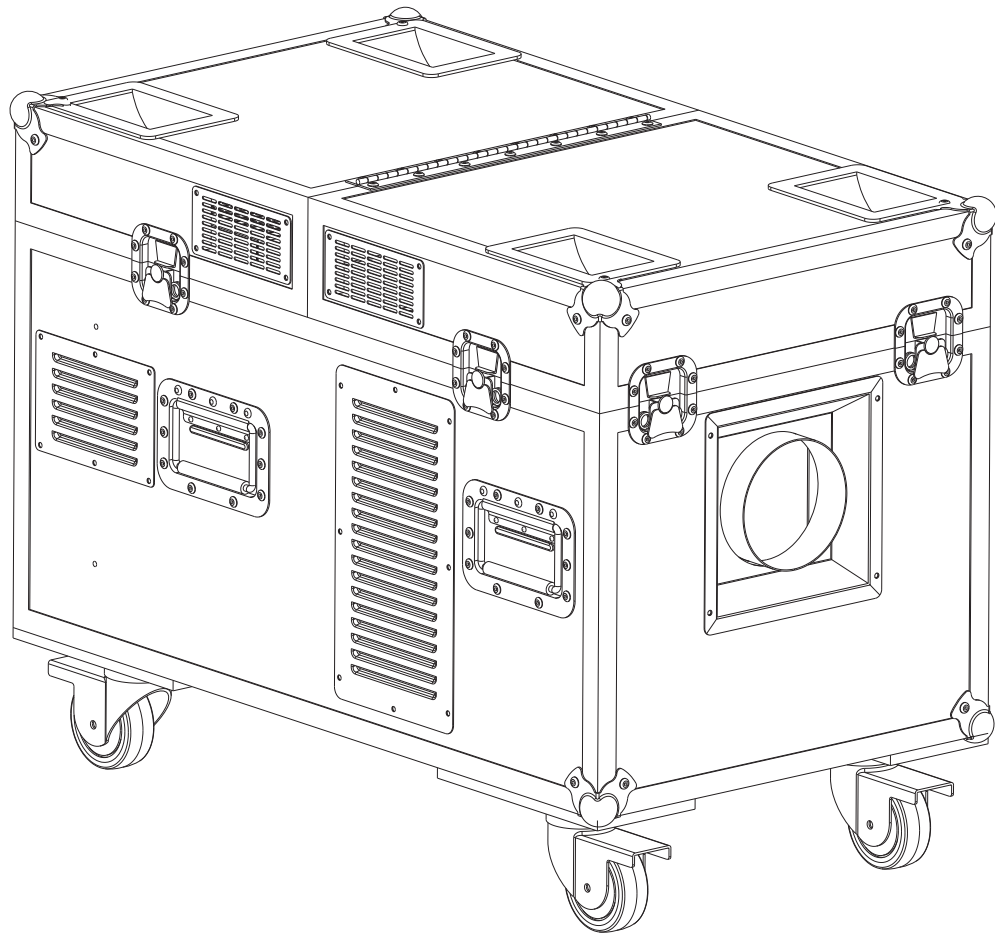# cloud 9

User Manual

CHAUVET
PROFESSIONAL

EDITION NOTES

The Cloud 9 User Manual includes a description, safety precautions, installation, programming, operation and maintenance instructions for the Cloud 9.

Trademarks

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Document Printing

For best results, print this document in color, on letter size paper (8.5 x 11 in), double-sided. If using A4 paper (210 x 297 mm), configure the printer to scale the content accordingly.

Intended Audience

Any person installing, operating, and/or maintaining this product should completely read through the guide that shipped with the product, as well as this manual, before installing, operating, or maintaining this product.

Disclaimer

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Document Revision

This Cloud 9 User Manual is the 3rd edition of this document. Go to www.chauvetprofessional.com for the latest version.

TABLE OF CONTENTS

1. BEFORE YOU BEGIN

What Is Included

- Cloud 9
- Seetronic powerCON power cord
- Directional Hose and Clamp
- Quick Reference Guide

Claims

Carefully unpack the product immediately and check the container to make sure all the parts are in the package and are in good condition.

If the box or the contents (the product and included accessories) appear damaged from shipping, or show signs of mishandling, notify the carrier immediately, not Chauvet. Failure to report damage to the carrier immediately may invalidate your claim. In addition, keep the box and contents for inspection.

For other issues, such as missing components or parts, damage not related to shipping, or concealed damage, file a claim with Chauvet within 7 days of delivery.

