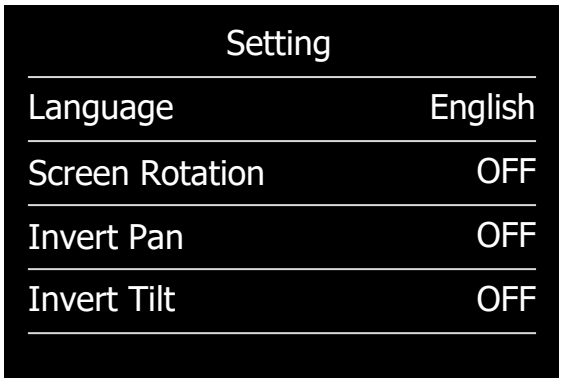
⚠ When the device is reset, it will need to be configured again.

Channel mode - Моды каналов

По умолчанию установлен 24-канальный режим прибора.

В приборе 1 мод - 24CH

12.1 – "SETTING" MENU



Language

Press OK and use the UP/Down buttons to select the desired language.

Press Enter to confirm the operating mode.

2 available languages:

- English
- Chinese

⚠ When the device is reset to factory settings, the default language is Chinese.

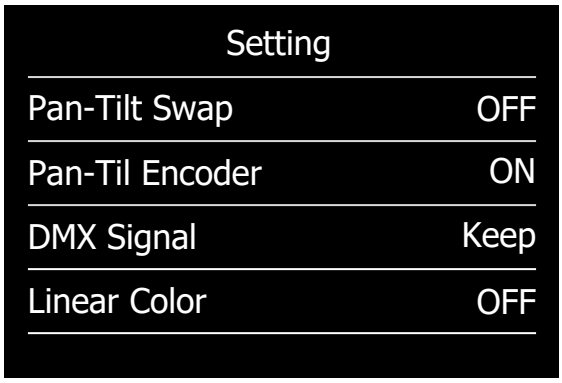
Screen Rotation

- Press OK and use the UP/Down buttons to select OFF or ON.
- Press Enter to confirm the device reset.
- The default setting is OFF (floor mode).
- When mounting the device using Fast Lock brackets, we recommend setting it to ON for more comfortable operation.

Invert PAN/TILT

- Press OK and use the UP/Down buttons to select OFF or ON.
- Press Enter to confirm the inversion.
- The default setting is OFF.
- If necessary, you can enable inversion via the RDM protocol.

12.2 – "SETTING" MENU



Pan-Tilt Swap

- Press OK and use the UP/Down buttons to select OFF or ON.
- Press Enter to confirm the operating mode.
- Swaps the Pan and Tilt channels.

Pan-Tilt Encoder

- Press OK and use the UP/Down buttons to select OFF or ON.
- Press Enter to confirm the device reset.
- The Pan Tilt Encoder function in the BSW LED menu is associated with the encoder feedback system, which controls the pan (Pan) and tilt (Tilt) positions.
- ON – Enables encoder feedback; the device will calibrate itself in case of failures.
- OFF – Disables the function; Pan/Tilt operates without self-correction (not recommended if accuracy is required).

DMX Signal

- Press OK and use the UP/Down buttons to select Keep or Clear.
- Press Enter to confirm the device reset.
- Keep – The device remembers the last received value and continues to operate in the same mode until the DMX signal is restored.
- This is useful if the signal temporarily disappears to avoid sudden loss of effects.
- For example, if the light was set to blue with a specific gobo, it will remain in that state.

12.3 – "SETTING" MENU

Setting	
Pan-Tilt Swap	OFF
Pan-Til Encoder	ON
DMX Signal	Keep
Linear Color	OFF

DMX Signal

Clear – The device resets the parameters when the DMX signal is lost and returns to its default state (usually turning off the light beam or entering standby mode).

This is useful if you want the device to automatically turn off when the signal is lost.

When to use which function?

Keep – For stable operation during a show, if brief signal losses are possible.

Clear – If you want the device to turn off when the DMX signal is lost and not stay in the last state.

If you are using wireless DMX or long cable runs, Keep will be safer.

