

Selecon

PLPROFILE4 MKII LED Luminaires



*For PLPF4MKII-03 &
PLPF4MKII-01*

Website:
www.vari-lite.com

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PLPROFILE4 MKII LED Luminaire QuickStart Guide

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IMPORTANT INFORMATION

Warnings and Notices

When using electrical equipment, basic safety precautions should always be followed including the following:



- a. **READ AND FOLLOW ALL SAFETY INSTRUCTIONS.**
- b. Do not use outdoors.
- c. Do not mount near gas or electric heaters.
- d. Equipment should be mounted in locations and at heights where it will not readily be subjected to tampering by unauthorized personnel.
- e. The use of accessory equipment not recommended by the manufacturer may cause an unsafe condition.
- f. Do not use this equipment for other than intended use.
- g. Refer service to qualified personnel.
- h. Luminaire exterior surface temperatures:
 - After 5 minutes of operation: 45° C
 - When steady state is achieved: 50° C

SAVE THESE INSTRUCTIONS.



WARNING: You must have access to a main circuit breaker or other power disconnect device before installing any wiring. Be sure that power is disconnected by removing fuses or turning the main circuit breaker off before installation. Installing the device with power on may expose you to dangerous voltages and damage the device. A qualified electrician must perform this installation.

WARNING: Basic insulation has been maintained between low-voltage supply and control conductors.

WARNING: Refer to National Electrical Code® and local codes for cable specifications. Failure to use proper cable can result in damage to equipment or danger to personnel.

WARNING: This equipment is intended for installation in accordance with the National Electric Code® and local regulations. It is also intended for installation in indoor applications only. Before any electrical work is performed, disconnect power at the circuit breaker or remove the fuse to avoid shock or damage to the control. It is recommended that a qualified electrician perform this installation.

Additional Resources for DMX512

For more information on installing DMX512 control systems, the following publication is available for purchase from the United States Institute for Theatre Technology (USITT), "Recommended Practice for DMX512: A Guide for Users and Installers, 2nd edition" (ISBN: 9780955703522). USITT Contact Information:

USITT
315 South Crouse Avenue, Suite 200
Syracuse, NY 13210-1844
Phone: 1.800.938.7488 or 1.315.463.6463
www.usitt.org

Selecon Limited Three-Year Warranty

Selecon offers a three-year limited warranty of its luminaires against defects in materials or workmanship from the date of delivery. A copy of Selecon three-year limited warranty containing specific terms and conditions can be obtained from the Selecon web site at www.seleconlight.com or by contacting your local Selecon office.

PREFACE

1. About this Guide

This Quickstart Guide is intended for a knowledgeable user to unpack, install, and use the PLPROFILE4 MKII LED Luminaire in a short time period. For the complete manual in PDF format, please visit our web site at: www.seleconlight.com and click the user manual download link on the product page. The complete manual provides you all information related to accessories, menu structures, DMX channel mapping/modes, and care for your new luminaire.

Please read all instructions before installing or using this product. *Retain this guide for future reference.* Additional product information and descriptions may be downloaded at www.seleconlight.com.

2. Product Descriptions

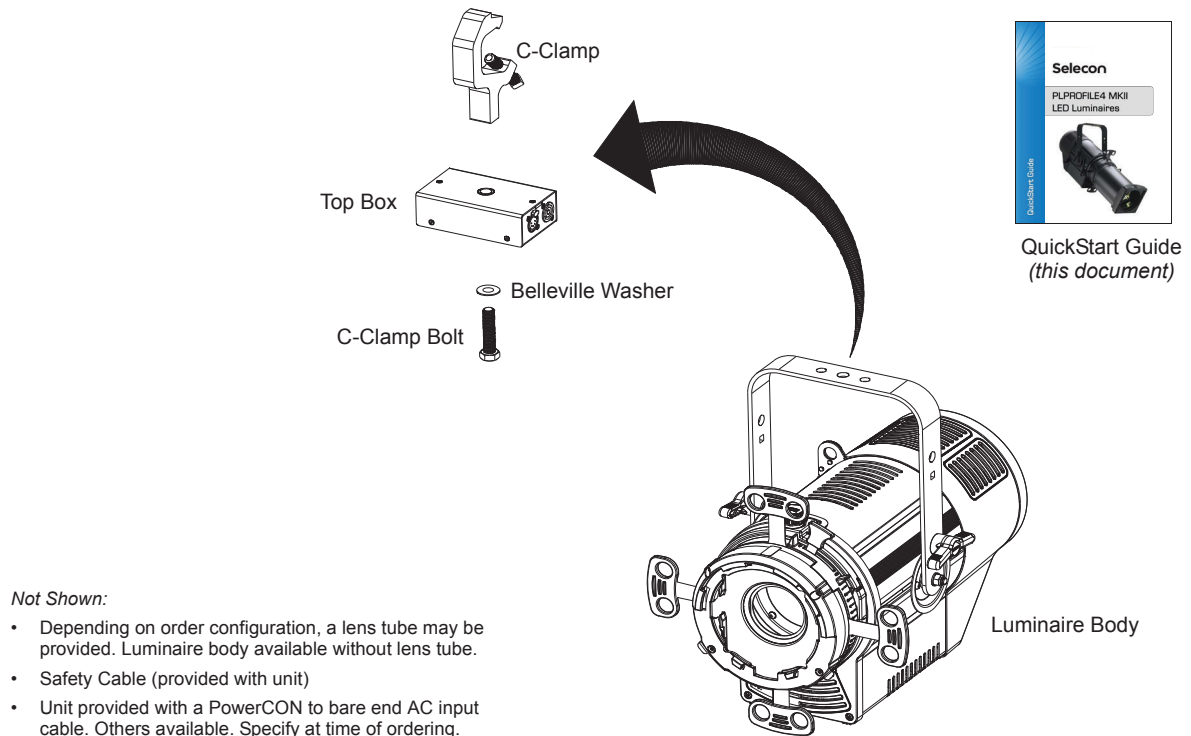
The document provides installation and operation instructions for the following products:

- PLPROFILE4 MKII LED Luminaire, Black Body (PLPF4MKII-03).
- PLPROFILE4 MKII LED Luminaire, White Body (PLPF4MKII-01).

Note: All PLPROFILE4 MKII LED Luminaires are universal voltage (100VAC to 240VAC, Auto-ranging).

3. Included Items

The following items are supplied with the luminaire.



Not Shown:

- Depending on order configuration, a lens tube may be provided. Luminaire body available without lens tube.
- Safety Cable (provided with unit)
- Unit provided with a PowerCON to bare end AC input cable. Others available. Specify at time of ordering.

Figure 1: Included Items

Note: For all accessories and options for this luminaire, please refer to the product specification sheet - available for download from the Selecon or Strand Lighting web sites in PDF format.

INSTALLATION AND SET UP

1. Top Box Connections

All PLPROFILE4 MKII LED Luminaires are supplied with a "Top Box" for AC Input/Output and DMX512 Input/Output Connections. **Figure 2** shows the AC and DMX512 Input and Output (Thru) Connections.