Manual Conventions

Convention	Meaning
1–512	A range of values
50/60	A set of values of which only one can be chosen
<SET>	A button on the product's control panel
Settings	A product function or a menu option

Symbols

Symbol	Meaning
⚠	Critical installation, configuration, or operation information. Not following these instructions may make the product not work, cause damage to the product, or cause harm to the operator.
ⓘ	Important installation or configuration information. The product may not function correctly if this information is not used.
📝	Useful information.

⚠ **Any reference to power connections in this manual assumes the use of Seetronic IP rated cables.**

📝 **The term "DMX" used throughout this manual refers to the USITT DMX512-A digital data transmission protocol.**

Safety Notes

Read all the following safety notes before working with this product. These notes contain important information about the installation, usage, and maintenance of this product.

⚠ **This product contains no user-serviceable parts. Any reference to servicing in this User Manual will only apply to properly trained, certified technicians. Do not open the housing or attempt any repairs.**

ⓘ **All applicable local codes and regulations apply to proper installation of this product.**

Personal Safety

- Depending on the amount of fog generated, all fog machines may set off smoke detectors.
- Drain the tank before transporting the product.
- Always disconnect this product from its power source before servicing.
- The product's nozzle is very hot during operation and it remains hot for a long time after operation has stopped.
- Always connect this product to a grounded circuit to avoid the risk of electrocution.
- Do not swallow fluid. MSDS for Chauvet fluids are available for download from our website.
- People with asthma or respiratory issues should avoid prolonged exposure.
- Do not use for space heating purposes.
- Do not touch this product's housing during operation because it may be very hot.

Mounting and Rigging

- This product is for indoor use only! To prevent risk of fire or shock, do not expose this product to rain or moisture. (IP20)
- CAUTION: When transferring product from extreme temperature environments, (e.g. cold truck to warm humid ballroom) condensation may form on the internal electronics of the product. To avoid causing a failure, allow product to fully acclimate to the surrounding environment before connecting it to power.
- Mount this product in a location with adequate ventilation, at least 20 in (50 cm) from adjacent surfaces.
- Make sure there are no flammable materials close to this product while it is operating.

Power and Wiring

- Always make sure you are connecting this product to the proper voltage in accordance with the specifications in this manual or on the product's specification label.
- To eliminate unnecessary wear and improve its lifespan, during periods of non-use completely disconnect the product from power via breaker or by unplugging it.
- Never connect this product to a dimmer pack or rheostat.
- Never disconnect this product by pulling or tugging on the power cable.

> **The 120V version of the Cloud 9 consumes more than 20A of power, and thus requires 2 power cords, with each on its own circuit.**

Operation

- Do not operate this product if you see damage to the housing, fluid tank, or cables. Have the damaged parts replaced by an authorized technician at once.
- Be sure that no ventilation slots on the product's housing are blocked.
- Never carry the product from the power cord or any moving part. Always use the handles.
- The fog exits the nozzle at a very high temperature and it remains hot for a long time after operation has stopped. Keep a minimum distance of 6.5 ft (2 m) from the nozzle to the nearest object.
- The maximum ambient temperature is 113 °F (45 °C). Do not operate this product at a higher temperature.
- In the event of a serious operating problem, stop using this product immediately!
- Do not add perfume, alcohol, gasoline, or any other flammables to the fog fluid.
- Use only CHAUVET approved fog or haze fluid (PHF, QDF, or HDF)!

> **If your Chauvet product requires service, contact Chauvet Technical Support.**

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2. INTRODUCTION

Description

The Cloud 9 is a low-lying fog machine that creates thick clouds that hug the floor without the need for dry ice. The ultrasonic agitator converts distilled water into a thin mist. The unit's fast heat up time allows for quick operation and fog on demand. Its flight case makes transportation a breeze and locking casters prevent accidental rollaways. The Cloud 9 can be controlled with the on board digital display or DMX.