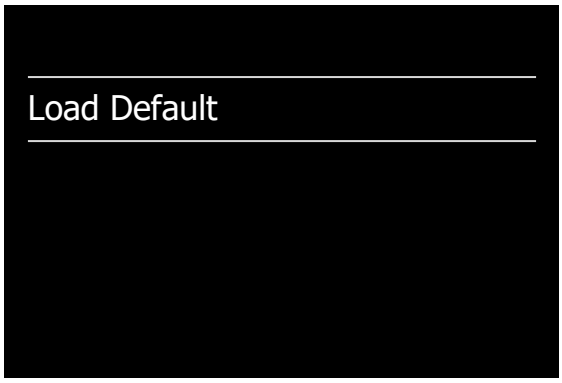
Linear Color

- Press OK and use the UP/Down buttons to select OFF or ON.
- Press Enter to confirm the device reset.

What does Linear Color do?

- It provides smooth transitions between colors instead of abrupt switching.
- It allows blending intermediate shades (if the device supports CMY mixing).
- It creates a gradient transition effect, which is especially useful for theatrical and concert lighting.
- Settings options:
- ON – Enables smooth color transitions.
- OFF – Colors switch instantly, without intermediate shades.

12.5 – "SETTING" MENU



Load Default

- Press OK and use the UP/Down buttons to select.
- Press Enter to confirm the device reset.

- **Returns the device to factory default settings! Use only as a last resort!**

13 – "MANUAL" MENU

Manual	
Pan	000
Pan Fine	000
Tilt	000
Tilt Fine	000

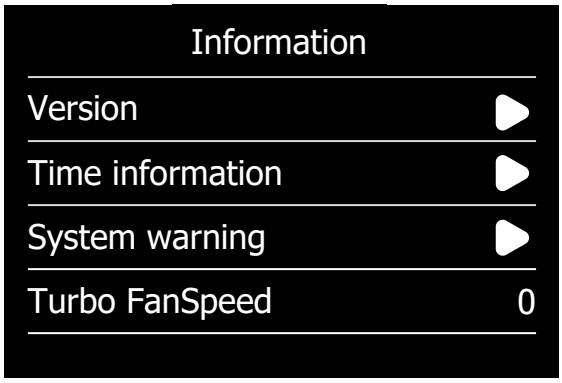
Manual

- Allows you to manually enable necessary parameters of the device without a DMX controller.

Linear Color

- Press OK and use the Up/Down buttons to select the desired parameter.
- Press OK to select the parameter.
- Use the Up/Down buttons to choose a value from 0 to 255.
- Press OK or Enter to confirm.
- To exit, press Menu.

13.1 – "INFO" MENU



Version

- You can view the device's firmware version.

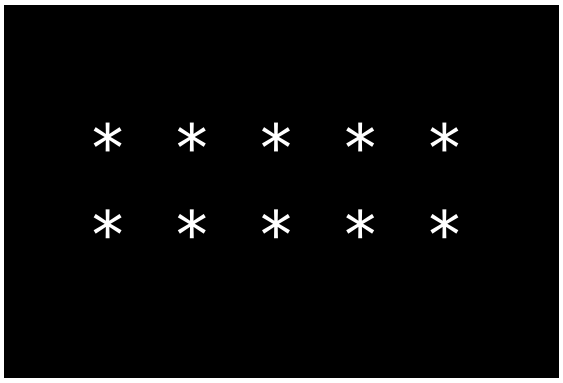
Time information

- Operating time of the device.

System warning

- System warnings.

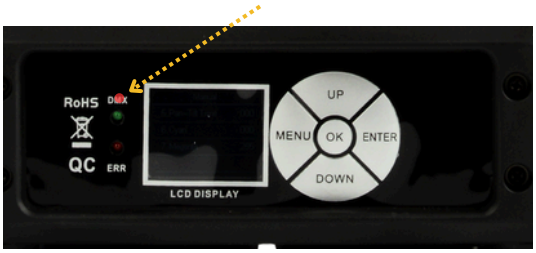
13.2 – "FACTORY" MENU



- **Access to the service menu of the equipment is only allowed for PRstage company employees.**
- **Attempting to change parameters in the service menu may result in equipment malfunction and the refusal of warranty service.**