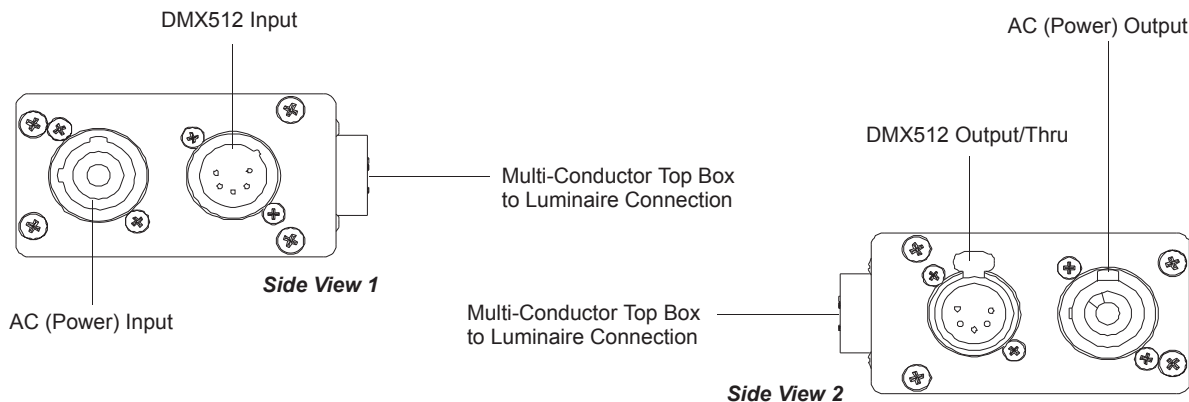


Figure 2: PLPROFILE4 MKII LED Luminaire Top Box Connections

2. Power Requirements



WARNING! The PLPROFILE4 MKII LED Luminaire should be connected to a constant circuit or a relay device. It should never be connected to a dimmer or circuit controlled by a dimmer.

The PLPROFILE4 MKII LED Luminaire operates on 100 to 240 volts AC (+/- 10%, auto-ranging). The luminaire contains an auto-ranging power supply. Depending on supply voltage, each luminaire can draw up to 580 Watts. The maximum through current should not exceed 20 Amps*.



WARNING! *Maximum Allowable Input Current of 20 Amps (maximum power supply limit of 580 Watts). **Do not overload circuits! Must be supplied by a branch circuit protected by a maximum 20 Amp circuit protector. Doit être alimenté par un circuit de dérivation protégé par un maximum de 20 ampères circuit protecteur. Do not overload circuits!**



IMPORTANT AC POWER CONNECTION NOTES:

- Must be supplied by a branch circuit protected by a maximum 20 Amp circuit protector. Doit être alimenté par un circuit de dérivation protégé par un maximum de 20 ampères circuit protecteur.**
- When using the daisy-chain connection method, **ONLY** connect PLPROFILE4 MKII LED Luminaires to AC Output Connection of PLPROFILE4 MKII LED Luminaires. **DO NOT CONNECT OTHER TYPES OF LUMINAIRES OR DEVICES!**
- Use only approved cable types.
- Do not overload circuits!
- Do not connect PLPROFILE4 MKII LED Luminaires to dimmed circuits.
- The **MAXIMUM** allowable number of PLPROFILE4 MKII LED Luminaires which can be 'daisy-chained' on one power feed should not exceed ratings. **DO NOT EXCEED!**



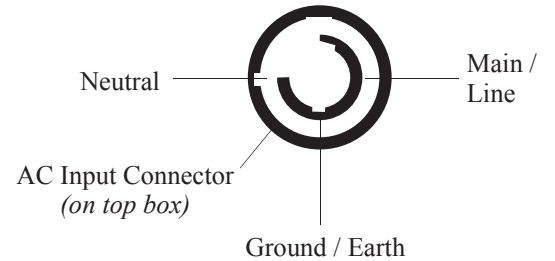
3. Connecting Power

Note: Refer to **Figure 2 on page 4** for AC Input and Output connections.

If the unit is supplied with an AC input cable, **Table 1** describes how to connect power to your PLPROFILE4 MKII LED Luminaire. Field wiring of the PLPROFILE4 MKII LED Luminaire is straight forward. A total of 3 wires/ conductors need to be brought to the unit. The following wiring scheme is required:

Table 1: PLPROFILE4 MKII LED Luminaire AC Input Connections

Wire Color	Purpose
Brown	Main / Line (100 to 240VAC)
Blue	Neutral
Green/Yellow	Ground

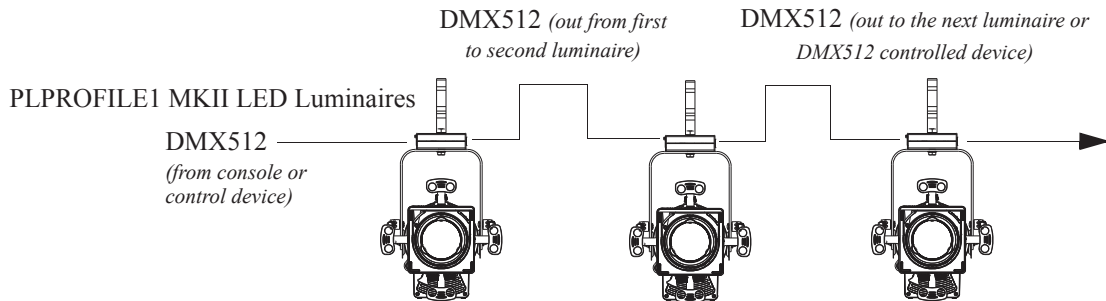


4. Connecting to the DMX512 Network

Note: Refer to **Figure 2 on page 4** for DMX512 Input and Output/Thru connections.

Basic DMX512 installation consists of connecting multiple PLPROFILE4 MKII LED Luminaires together (up to 30 luminaires) in "daisy-chain" fashion. A cable runs from the control console (or DMX512 control source) to the DMX connector on the first PLPROFILE4 MKII LED Luminaire. Another cable runs from the other DMX connector on the first unit to a DMX connector on the next PLPROFILE4 MKII LED Luminaire (or DMX512 device to be controlled)

Note: For more information on DMX512 networking and systems, refer to "[Additional Resources for DMX512](#)" on page 2. For PLPROFILE4 MKII LED Luminaire DMX Mapping, refer to the product user's manual.



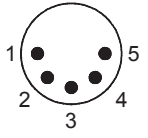
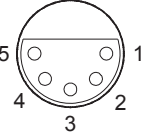
DMX512 Connections						
Data Thru Cable Pinout	Pin 1	Pin 2	Pin 3	Pin 4	Pin 5	Data In Cable Pinout
	Common (Drain)	Data (-)	Data (+)	Not Used	Not Used	
Male Conn						Female Conn

Figure 3: Connecting DMX512

5. Mounting



WARNING! Before attempting any installation or service, disconnect all power at power source. Dimming the luminaire does not disconnect power. Installation and service should only be performed by a trained and qualified professional.

