

Source Four FAQs

Problem: My lamps seem to burn out prematurely.

Solutions:

- 1) Check voltage at the fixture with a true RMS voltmeter & trim dimmer output as necessary. The voltage output of the dimmer at full *should not exceed* the rating of the lamp. Various lamp voltages and hour ratings are available.
 - 2) Check lamp socket for pitting and signs of arcing and replace as necessary.
 - 3) Try using lamps from a different production run / different manufacturer.
 - 4) Be sure to observe proper lamp handling procedures and never touch the lamp envelope.
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Problem: My lamps tend to work themselves out of their sockets during transit.

Solutions:

- 1) Be sure that the lamp retainer *spring* securely grips the sides of the lamp base.
 - 2) Be sure the lamp retainer clip is resting flat against the surface of the aluminum heat sink.
 - 3) For older S4 units, purchase and install the lamp retainer upgrade kit. Contact your local ETC Dealer or ETC Technical Services for details.
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Problem: I'm getting short gel life.

Solutions:

- 1) Be sure the lamp is aligned correctly with a flat field focus.
 - 2) Try a new lamp. Filament sag in older lamps can cause "hot spots".
 - 3) In a S4 PAR, be sure the lens is inserted concave such that the lens is farthest from the gel.
 - 4) In a S4 lamped at 750 watts, try using an ETC gel extender.
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Question: How much heat do your fixtures emit?

Answer:

For each watt of energy consumed, the fixture will emit 3.4144 BTUs per hour. Keep in mind that S4 and S4 jr fixtures absorb more of the infra-red light spectrum than most typical fixtures, and therefore transmit less heat to the stage.

Question: What size pattern holders and color frames do Source Fours use?

Answer:

Fixture	Pattern Holder	Color Frame
Source Four 5°	A or B	14" x 14"
Source Four 10°	A or B	12" x 12"
Source Four 19-50°	A or B	6.25" x 6.25"
Source Four PAR	None	7.5" x 7.5"
Source Four jr & jr zoom	M	6.25" x 6.25"
Source Four zoom	A or B	7.5" x 7.5"

Question: I took apart my S4 lens tube for cleaning and I noticed that there are positions cast in the tube for each of the field angles. Can I change the field angle of my fixture by simply moving my existing lens to a new position?

Answer: No -- each field angle uses a specific lens. The lenses are different sizes and each lens has a colored dot on it's edge to identify which lens placement location it is for. Please refer to the Source Four User Manual for color, and placement. Please note that the 36° lenses do not have any dots at all.

Question: What do I use to clean the lenses and reflector of my S4 equipment?

Answer: Use household ammonia and water to clean the lens, and alcohol to clean the reflector. Never use blue window cleaner to clean the reflector because it may stain the reflector. Details are in the Source Four User Manual.

Question: My ceiling is white, but our fixtures are black. Can I repaint my fixture white to match?

Answer: ETC has done much research into paint technology to offer an array of factory colors. We strongly recommend ordering factory painted fixtures of the color you want. If you choose to paint your own fixture, the high temperature of the fixture body will most likely cause the paint to darken and to possibly blister, peel, and fall off.

Question: How many S4 fixtures can I plug into my Dimmer Doubler?

Answer: You may hang a total of four fixtures, two on each side.

Question: Can I still use Dimmer Doubling technology with my older DMX console that does not have the software to support it?

Answer: Yes! Just as long as you have ETC Sensor dimmer racks with Dimmer Doublers you can use any DMX 512 console with softpatch to control both Dimmer Doubler outputs.

Question: What is the gate temperature of a Source Four?

Answer: Flat field focus, 45° C ambient temperature: 328° C @ 575 watts, 419° C @ 750 watts.

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