Features

- Professional fogger gives high-impact low-lying fog effect on stage or in ballrooms
- Continuous operation produces fog to cover 3,230 ft^2 (300 m^2) area
- Ultrasonic agitator combines distilled water with fog to produce low-lying fog effect
- Ships in rugged flight case with locking casters with hinged top cover to allow for operation even when closed
- Control via on board digital display or DMX
- Integrated water drain system makes cleanup fast and easy
- Works with fog fluid, haze fluid, or quick-dissipating fluid for desired effect
- Use without dry ice or CO2, so no special licensing/training required

Product Overview

3-pin DMX Input/Output

Cloud 9 120V

Cloud 9 230V

5-pin DMX Input/Output

Power Switch

Breaker

Breaker

Power In (2)

Overflow Hole

Drainage Valves

Distilled Water Tank

Open/Close Water tank

Nozzle

Fluid Tank

Handles (x4)

Control Panel

Menu Buttons

Fluid Level Indicator

Product Dimensions

19.3 in
490 mm

20.6 in
524 mm

25 in
644 mm

34 in
860 mm
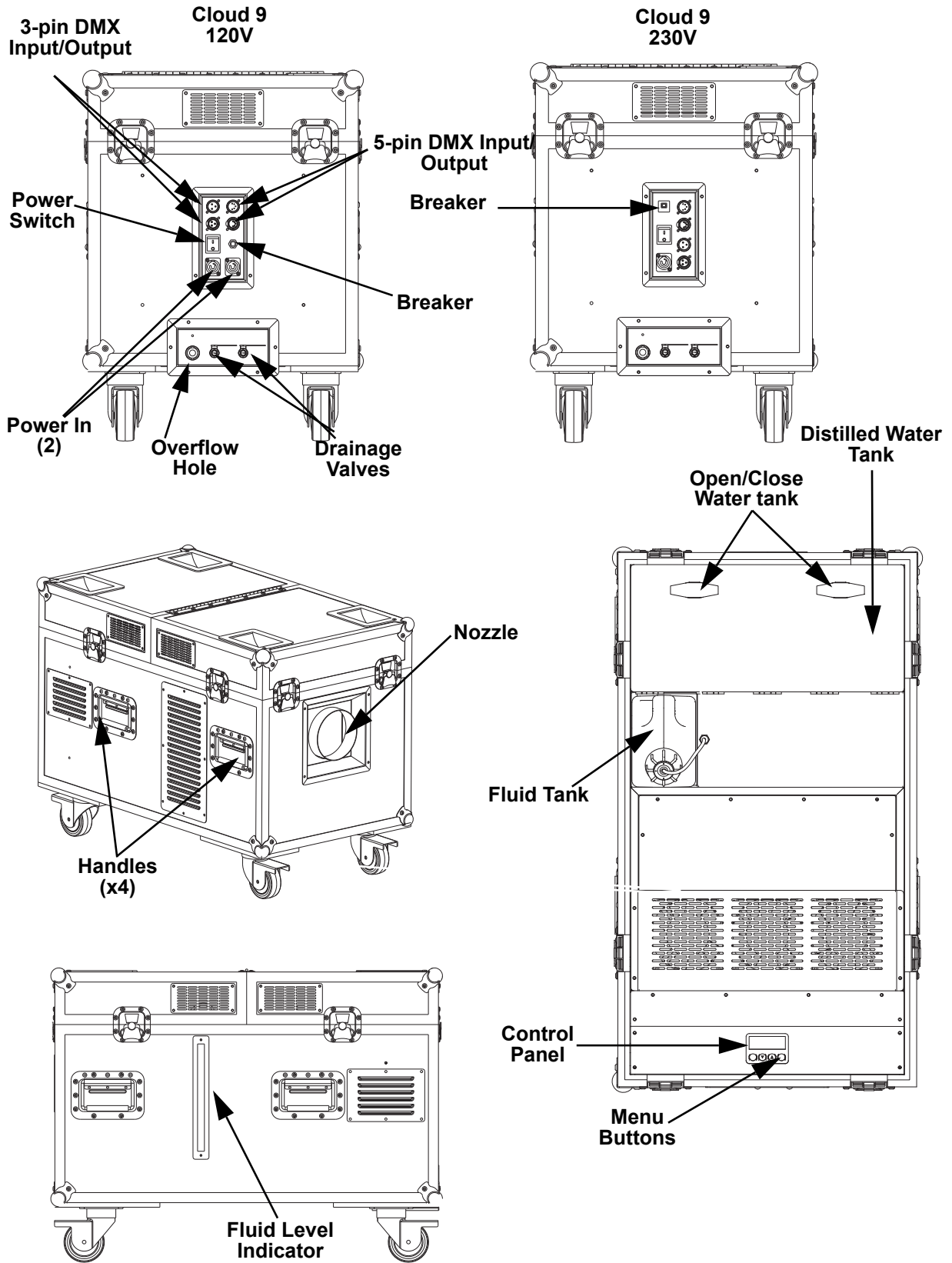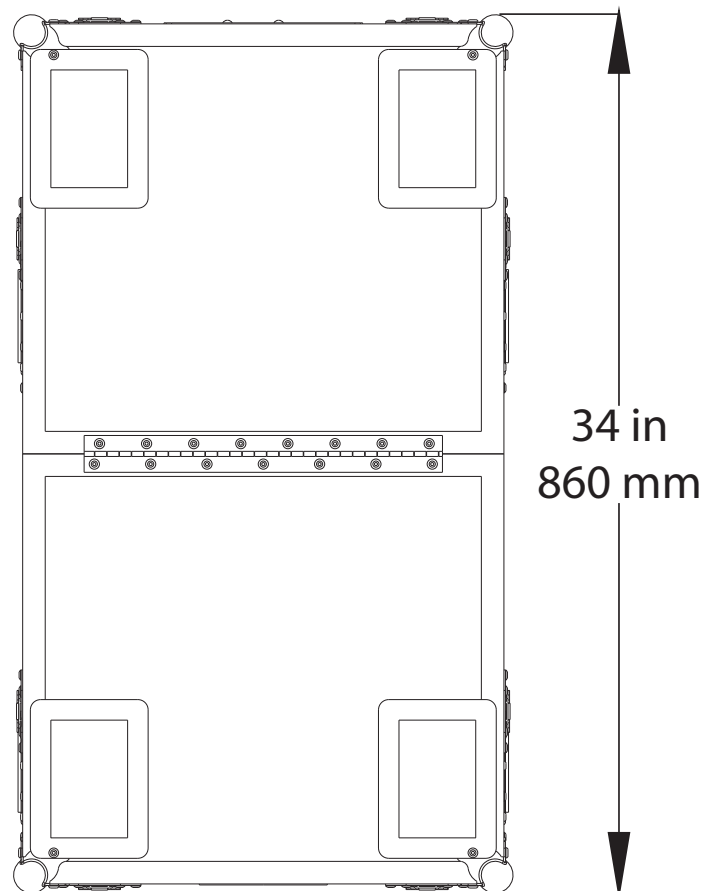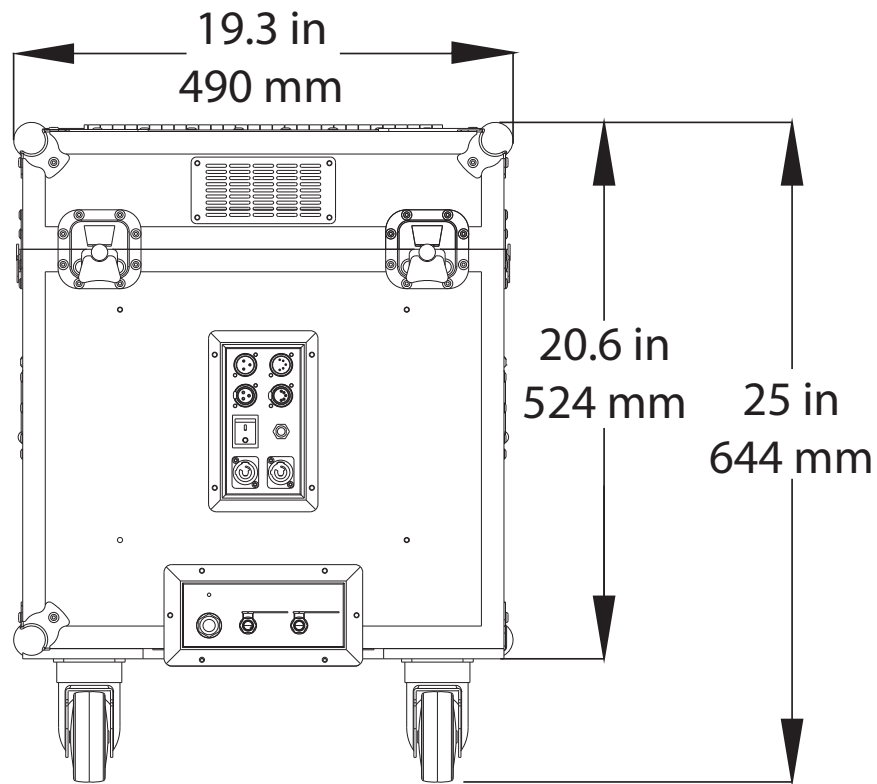
3. SETUP

AC Power

Each Cloud 9 has a fixed power supply that works with an input voltage of either 120 VAC, 60 Hz or 230 VAC, 50 Hz, depending on the specific model. To determine the power requirements for each Cloud 9, refer to the label affixed to the product. You can also refer to the Technical Specifications chart in this manual.