Using Supplied C-Clamp

As illustrated in **Figure 4 on page 6**, at yoke assembly, thread clamp mounting bolt (with washer installed) through center clamp mounting hole at top of yoke, through Top Box Assembly, and thread bolt into C-Clamp. Securely tighten bolt (by hand) into clamp (but do not over-tighten).

Note: Top box will be able to swivel once bolt is tightened by design. **DO NOT OVER-TIGHTEN!**

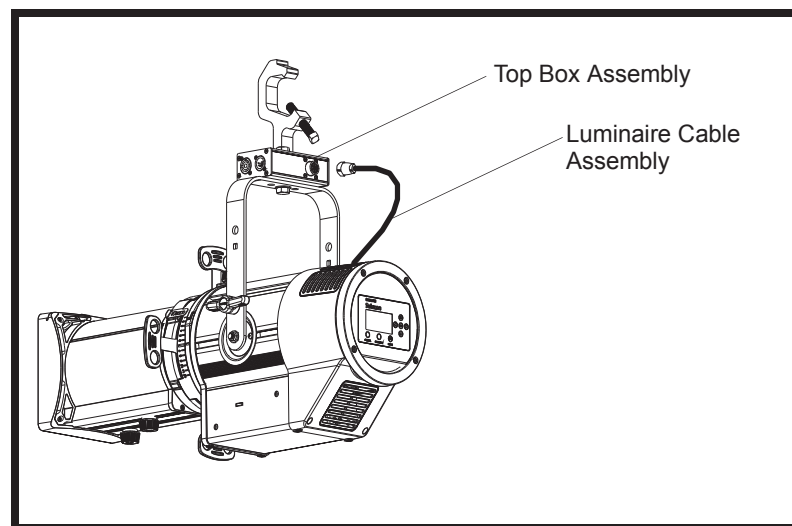
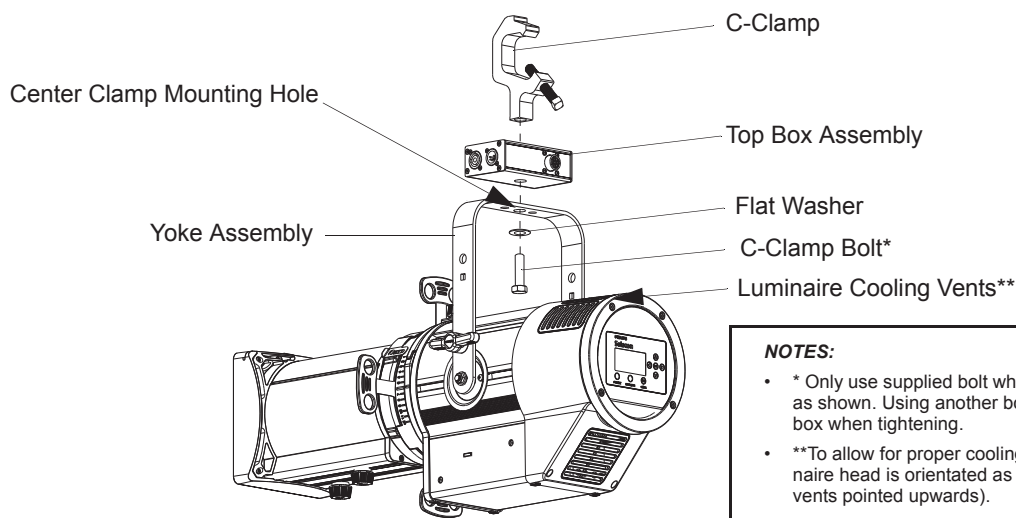


Figure 4: Luminaire Mounting

To mount on a telescopic stand, reverse the yoke under the luminaire and bolt to stand. Please note luminaire orientation (see note in **Figure 4**) for proper cooling.

Note: After installing Clamp and Top Box assembly, connect luminaire cable assembly to Top Box Assembly before mounting luminaire. Please note that the cable connector is keyed.

The supplied safety cable **MUST** always be used when rigging luminaires on bars, truss, etc. (as shown in **Figure 5**). The supplied safety cable is recommended for all hanging installation and may be required by national and local codes. Loop or attach safety cable to luminaire safety cable anchor point as shown and attach to structure. You should always consult and follow all local and national codes and regulations for mounting and installation of luminaire.

6. Pan and Tilt Adjustments

Pan Adjustment

The pan adjustment of a PLPROFILE4 MKII LED Luminaire is achieved by loosening the yoke bolt of the securing clamp attached to the luminaire's yoke assembly. Loosen the bolt, set the luminaire to the desired position and re-tighten.

Tilt Adjustment

PLPROFILE4 MKII LED Luminaires offer variable tilt settings. The unit can be set at a specific angle (in relation to its mounting position) or at an angle between 0 to 90 degrees. When the yoke is in the position shown in **Figure 5**, you have full range access to shutters the gate etc. If you flip the yoke over some access is reduced but the over all volume the luminaire takes up is reduced. This is particularly useful in tightly hung lighting positions or in theatres with low grids.