14 – DEVICE ERRORS

- If the Err indicator is lit (see image below) and you see an error message or an error message appears in the 13.1 System Warning menu, refer to the table:



Error	Possible Issue	Solution
MT board connection fails	Motor board not responding. Possible issue: There may be problems with the serial communication line between the display and the motor board, or the motor board may be faulty.	1. Try performing a device reset. 2. Turn off the power and turn it back on after 1 minute. 3. If the error persists, contact the PRstage service center.
X-axis photoelectric switch, or X-axis motor or motor board problem.	Problem with the photoelectric sensor on the X-axis, X-axis motor, or motor board.	1. Try performing a device reset. If the error persists, contact the PRstage service center.
Y-axis photoelectric switch, or Y-axis motor or motor board problem.	Problem with the photoelectric sensor on the Y-axis, Y-axis motor, or motor board.	• Try performing a device reset. • If the error persists, contact the PRstage service center.

14 – DEVICE ERRORS

Error	Possible Issue	Solution
MT board connection fails	Motor board not responding. Possible issue: There may be problems with the serial communication line between the display and the motor board, or the motor board may be faulty.	1. Try performing a device reset. 2. Turn off the power and turn it back on after 1 minute. 3. If the error persists, contact the PRstage service center.
X-axis photoelectric switch, or X-axis motor or motor board problem.	Problem with the photoelectric sensor on the X-axis, X-axis motor, or motor board.	1. Try performing a device reset. 2. If the error persists, contact the PRstage service center.
Y-axis photoelectric switch, or Y-axis motor or motor board problem.	Problem with the photoelectric sensor on the Y-axis, Y-axis motor, or motor board.	1. Try performing a device reset. 2. If the error persists, contact the PRstage service center.
X-axis Hall or motor board have problem.	Hall sensor on the X-axis or motor is faulty.	1. Try performing a device reset. 2. If the error persists, contact the PRstage service center.
Y-axis Hall or motor board have problem.	Hall sensor on the Y-axis or motor is faulty.	1. Try performing a device reset. 2. If the error persists, contact the PRstage service center.

14 – DEVICE ERRORS

Error	Possible Issue	Solution
Color Hall or Color motor have problem.	Hall sensor for the color wheel or color wheel motor is faulty.	1. Try performing a device reset. 2. If the error persists, contact the PRstage service center.
Gobo Hall or Gobo motor have problem.	Hall sensor for the gobo wheel or gobo wheel motor is faulty.	1. Try performing a device reset. 2. If the error persists, contact the PRstage service center.
Focus Hall or focus motor have problem.	Hall sensor for the focus or focus motor is faulty.	1. Try performing a device reset. 2. If the error persists, contact the PRstage service center.
Failed to light ON or OFF, the light striker or lamp have problem.	LED does not turn on or off.	Contact the PRstage service center.

15 – PERIODIC CLEANING

15.1 – Lenses and Reflectors

Even a thin layer of dust can significantly reduce light output.
Regularly clean all lenses and reflectors with a soft cotton cloth dampened with a special cleaning solution.

15.2 – Fans and Vents

Fans and vents should be cleaned approximately every 6 weeks.
The cleaning frequency depends on the operating conditions of the projector.
For cleaning, you can use:

- A brush
- A regular vacuum cleaner
- An air compressor

If the device operates in a dusty environment, clean the fans and air ducts more frequently.

16 – PERIODIC INSPECTIONS

Attention!
Before removing the casing, disconnect the device from the power supply.

Mechanical Parts

Periodically check all mechanical components:

- Gears
- Guides
- Belts and other moving elements

Replace worn parts if necessary.
Check the lubrication of all components, especially those exposed to high temperatures.
Use the appropriate lubricant recommended by PRstage.
Check the tension of the belts and adjust if necessary.

Electrical Components

Check the grounding and the proper connection of all connectors.

- If any loose connections are found, tighten them.

16 – PERIODIC INSPECTIONS

Fuse Replacement

- The fuse protecting the lamp and electronic components is located at the base of the BSW 400 CMY.
- Check the condition of the fuse using a multimeter.
- If the fuse is blown, replace it with one of the same rating.

Attention!
Disassembling the device during the warranty period is prohibited!
This may void the warranty service!