The listed current rating indicates the maximum current draw during normal operation. For more information, download Sizing Circuit Breakers from the Chauvet website: www.chauvetprofessional.com.

⚠ • **Always connect the product to a protected circuit (circuit breaker or fuse). Make sure the product has an appropriate electrical ground to avoid the risk of electrocution or fire.**
• **To eliminate unnecessary wear and improve its lifespan, during periods of non-use completely disconnect the product from power via breaker or by unplugging it.**

ⓘ **Never connect the product to a rheostat (variable resistor) or dimmer circuit, even if the rheostat or dimmer channel serves only as a 0 to 100% switch.**

AC Plug

The Cloud 9 comes with a power input cord terminated with a Seetronic Powerkon connector on one end and an Edison plug on the other end (U.S. market). If the power input cord that came with your product has no plug, or if you need the change the plug, use the table below to wire the new plug.

Connection	Wire (U.S.)	Wire (Europe)	Screw Color
AC Live	Black	Brown	Yellow or Brass
AC Neutral	White	Blue	Silver
AC Ground	Green/Yellow	Green/Yellow	Green

Resetting the Breaker

This product is equipped with a resettable circuit breaker. If the breaker trips, all sections of this product will lose power.

1. Remove the power cord from mains power.
2. Allow unit to cool for 15 minutes.
3. After 15 minutes, you may attempt to reset the breaker by pressing the button with your finger.
4. Plug the product's power cord into the power outlet and continue using as recommended.

DMX Linking

You can link the Cloud 9 to a DMX controller using a 3- or 5-pin DMX connection. If using other DMX-compatible products with this product, you can control each individually with a single DMX controller.

DMX Personalities

The Cloud 9 uses a 3- or 5-pin DMX data connection for the 2-channel DMX personality.

• Refer to the Introduction for a brief description of each DMX personality.
• Refer to the Operation chapter to learn how to configure the Cloud 9 to work in these personalities.
• The DMX Values section provides detailed information regarding the DMX personalities.

📝 **If you are not familiar with or need more information about DMX standards, Master/Slave connectivity, or the DMX cables needed to link this product to a DMX controller, download the DMX Primer from the Chauvet website:** www.chauvetprofessional.com**.**

Mounting

Before mounting the product, read and follow the safety recommendations indicated in the Safety Notes.

Orientation

Always mount this product in a safe position, making sure there is adequate room for ventilation, configuration, and maintenance.

Rigging

Chauvet recommends using the following general guidelines when mounting this product.

- Before deciding on a location for the product, make sure there is easy access to the product for maintenance and programming purposes.
- Make sure that the structure onto which you are locating the product on can support the product's weight. See the Technical Specifications for weight information.

Procedure

The Cloud 9 includes 4 rubber wheels that are attached for floor mounting.

Mounting Diagram

Wheels (x4) for floor mounting
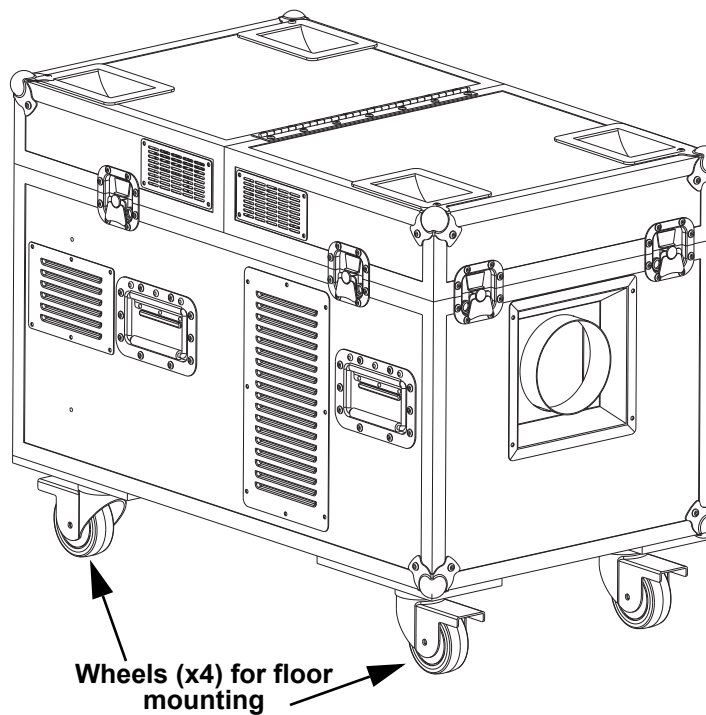
Hose Attachment

The Cloud 9 comes with a directional hose and a clamp that attaches to the nozzle for a low-lying fog effect. To attach or remove the hose, use the hose clamp to secure the directional hose to the nozzle.