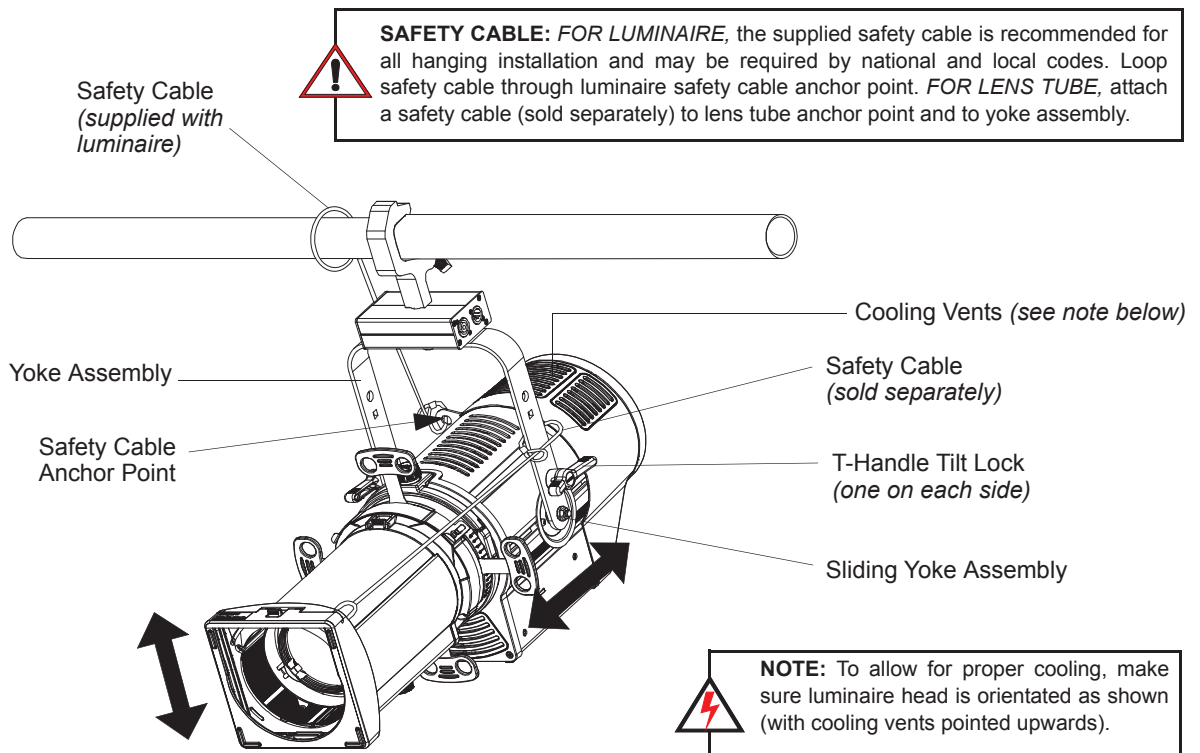


Figure 5: Luminaire Tilt Adjustment

To adjust and set tilt angle of the luminaire:

- Step 1. Mount luminaire in desired location (see "[Mounting](#)" on page 6 for more information).
- Step 2. Loosen, but do not remove, T-Handle Tilt Lock at base of yoke assembly as shown in **Figure 5**.
- Step 3. Position luminaire to desired tilt position.
- Step 4. Re-tighten T-Handle Tilt Lock to set position.

FOCUS AND BEAM ADJUSTMENTS

1. Lens Tube Removal and Installation

It is easy and quick to change to the lens tubes on a PLPROFILE4 MKII LED Luminaire. Fixed beam and zoom lens tubes are interchangeable.

To remove and install lens tubes:

- Step 1. Loosen (but do not remove) move lens knob(s) towards front of lens tube assembly. See "[Zoom and Focus Adjustments \(Zoomspot Models\)](#)" on page 9 for more information.
- Step 2. As illustrated **Figure 6**, side lens tube locking catch forward.

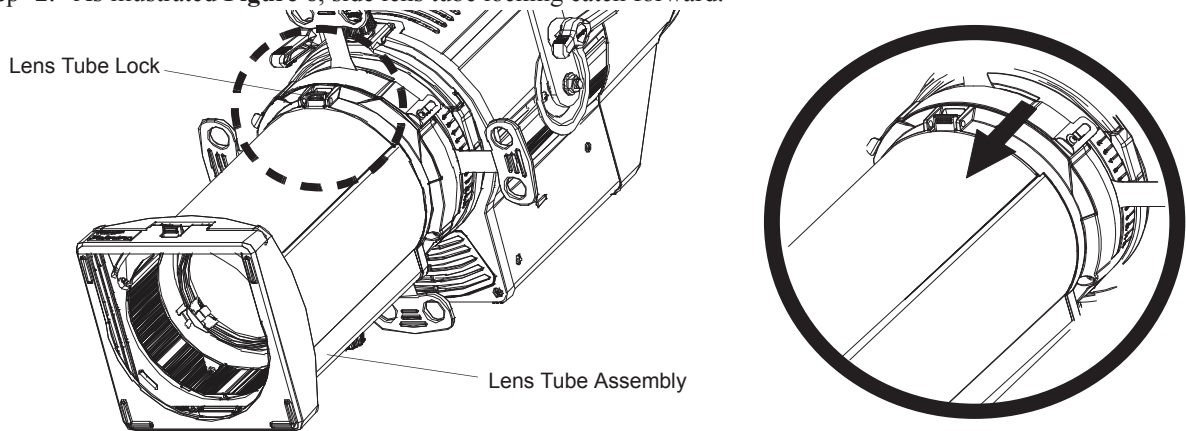


Figure 6: Lens Tube Assembly Removal - Lens Locking Catch

- Step 3. Lift lens tube assembly up and away from light engine assembly.

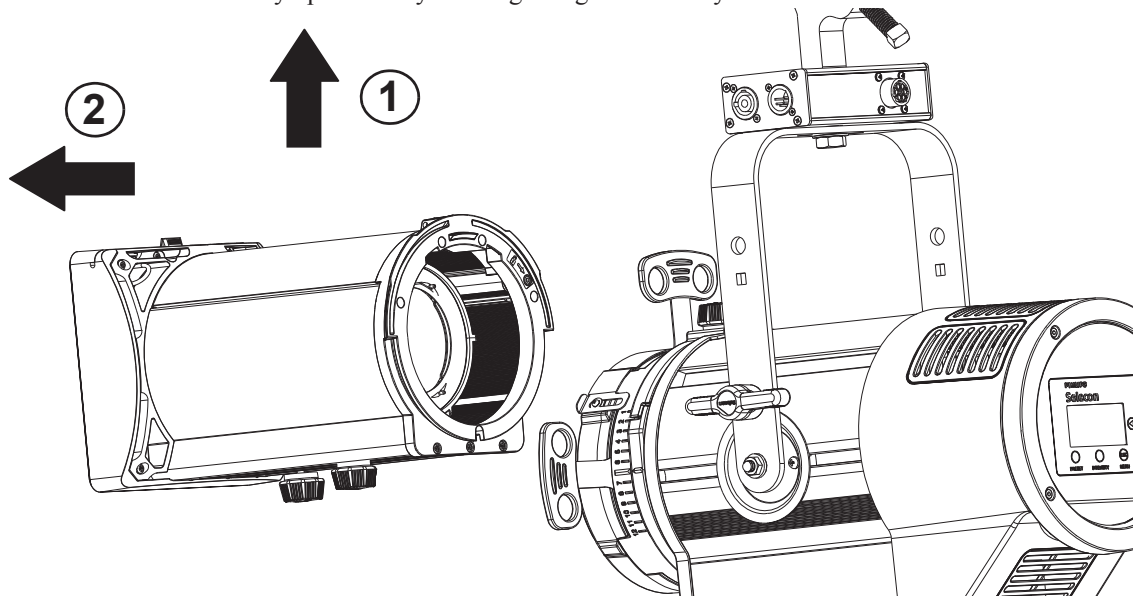


Figure 7: Lens Tube Assembly Removal

- Step 4. To install perform process in reverse.



CAUTION: Ensure the lens tube locking catch is fully engaged and safety cable is attached before putting fixture into use. For safety cable attachment, refer to **Figure 5 on page 7** for more information.

2. Zoom and Focus Adjustments (Zoomspot Models)

Note: Fixed Beam Angle models have hard/soft focus adjustment only.

To adjust zoom/beam angle and focus:

- Step 1. Make sure all frame shutters are open (out of beam path). See "[FOCUS AND BEAM ADJUSTMENTS](#)" on page 8 for more information.
- Step 2. As shown in **Figure 8**, loosen Zoom Adjustment Knob and set beam angle as desired.
- Step 3. Hand-tighten Zoom Adjustment Knob to lock position.
- Step 4. Loosen Focus Adjustment Knob.
- Step 5. Move Focus Adjustment Knob along forward (or back) until beam focus is set as desired.
- Step 6. Hand-tighten Focus Adjustment Knob to lock position.