17 – DMX PROTOCOL

- PAN – Pan 540°
- PAN fine – Fine pan adjustment
- TILT – Tilt 270°
- TILT fine – Fine tilt adjustment
- SPEED MOVEMENT – Movement speed
- CYAN – Cyan (CMY)
- MAGENTA – Magenta (CMY)
- YELLOW – Yellow (CMY)
- CTO – Color temperature
- MACRO CMY – CMY macros
- COLOUR – Color
- FIXED GOBO 1 – Fixed gobo
- GOBO 2 – Gobo
- GOBO 2 ROTATION/INDEX – Gobo rotation/indexing
- PRISM – Prism
- PRISM ROTATION – Prism rotation
- FROST – Frost
- ZOOM – Zoom
- ZOOM fine – Fine zoom
- FOCUS – Focus
- FOCUS fine – Fine focus
- DIMMER – Dimmer
- SHUTTER – Shutter
- RESET – Reset

17 – DMX PROTOCOL

DMX Channel	Parameter	DMX Value	Function
1	Pan	0-255	0°-540°
2	Pan Fine	0-255	1.2° Fine
3	Tilt	0-255	0°-270°
4	Tilt Fine	0-255	1.2° Fine
5	Speed Movement	0-255	From fast to slow.
6	Cyan	0-255	Linearly from 0% to 100%.
7	Magenta	0-255	Linearly from 0% to 100%.
8	Yellow	0-255	Linearly from 0% to 100%.
9	CTO	0-255	Linearly from 0% to 100%.
10	MACRO CMY	0-004 005-009 010-014 015-019 020-024 ***-*** 250-255	Open Color Macro 1 Color Macro 2 Color Macro 3 Color Macro 4 Color Macro ** Color Macro 50

17 – DMX PROTOCOL

DMX Channel	Parameter	DMX Value	Function
11	Color	0-009 010-019 020--029 030-039 040-049 050-059 060-069 070-079 080-089 090-099 100-109 110-119 120-129 130-200 201-255	Open Open + Color 1 Color 1 Color 1+Color 2 Color 2 Color 2 + Color 3 Color 3 Color 3 + Color 4 Color 4 Color 4 + Color 5 Color 5 Color 5 + Color 6 Color 6 CCW CW
12	Gobo 1	000-004 005-009 010-014 015-019 020-024 025-029 030-034 035-039 040-044 045-049 050-054	Open Gobo 1.1 Gobo 1.2 Gobo 1.3 Gobo 1.4 Gobo 1.5 Gobo 1.6 Gobo 1.7 Gobo 1.8 Gobo 1.9 Gobo 1.10

17 – DMX PROTOCOL

DMX Channel	Parameter	DMX Value	Function
12	Gobo 1	055-059 060-064 065-069 070-074 075-079 080-084 085-089 090-094 095-099 100-104 105-109 110-200 201-255	Shake Open Shake Gobo 1.1 Shake Gobo 1.2 Shake Gobo 1.3 Shake Gobo 1.4 Shake Gobo 1.5 Shake Gobo 1.6 Shake Gobo 1.7 Shake Gobo 1.8 Shake Gobo 1.9 Shake Gobo 1.10 CW CCW
13	Gobo 2	000-009 010-019 020-029 030-039 040-049 050-059 060-059 070-079 080-089 090-099 100-109 110-119 120-129 130-139 140-149 150-200 201-255	Open Gobo 2.1 Gobo 2.2 Gobo 2.3 Gobo 2.4 Gobo 2.5 Gobo 2.6 Gobo 2.7 Shake Gobo 2.1 Shake Gobo 2.2 Shake Gobo 2.3 Shake Gobo 2.4 Shake Gobo 2.5 Shake Gobo 2.6 Shake Gobo 2.7 CW CCW