Directional Hose
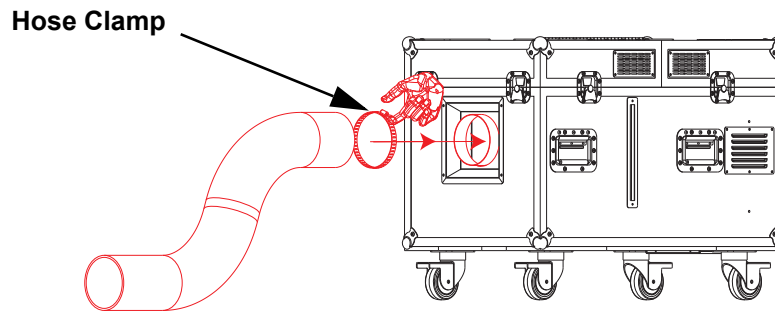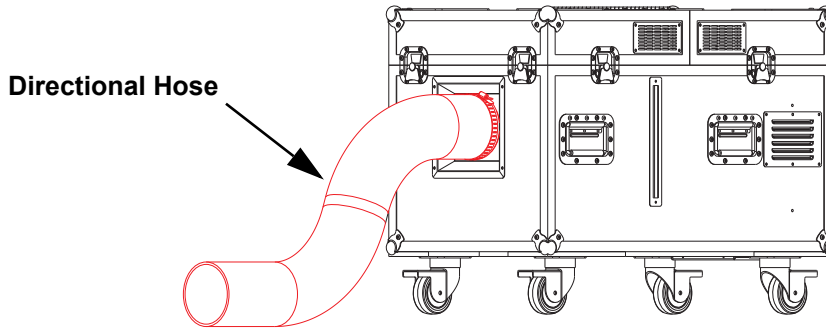
Hose Clamp

This product may NOT be tilted. This product should be level while operating. Drain all distilled water before transporting or storing.

When securing the directional hose, ensure that the bolt of the hose clamp is placed in one of the four corners of the nozzle frame.

4. OPERATION

Control Panel Operation

Button/Knob	Function
<MENU>	Exits from the current menu or function
<UP/TIMER>	**UP** navigates upwards through the menu list and increases the numeric value when in a function. **TIMER** starts the timer controlled operation
<DOWN/VOLUME>	**DOWN** navigates downwards through the menu list and decreases the numeric value when in a function. **VOLUME** triggers the pump to modify the output volume
<ENTER/STOP>	**ENTER** enables the currently displayed menu or sets the currently selected value into the selected function. **STOP** turns the fog output off.

If the product is turned off while in timer mode, the product will still be in timer mode when the product is turned back on.

The Cloud 9 can operate with the top lid on or off.

Control Options

Set the Cloud 9 starting address in the 001-512 DMX range. This enables control of up to 257 products in the 2-channel personality.

Programming

Refer to the Menu Map to understand the menu options. The menu map shows the main level and a variable number of programming levels for each option.

- To go to the desired main level, press **<FUNCTION>** repeatedly until the option shows on the display. This will take you to the first programming level for that option.
- To select an option or value within the current programming level, press **<UP>** or **<DOWN>** until the option shows on the display. If there is another programming level, you will see that first option, or you will see the selected value.
- Press **<FUNCTION>** repeatedly to exit to the previous main level

Preparing for Operation

To prepare the Cloud 9 for operation:
1. Place the machine on a level surface. Plug the power cord into the wall.
2. Remove the top lid.
3. Fill the water tank with distilled water to the maximum fill line located on the inside of the tank. The container can hold up to 5.3 gal or (20 l).
4. Fill the fluid tank with CHAUVET haze or fog fluid to the maximum fill line located on the outside of the tank. The container can hold up to 1 gal (3.5 l).
5. Turn the product on using the power switch on the back panel. Make sure the fans are operating properly.
6. Using the control panel, set the product to the desired operating mode..

Allow the Cloud 9 four minutes to heat up before continuing.