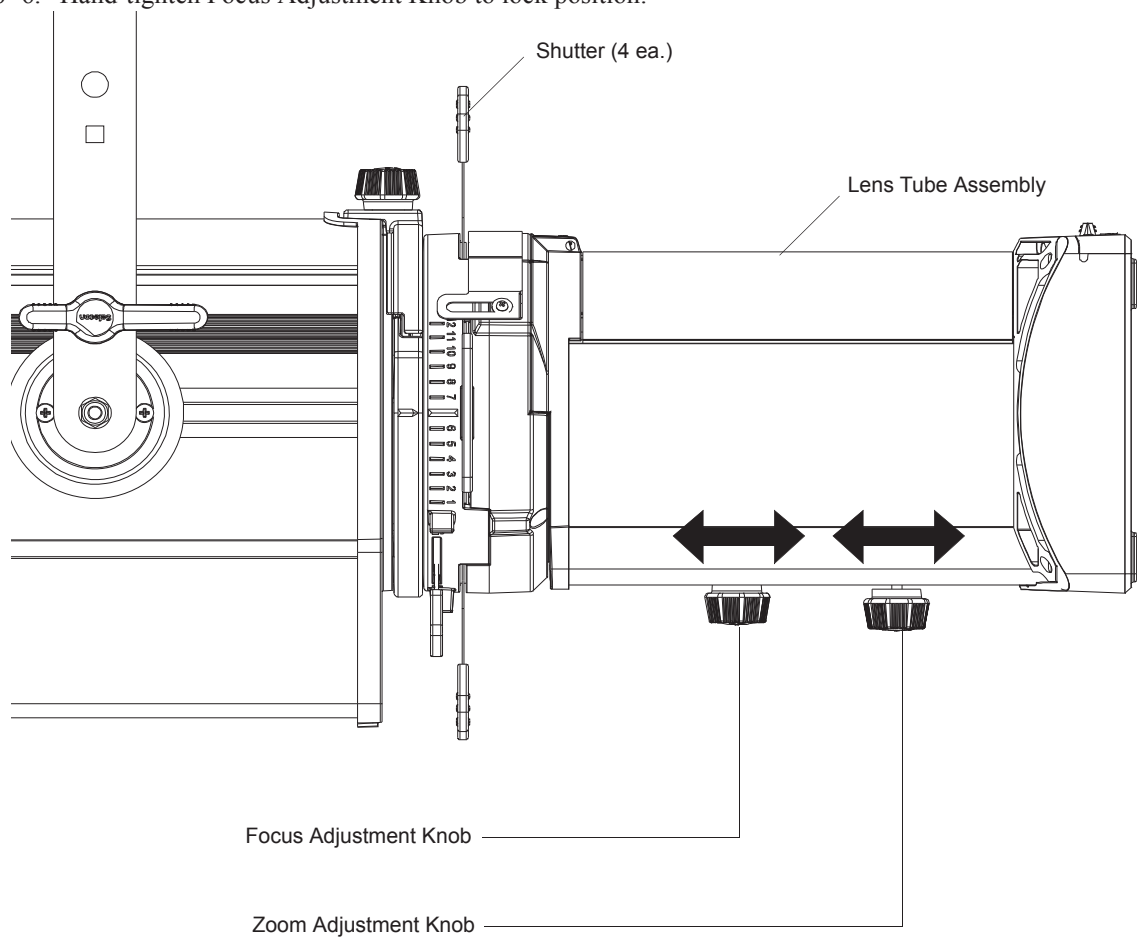


Figure 8: Zoom and Focus Adjustment Knobs

3. Beam Shutter Operation

Each PLPROFILE4 MKII LED Luminaire is equipped with four independent shutters (as shown in **Figure 9**) to block or shape light as desired. After the luminaire is installed and positioned, move the shutters in or out as required. Use the shutter lock to lock-in the shutter settings.