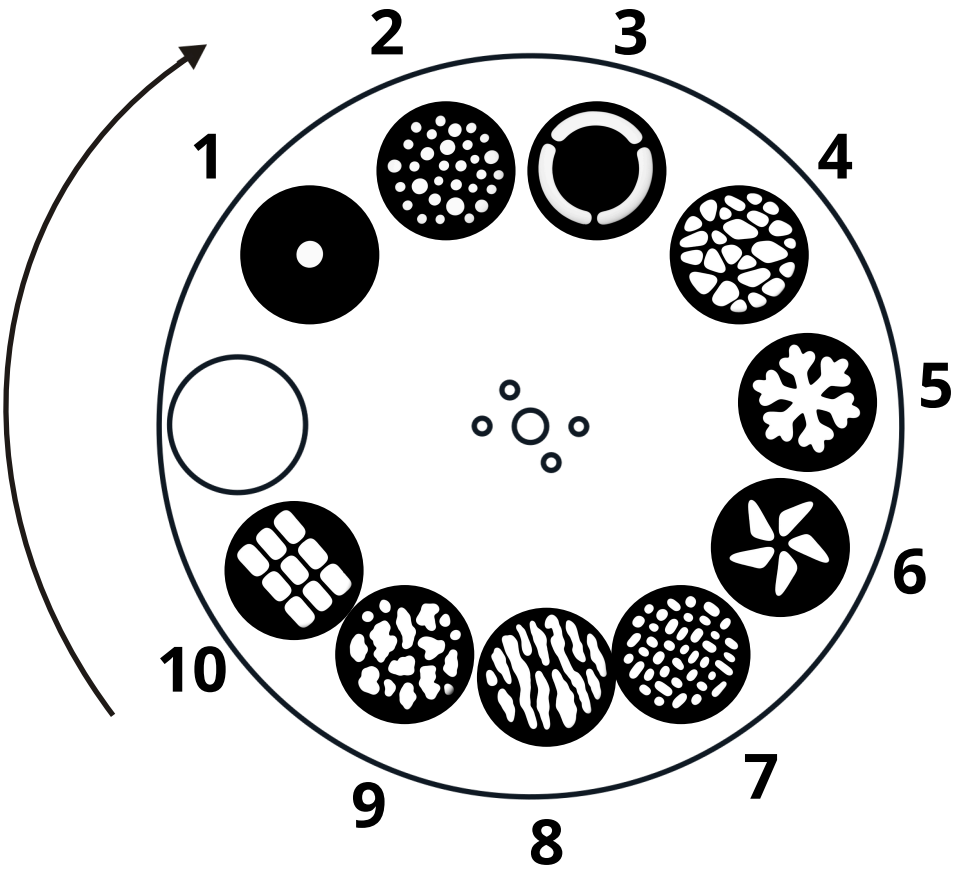
17 – DMX PROTOCOL

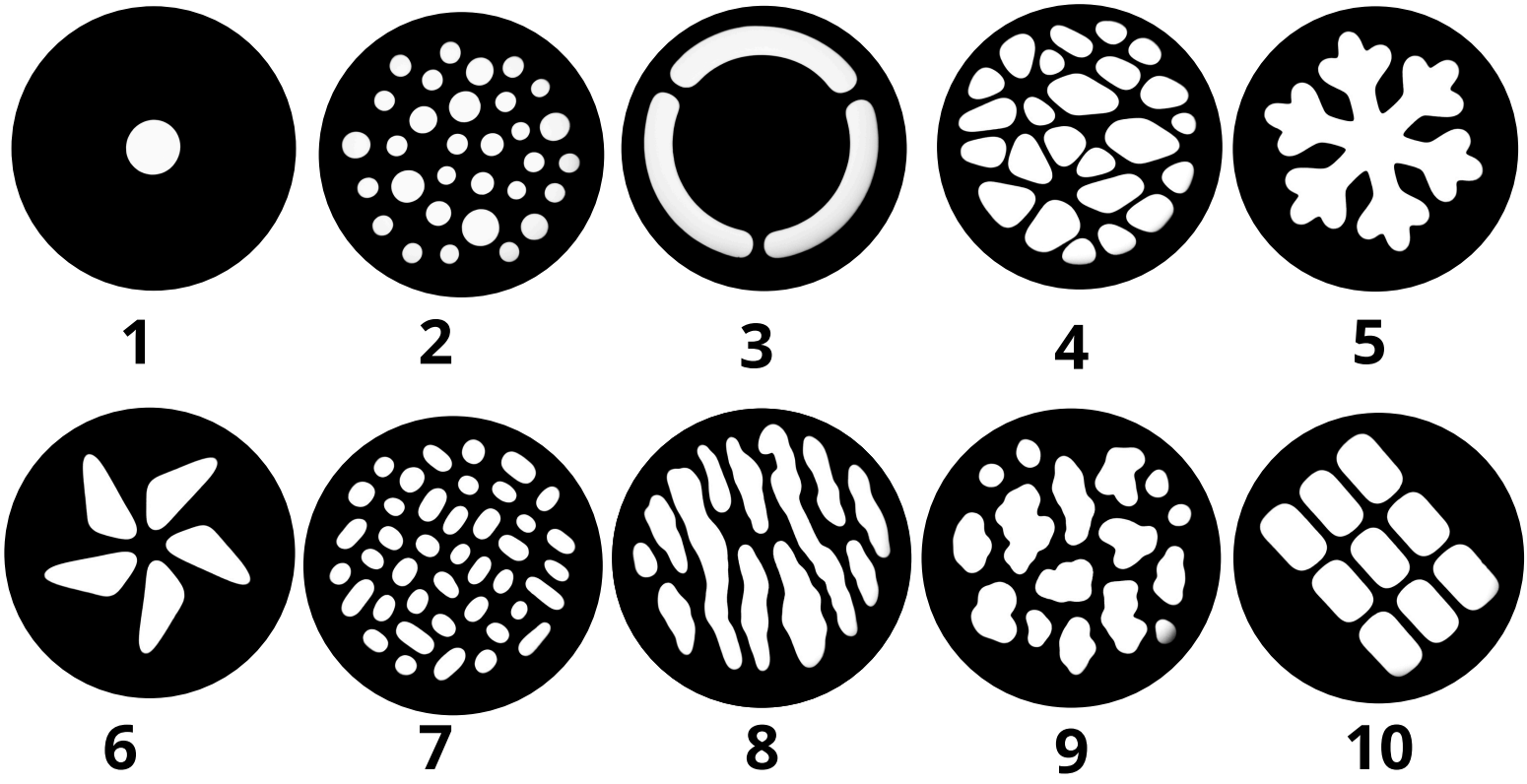
DMX Channel	Parameter	DMX Value	Function
14	Gobo 2 Rotation/ Index Coarse	000-127 128-190 191-255	Gobo 2 Index Course CCW Gobo 2 CW Gobo 2
15	Prism	000-127 128-255	Open (No prism) 4-facet prism
16	Prism Rotation	000-127 128-191 192-255	Prism Index Course CCW Rotation CW Rotation
17	Frost	000-127 128-255	Open Frost