- **When storing the product, ALWAYS be sure to store the fluid tank with the cap up as seen on the Product Mounting Diagram above before installing the front cover to avoid tube damage that may cause leakage.**
- **Condensation may form on the bottom of the product, creating damp or wet conditions under and around the Cloud 9. Use caution! Surfaces around the product may become slippery**

Only use Chauvet approved haze or fog fluid. Using any other fluid will void your product warranty

Operation Continued

To prepare the Cloud 9 for operation:

1. Open the flight case.
2. Pull out the fluid tank and remove the cap.
3. Verify that the two plastic hoses attached to the inside of the cap are in place and in good condition.
4. Pour Chauvet fog fluid inside the tank, and re-cap.
5. Reinsert the tank.
6. Make sure that the plastic hose that goes from the cap to the fogger is not bent.
7. Plug in power and wait approximately 4 minutes for warm-up to complete.

⚠️
- **Due to water evaporation, you may need to refill the Cloud 9 with distilled water to continue triggering the machine.**
- **The Cloud 9 is fitted with a safety shutoff feature, which prevents the unit's heaters from turning on when the water level is too low. If this safety shutoff feature has been engaged, simply add more water to continue using the Cloud 9.**

ⓘ
While operating the Cloud 9, make sure there is adequate fog or haze fluid and distilled water in the machine to prevent pump and heater damage. When the fog fluid/distilled water level becomes low, simply add more fog or haze fluid to continue using the Cloud 9.

Menu Map

Mode	Programming Levels	Description
Interval Set	5–200S	Sets the interval between fog output
Duration Set	5–200S	Sets the duration of the fog output
Timer Out	1-100%	Sets the output volume in timer mode
Volume Out	1–100%	Fog volume 1–100%
Fan Speed	1–100%	Fan Speed (slow to fast)
Fluid Sensor	ON/OFF	Turns the fluid sensor ON or OFF
DMX512 Address	1–512	Selects the DMX starting address
Direct Timer	NO/YES	Enables/disables the timer

Configuration (DMX)

Use DMX configurations to operate the product with a DMX controller.

DMX Control

In this mode, each product will respond to a unique starting address from the DMX controller. All products with the same starting address will respond in unison.

1. Go to **DMX512 Address.** main level.
2. Select the starting address (**1**–**512**).

DMX Values

2CH

Channel	Function	Value	Percent/Setting
1	Fan Speed	000 ⇔ 010	No function
		011 ⇔ 512	1–100%
2	Fog Output	000 ⇔ 010	No function
		011 ⇔ 512	1–100%

Configuration (Standalone)

Use standalone configuration to operate the product without a DMX controller.

Interval

This feature sets the interval between fog output. To control the **Interval** between fog output, follow the instructions below.
1. Go to **Interval Set** main level and press **Enter**.
2. Use the **UP** and **DOWN** arrows to select the desired speed (**5-200S**).

Duration

This feature sets the duration of fog output. To control the **Duration** of fog output, do the following:
1. Go to the **Duration Set** main level and press **Enter**.
2. Use the **UP** and **DOWN** arrows to select the fog duration (**5-200S**).

Timer Out

This feature sets the output volume in timer mode. To access the **Timer Out** mode, follow the instructions below.
1. Go to the **Timer Out** main level and press **Enter**.
2. Use the **UP** and **DOWN** arrows to select the output volume, **1-100%**.

Volume Out

This feature sets the fan speed. To set the **Fan Speed**, do the following:
1. Go to the **Fan Speed** main level and press **Enter**.
2. Use the **UP** and **DOWN** arrows to select the fan speed, **1-100%**.

Fluid Sensor

This feature enabled the fluid sensor to be turned on or off. To access the **Fluid Sensor** mode, follow the instructions below.
1. Go to the **Fluid Sensor** main level.
2. Use the **UP** and **DOWN** arrows to select **ON** or **OFF**.

Direct Timer

This feature can enable or disable the timer. To access the **Direct Timer**, do the following:
1. Go to the **Direct Timer** main level.
2. Use the **UP** and **DOWN** arrows to select **NO** or **YES**.

5. TECHNICAL INFORMATION

Product Maintenance

Do not allow the fog machine to become clogged. After every 40 hours of continuous operation, use CHAUVET Fog Cleaner Quart (FCQ) through the system to prevent the accumulation of particulate matter in the heating element.

The recommended cleaning procedure is as follows.

1. Unplug the product from power.
2. Empty all fog fluid from the machine.
3. Add cleaning solution to the tank.
4. Connect the product to power and allow it to warm up.
5. Run the unit in a well-ventilated area until the tank is empty.
6. Refill with fog fluid to continue using the fogger. Run the machine briefly to clear any cleaning solution from the pump and heater.