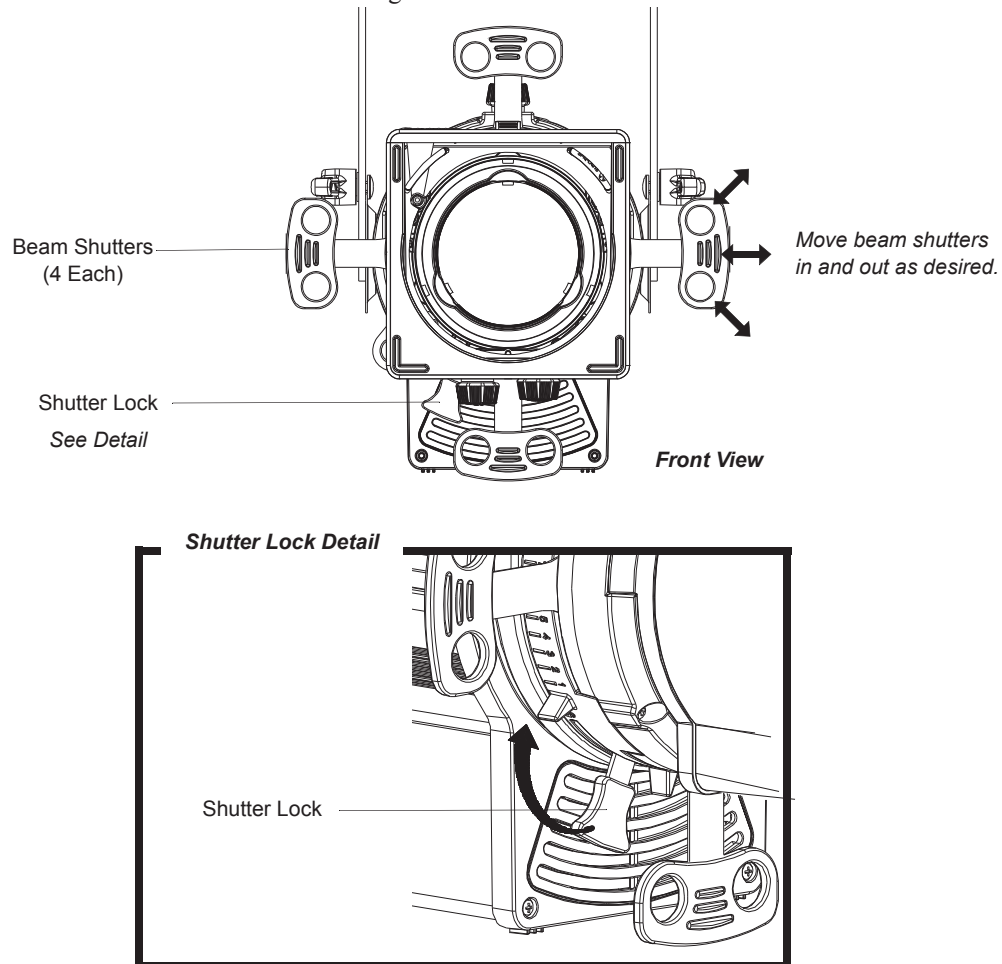


Figure 9: PLPROFILE4 MKII LED Luminaire Beam Shutters

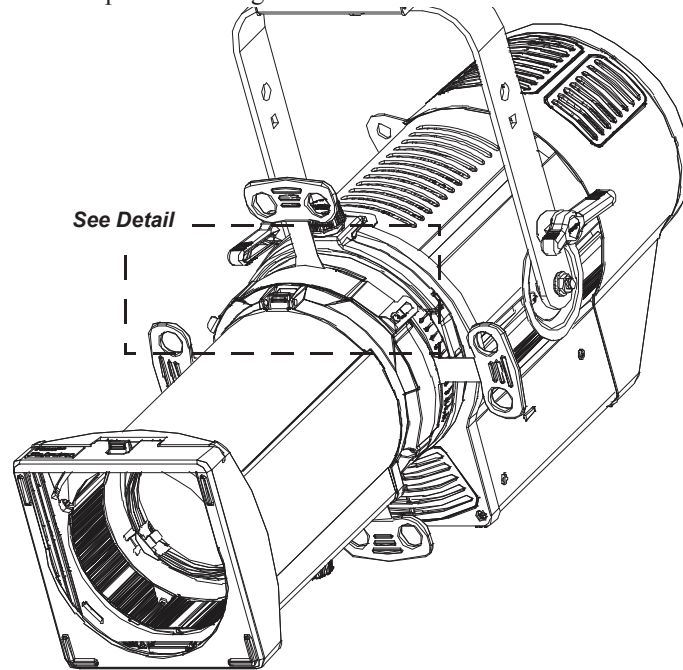
4. Gobo/Iris Access Panel

Each PLPROFILE4 MKII LED Luminaire is capable of holding two gobo holders, each containing one "B" sized glass or steel gobo. PLPROFILE4 MKII LED Luminaire are not supplied gobo holders or an iris. These items can be purchased from your local Authorized Dealer.

To install or change a gobo:

- Step 1. As shown in **Figure 10 on page 11**, loosen, but do not remove, two retaining screws that secure gobo/iris access panel. Slide open gobo/iris access panel.
- Step 2. Install gobo into gobo holder in desired orientation.
- Step 3. Slide gobo holder into luminaire gobo slot.
- Step 4. Close gobo access door. Make sure gobo holder handle fits inside one of two slots in gobo access panel.

Step 5. Hand tighten gobo access panel retaining screws.



Detail

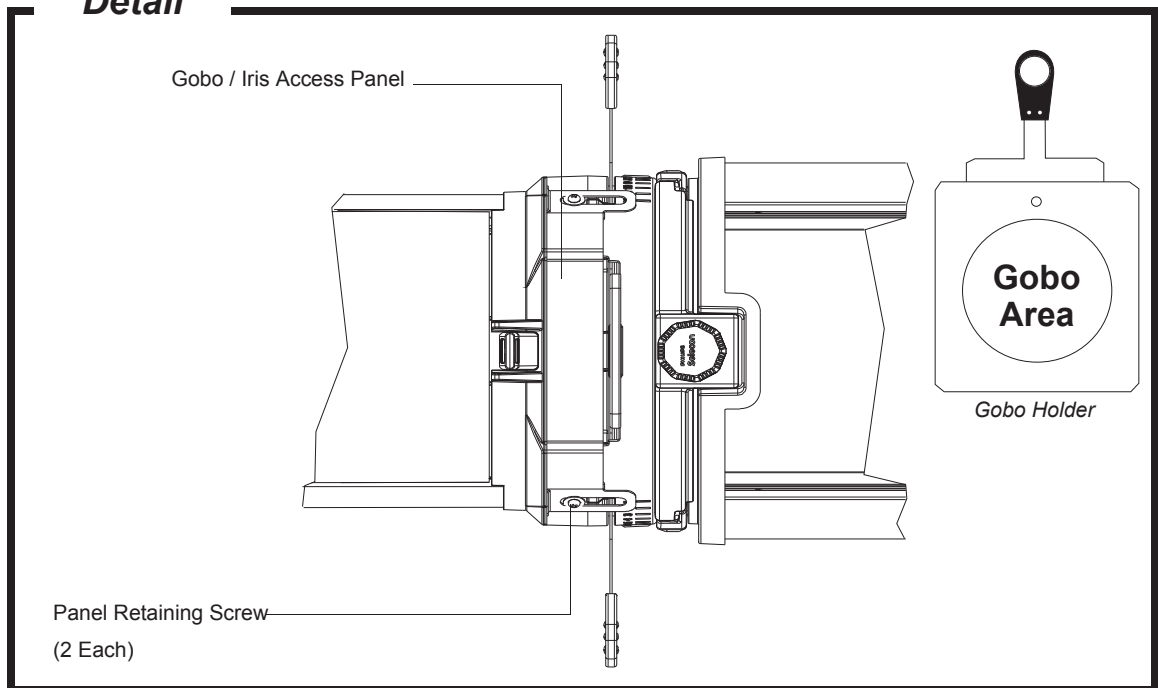


Figure 10: PLPROFILE4 MKII LED Luminaire Gobo Holder and Gobo Installation

OPERATION AND PROGRAMMING

1. LCD Menu Operation

The PLPROFILE4 MKII LED Luminaire's LCD Display and Menu System provides local control for accessing all the fixture's status information, menu options, and settings.

Note: If there are multiple luminaires in a system, changes would need to be made at each LCD Menu as desired.

Upon power up, the LCD will display the main screen showing the product type/name.