18	Zoom	000-255	Zoom
19	Zoom Fine	000-255	Zoom Fine
20	Focus	000-255	Focus
21	Focus Fine	000-255	Focus Fine
22	Dimmer	000-255	Dimmer
23	Strobe	000-003 004-103 104-107 108-207 208-212 213-251 252-255	Open shutter Strobe Open shutter Pulse Open shutter Random strobe Open shutter

17 – DMX PROTOCOL

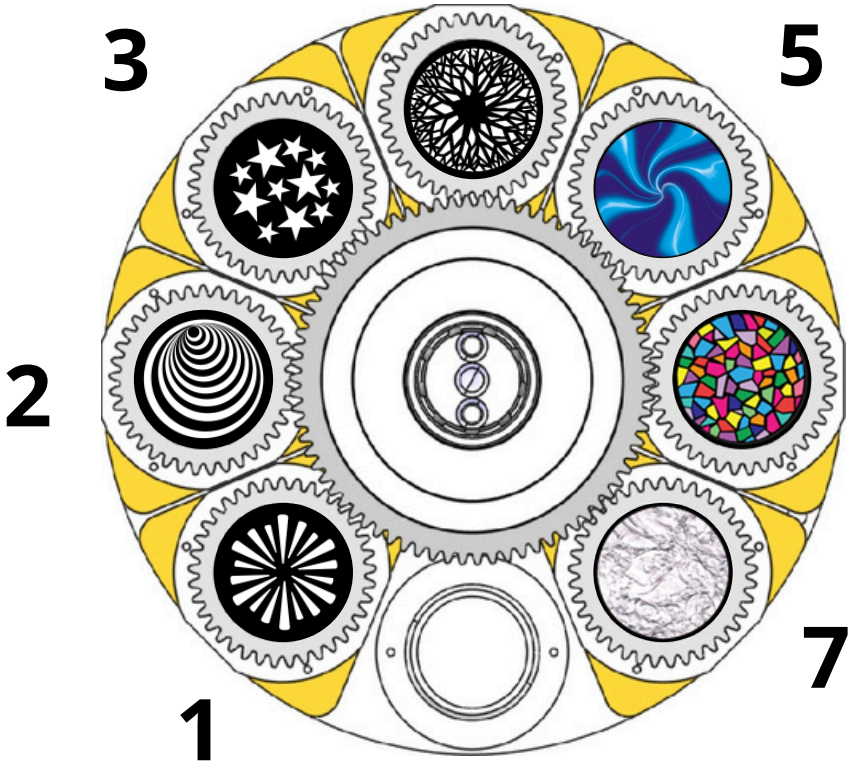
DMX Channel	Parameter	DMX Value	Function
24	Reset	000-209 210-255	Empty Global reset