- **FCQ (Fog Cleaner Quart) was specifically developed by CHAUVET to clean your Cloud 9. Make sure you use FCQ regularly to increase the life of your fogger.**
- **Do not spin the fans using compressed air because you could damage the fogger.**
- **Test-run your Cloud 9 on a monthly basis to achieve the best performance.**
- **Never operate the machine without fluid.**

Storage

Before storing the fogger, run FCQ through the system as described in the cleaning procedure above; however, only follow steps 1 through 5. Do not refill the tank with fog or haze fluid if storing the fogger. Cleaning the system prior to storage will help prevent any particles from condensing inside the pump or heater while not in use.

Control Panel Information

The Cloud 9 has status messages and warnings that may appear on the control panel while operating the product. Use the table below to understand the status messages that may appear on the control panel of the Cloud 9.

Status Message/Warning	Status Description	Recommended Action
Fog Fluid Low	Displays when the Cloud 9 is operating and the fog fluid is low.	**Refill fluid**
Failure to Heat	Displays when the Cloud 9 is turned on and the heater fails to reach operating temperatures	**Contact customer service.**
Ready to Go Low	Displays when the Cloud 9 is heated and ready to operate.	**Operate the Cloud 9.**
Distill H2O Low	Displays when the distilled water tank is low on fluid.	**Refill the distilled water tank.**

6. TECHNICAL SPECIFICATIONS

Dimensions and Weight

Length	Width	Height	Weight
33.85 in (860 mm)	19.3 in (490 mm)	24.8 in (630 mm)	121.3 lb (55 kg)

Note: Dimensions in inches rounded to the nearest decimal digit.

Power

Power Supply Type	Range	Voltage Selection
Fixed	120 VAC, 60 Hz or 230 VAC, 50 Hz	Fixed

Parameter	120 V, 60 Hz	230 V, 50 Hz
Consumption	2430 W	4770 W
Operating Current	20.8 A	20.8 A
Breaker	F 20A, 125-250 V	F 20 A, 125-250 V

Power I/O	U.S./Worldwide	UK/Europe
Power input connector	Seetronic powerCON	Seetronic powerCON
Power Cord plug	Edison (U.S.)	Local Plug

Operation/Capacity/Consumption

Heat-up Time	Fluid Tank Capacity	Distilled Water Tank Capacity
4 minutes	1 gal (3.5 l)	5.3 gal (20 l)

Output	Fluid Consumption	Water Consumption
15,000 CFM	29ml/min	165ml/min

Max Run Time (100% Output)
2 hours

Thermal

Maximum External Temperature	Cooling System
113 °F (45 °C)	Convection

DMX

I/O Connector	Channel Range
3-or 5-pin XLR	2

Ordering

Product Name	Item Name	Item Code	UPC Number
Cloud 9 120V	CLOUD9	05071490	781462218386
Cloud 9 230V	220CLOUD9	05071492	781462218409

RoHS

CE
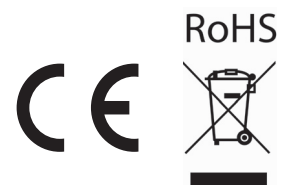
RETURNS

Send the product prepaid, in the original box, and with the original packing and accessories. Chauvet will not issue call tags.

Call Chauvet and request a Return Merchandise Authorization (RMA) number before shipping the product. Be prepared to provide the model number, serial number, and a brief description of the cause(s) for the return.

Clearly label the package with an RMA number. Chauvet will refuse any product returned without an RMA number.

> **Write the RMA number on a properly affixed label. DO NOT write the RMA number directly on the box.**

Once you have the RMA number, provide the following information on a piece of paper and place it inside the box:

- Your name
- Your address
- Your phone number
- RMA number
- A brief description of the problem

Be sure to pack the product properly. Any shipping damage resulting from inadequate packaging will be your responsibility. FedEx packing or double-boxing are recommended.

> **Chauvet reserves the right to use its own discretion to repair or replace returned product(s).**

CONTACT US

General Information	Technical Support
Chauvet World Headquarters	
Address: 5200 NW 108th Ave.	Voice: (844) 393-7575
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Fax: (954) 929-5560	
Toll Free: (800) 762-1084	Website: www.chauvetprofessional.com
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Zona Industrial Lerma	Website: www.chauvetprofessional.mx
Lerma, Edo. de México, CP 52000	
Voice: +52 (728) 690-2010	

Visit the applicable website above to verify our contact information and instructions to request support. Outside the U.S., United Kingdom, Ireland, Benelux, France, Germany, or Mexico, contact the dealer of record.