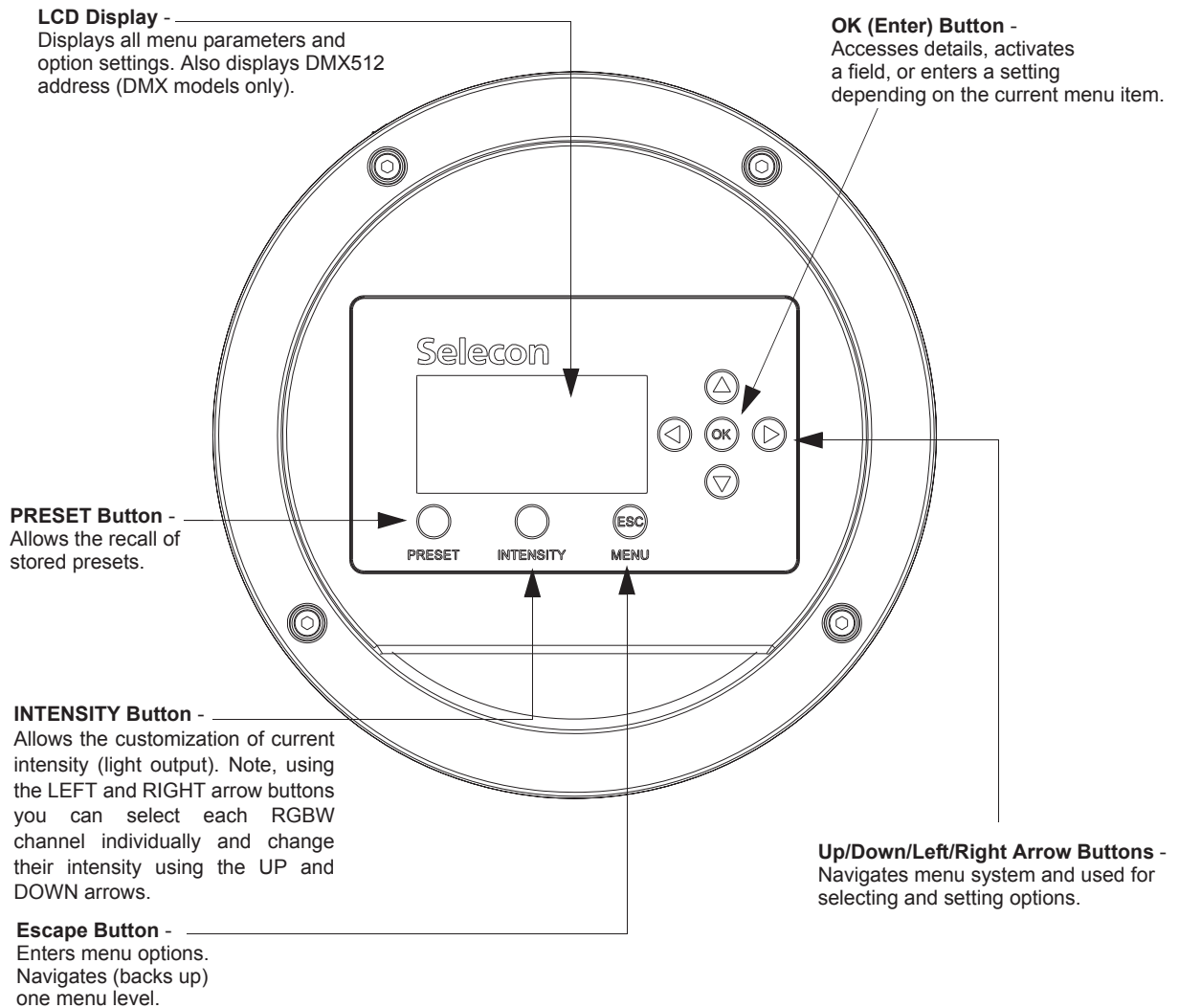


Figure 11: LCD Display and Menu System

2. LCD Menu System

The LCD Display Menu system consists of several categories. Use the four arrow buttons as required (refer to **Figure 11 on page 12**) to access and make changes to the menu items. When the desired menu item is reached, press [OK] to display the menu options. Use navigation and [OK] buttons to view status and configure the LCD Menu as required.

To navigate and access menu settings/selections:

Step 1. At Main Menu, press [ESC] / [MENU] button once. Another window will appear with sub-menu categories:

- Save as Preset
- Edit a Preset
- Color Mixer
- Settings
- Lock Fixture
- Fixture Status
- Normalize Colors

Step 2. Press [OK] at desired menu item to access and make changes.

Step 3. Make changes as desired.

Note: When DMX512 signal is present, **Edit Preset** and **Color Mixer** options will not appear in menu structure.

To navigate fixture status menus:

Step 1. At default screen, press LEFT or RIGHT arrow button once. The default menu screen will change to allow for quick reference to the following items (note, depending on which arrow button is pressed, status screens may appear in reverse order):

- a. **DMX Address** (note, if fixture is UNLOCKED, hit [OK] to change DMX address).
- b. **Fixture Hours** (displays fixture operating hours since last reset).
- c. **Fixture Power** (displays present power consumed by fixture (in Watts)).
- d. **Fixture Status** (displays DMX or Preset selected, temperature, LED Status, fan status).

Step 2. Press LEFT or RIGHT arrow buttons to scroll through status screens.

Step 3. Press [ESC] at anytime to access Main Menu.

Note: When DMX512 signal is present, **Edit Preset** and **Color Mix** options will not appear in menu structure.

3. Security

Unwanted changes to the Fixture's Configuration or Setting can be controlled by locking the fixture's menu.

PLPROFILE4 MKII LED Luminaires are shipped with a default numeric PIN code of "0000" (four zeros). Users may set their own PIN code (four-digit number) via **Settings > General > Set PIN**. When setting a PIN code, write it down and keep it in a secure location. Note, Selecon does not have records of PIN codes established by users or owners.

Note: Contact Selecon technical support if a unit is locked and the PIN code is lost for instructions on how to reset luminaire.

Note: If the Fixture is locked when it is powered down the fixture will remain in the locked state when powered up.

Locking Fixture

To lock the fixture:

Step 1. At Main Menu, press [MENU] and scroll to **Lock Fixture**. Note, default PIN is "0000" (four zeros).

Step 2. Press [OK].

Step 3. Enter four-digit, user-selectable, PIN code.

Step 4. Use [LEFT ARROW] or [RIGHT ARROW] keys to highlight "YES", press [OK] or [ESC] twice to cancel action.

Step 5. Fixture is now locked if locking process was not canceled as described in previous step.

Note: When the Fixture is Locked only the [ESC]/[MENU] key is functional. Pressing this key will display a request for a password. When a valid PIN code is entered the fixture is unlocked.

4. Presets

Presets are Color Mixes that are stored in the Fixture, they can be recalled to reproduce a specific output from the fixture. Presets are made up of a Color Mix; Red, Green, Blue, and White. They also have Intensity associated with them.

Presets can be recalled via the User interface or by a DMX channel, when under DMX control. The Preset's Intensity is applied if the User Interface is used; if DMX, the DMX Intensity channel is used for Intensity.

If the fixture is locked, Presets cannot be changed at the menu.

- Locked Presets are factory Calibrated, and their Color Mix cannot be changed by the user. Their Intensity can be changed. Three Presets (2-4), "Warm White", "Cool White", and "Day Light", are Locked.
- Preset 0, the "off" preset is also Locked to the OFF value.
- If the fixture is unlocked, User Presets can have their Color Mix and Intensity changed without restriction.

Note: If the Color Mix of a Factory Calibrated Preset is changed, by turning protection Off, an '*' is appended to the end of the Preset's Name to indicate that the Calibrated values have been changed.

Note: DMX will take priority over any menu selected preset.

Editing Preset Names

On the Edit Preset screen, the option is available to edit the name of a preset, via Screen button. However, the names of Presets 0, 2, 3, and 4 cannot be edited. Scratch Pad, preset 1, can be changed but retains its original functionality.

Use the [LEFT ARROW] and [RIGHT ARROW] keys to select the character to be changed and use the [UP ARROW] and [DOWN ARROW] keys to change that character. The Character Scroll order is A-Z, space, 0-9. If you are scrolling up the Alpha character displays as Upper Case; if you are scrolling down the Alpha character displays as Lower Case. Stop on the character you want, ignoring case, then press the opposite [UP ARROW] or [DOWN ARROW] key if you want to change the case. [OK] to save changes, [ESC] to cancel changes.