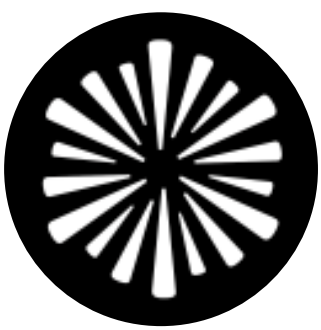
18 – GOBO 1 (FIXED)





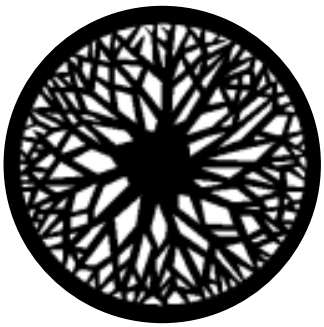
19 – GOBO 2 (ROTATION)




1


2


3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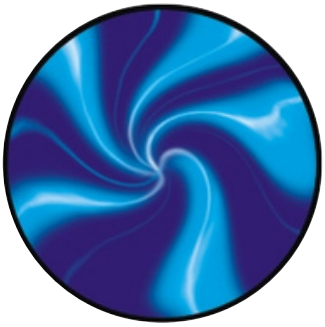
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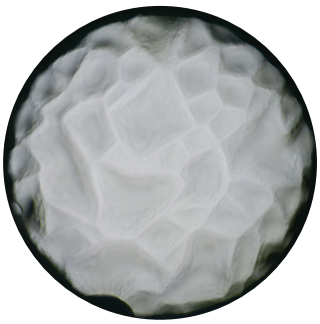
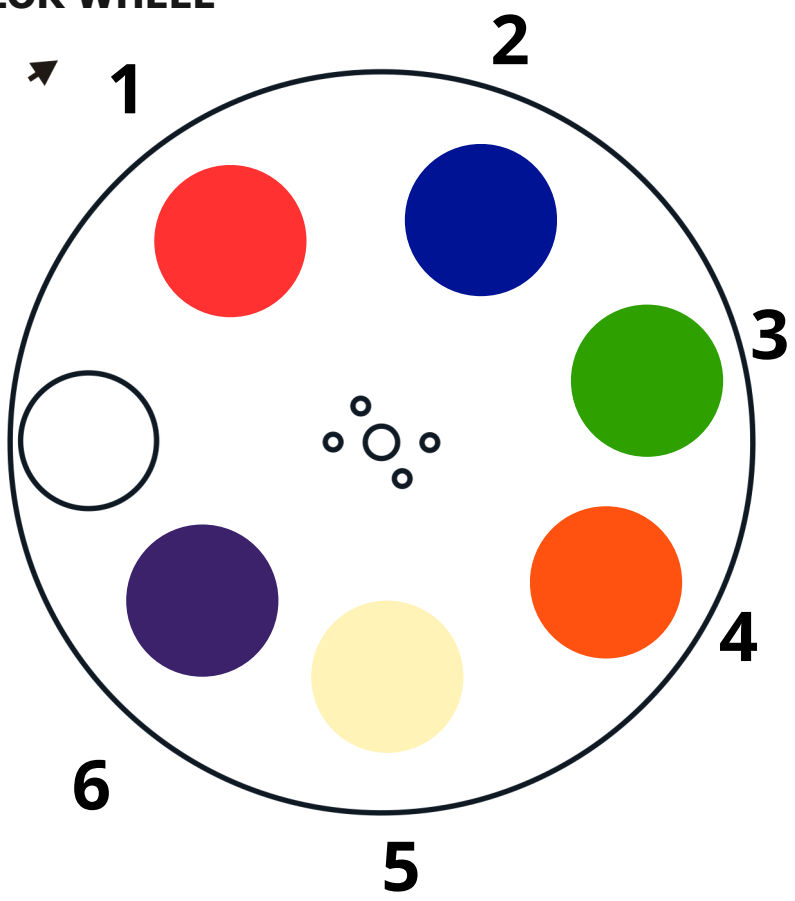
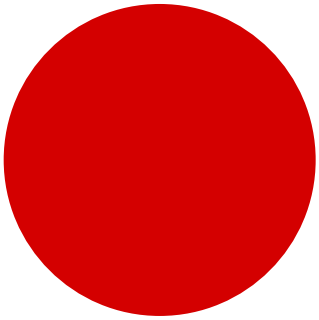
6