5. Settings

Table 2, "Settings Menu User-Settable Parameters," on page 15 shows the user-settable parameters available in the Settings menu section.

To edit a value on the Setting Screen, use the [UP ARROW] or [DOWN ARROW] keys to move the highlight to the settings value you wish to change. Press [OK] to begin editing that value. Use the [UP ARROW], [DOWN ARROW], [LEFT ARROW] or [RIGHT ARROW] keys to make changes to the value. Press [OK] when complete to save changes, or [ESC] to cancel changes to that value.

When done making changes on the Settings Screen press [ESC] to re-boot fixture and implement changes. Fixture will not re-boot if nothing was changed.

Table 2: Settings Menu User-Settable Parameters

Parameter	Values	Default	Description
General			
Fan	Full, Medium, or Quiet Mode	Quiet Mode	Sets the luminaire's output mode - Full Mode, Medium Mode, or Quiet Mode.
Power-Up	All presets	Warm White	Users can set what the default preset is when the unit is powered up. Factory default is Warm White.
Red Correct	No (off) / Yes (on)	No	Red Correct (Correction) is internal processing by the fixture that compensates for the output variations that occur in all red LEDs due to changes in temperature. This compensation is important if the colors of a fixture in a hot environment needs to appear similar to the colors of a fixture in a cooler environment. With red correction on, there will be a perceptible difference in output vs. red correction off.
Power Save	Enable / Disable	Enable	Power Save sets fixture in a low-power sleep mode.
Reset Hours	No, Yes	No	Resets luminaire's operational hours.
Set PIN	####	0 0 0 0 (four zeros)	A four-digit user-settable PIN code to lock the fixture.
Presets			
Protected	No, 5 - 25	5 - 25	Determines if the factory Presets' Color Mix is protected from changes.
Load Factory	No, Yes	No	Reload Factory Presets, Intensity changes will also be reloaded.
DMX			
Address	001 to 512	001	DMX512 address. Note, it can be set if displayed.
Map	8-bit, 16-bit, or 5-Chan	16-bit	Defines size/precision of DMX map. Color Mixing/Intensity in 16-bit provides higher resolution for precision control. 5-Chan provides minimal channel usage.
When no DMX	Off, Hold, Hold 10min, Hold 30min, Hold 1 hr, Hold 8hr, Power Up	Hold	If DMX is detected and then goes away, this defines what will happen to the output. At end of 8Hr hold Fixture goes to No Output setting.
Display			
Flip Display	No, Yes	No	Flips (inverts) Display and Keypad Arrows.
Adj Contrast	0 - 100%	50%	Use left or right arrow keys to adjust display contrast as desired.
Fixture			
Fixture ID	Shows Fixture Type - PLProfile4, Profile, Cyc, or Fresnel		Shows luminaire type.

Note: To Exit the Settings screen, use the [ESC] key. [ESC] and [OK] can be used to cancel or save changes to an individual parameter. However, once a parameter has been accepted, by pressing [OK] that change cannot be undone/ canceled by pressing the [ESC] key.

TROUBLESHOOTING

1. Troubleshooting Guide

The chart below provides possible causes and remedies for various error messages and/or symptoms.



WARNING! Any service and maintenance (including troubleshooting), other than described herein should be performed by an Authorized Selecon Dealer or Service Center.

Description	Symptom	Possible Cause/Remedy
No light output.	Fixture will not produce or output light	Unit is set to Preset Off... Make sure unit is set to proper Preset. DMX command to 0 intensity... Adjust intensity to higher level.
No power at luminaire.	Luminaire does not power up	Circuit not energized... verify circuit breaker is turned on. Not plugged in... ensure A/C cable is connected to power source. Power cable wired incorrectly... verify power cable and connector are wired correctly. See " Connecting Power " on page 5 for more information.
DMX Data Control.	Fixture will not respond to DMX commands.	Not detecting DMX data... Disconnect and reconnect DMX input cable. Unit is not set to be controlled by DMX - check menu settings. Check all DMX connections (at control source and luminaire). DMX data cable not wired correctly or has a broken conductor... check DMX data cable for proper wiring. See " Connecting to the DMX512 Network " on page 5 for more information.
LED (light) is getting dimmer.	Fixture appears not to be operating at full brightness.	Luminaire has detected an over temperature condition... The luminaire will reduce power to its LEDs if it senses that the LEDs are operating over the specified temperature. LED temperature is read and recorded through a thermistor imbedded in the LED chip. Fan is not operating. Listen for fan operation or adjust settings to increase fan speed. On luminaires with a display check system status menu for status of fans and LED operation.
Local programming.	Unit will not allow local programming or changes.	Password protection is on (locked)... Input proper password to allow local programming and/or adjustments. Unit is controlled by DMX... Disconnect input cables to check issue.

CLEANING AND CARE



WARNING! All cleaning should be performed with power completely removed from the luminaire. Never remove protective covers when luminaire is powered. Wear appropriate protective eye wear and gloves when cleaning the fixture. All service and maintenance, other than described herein, should be performed by a qualified technician or Authorized Service Center.

1. Special Cleaning and Care Instructions

Being a solid-state fixture, and unlike most fixtures, the PLPROFILE4 MKII LED Luminaire requires very little routine maintenance by the user. This section covers portions of the luminaire that can be removed for cleaning.

The PLPROFILE4 MKII LED Luminaire requires special care when it comes to cleaning front lens assembly. Additional care needs to be taken with the plastic components because they are much easier to scratch or damage than glass.

The following is a list of cleaning materials required to care for your PLPROFILE4 MKII LED Luminaire:

- Lint free lens tissue
- Lint or powder free gloves
- Reagent grade isopropyl alcohol*
- A mild soap solution.

Note: *Reagent grade isopropyl alcohol is good to use on the PLPROFILE4 MKII LED Luminaire plastic optics with anti-reflection coatings.

If the lens is still dirty after using isopropyl alcohol, for instance if fingerprints or oil is just redistributed and not cleaned off the optic, then a mild soap and water solution can be used to gently wash the lens. Repeat the cleaning with isopropyl alcohol to eliminate streaks and soap residue.



WARNING! Under no circumstances should ammonia-based cleaners, acetone, or other harsh solvents be used on or near the PLPROFILE4 MKII LED Luminaire. These types of cleaners or solvents can permanently damage the optics or housings of the fixture.

Refer to the product user's manual for specific cleaning procedures and care.

If you have any questions regarding the use or care of your PLPROFILE4 MKII LED Luminaire, please contact Selecon technical support or your local Authorized Dealer.

2. Service and Maintenance

For all other service and maintenance issues, please contact your local Selecon office or an Authorized Service Center.



WARNING! Risk of electric shock! The light source contained in this luminaire shall only be replaced by the manufacturer, a qualified technician, or an Authorized Service Center.

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