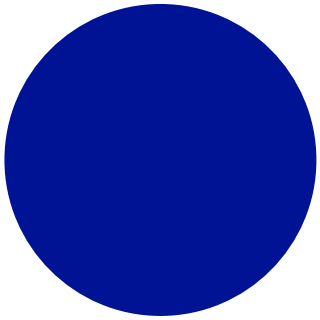

7

20 – COLOR WHEEL

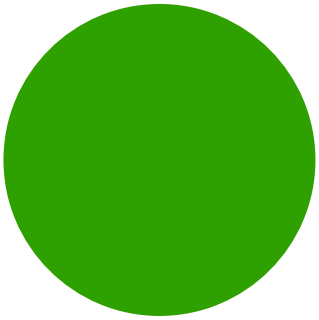




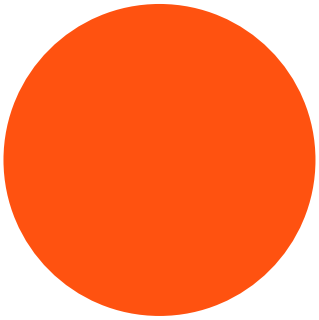
1
Red



2
Blue

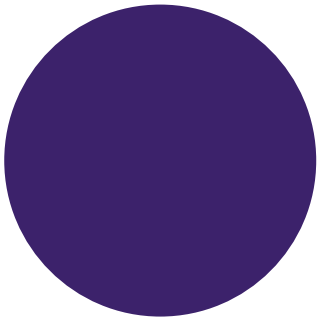


3
Green



4
Deep Amber

5
Warm Filter



6
VS-Violet

21 – WARRANTY CARD

Product Information

- Model: BSW 400 CMY
- Serial Number:
- Date of Sale:
- Seller:

2. Warranty Conditions

- The warranty is valid for 12 months from the date of purchase.
- It covers factory defects and malfunctions not caused by external factors.
- Warranty repairs are carried out at authorized service centers.

3. The warranty does not cover:

- Mechanical damage caused by improper handling.
- Breakdowns caused by incorrect connections or network overloads.
- Ingress of moisture, dust, or foreign objects inside the device.
- Unauthorized repairs and modifications.

21 – WARRANTY CARD

4. Service Conditions

- To obtain warranty repairs, you must provide the completed warranty card and a receipt or other payment document.
- The repair time depends on the complexity of the malfunction.

5. Service Center Contact Information

- Address: Petropavlovsk, Abay St. 29, Office 301
- Phone: +7 (7152) 63 04 04
- WhatsApp: +7(776) 2390086
- Email: info@prstage.pro

- Customer's signature: _____

- Seller's stamp:

The information contained in this manual has been carefully prepared and verified.
However, PRstage is not responsible for any possible errors.

PRstage reserves the right to make any changes to the design, functionality, or construction of its products without prior notice.
PRstage is not responsible for the use or application of the products or schemes described in this document.