

Customer Guide: Proper Maintenance of Cloud 9 Low Smoke Generator

Proper maintenance of your Chauvet Cloud 9 Smoke Machine ensures optimal performance. Regular maintenance is key to prevent issues from occurring and to extend the life of the machine, so please make sure to follow these steps for optimal performance.

1. Use the Correct Fluid and Quantity of Fluid:

- **Use Recommended Fluid:** Use Only the Recommended Smoke Fluid Provided by Christie Lites.
 - **Use Adequate Fluid:** Always ensure that adequate levels of fluid are in the machine during operation to prevent damage to the pump and heater.
 - **Temperature Consideration:** Allow the Cloud 9 to heat up for about 4 minutes before use.
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2. Be Mindful When Storing Fluid:

- **Fluid Tank Orientation:** Always store the fluid tank with the cap facing upward to avoid potential leakage or tube damage.
 - **Overfilling:** Do not overfill the distilled water tank beyond the maximum fill line, as this will affect the performance. Drain any excess water before use.
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3. Before Initial Use, Prepare the Machine Properly:

Initial Setup:

1. **Clean the Machine:** Before use, ensure the Cloud 9 is free of dust and debris. Clean the machine if necessary.
2. **Refill Fluids:** Fill the fluid bottle with Fog Fluid and distilled water (approximately 20 liters).
3. **Power Up:** Turn on the machine and allow it to heat up for 20-30 minutes (depending on ambient temperature).

Test the machine:

1. **Turn on Full Output:** Press the **DOWN/VOLUME** button to activate full output. If output is weak, adjust the volume to check that it's functioning properly.
2. **Stopping the Machine:** Press the **ENTER/STOP** button. The machine may run for up to 10 seconds after stopping to clear itself.
3. **Check DMX:** If connected to DMX, check the display for the DMX address. The display should show the address when the unit is receiving a DMX signal.
4. **Priming:** If the machine has been stored and output is low, ensure the fluid pipe is free of air. The priming process may take some time. If no fluid is detected, the display will show

"Fog Fluid Low Refill Fluid." The sensor can be turned off temporarily during priming but must be turned back on when primed.

4. Consider the Working Environment:

- **Ventilation:** Always ensure that the ventilation grills of the Cloud 9 are not covered, and the machine has adequate airflow. Poor airflow can cause overheating, which could trip the thermal protection on the heater block.
- **Clean Environment:** Keep the area around the machine free of dust and debris to prevent contamination of the water and potential damage to the ultrasonic agitator.
- **Temperature:** Ensure that the machine operates in an environment where the temperature does not exceed 45°C (113°F). Operating at higher temperatures can damage electronics, the pump, and the ultrasonic agitator.

Powering Off:

- Turn off the machine when not in use to allow it to cool down. This will help reduce premature failure of components.
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5. Clean the Machine at Frequent Intervals

To maintain performance and extend the life of your Cloud 9, **clean it every 40 hours of continuous use**. Chauvet recommend using **Chauvet Cleaning Fluid (FCQ)** if possible.

Cleaning Procedure:

1. **Unplug** the machine from the power source.
2. **Empty** all fog fluid from the tank.
3. **Add Cleaning Solution:** Pour cleaning fluid into the tank.
4. **Warm Up:** Reconnect power and allow the machine to warm up.
5. **Run the Machine:** Operate the machine in a well-ventilated area until the cleaning fluid is depleted.
6. **Refill** with fresh fog fluid and run briefly to clear any remaining cleaning solution from the pump and heater.

Additional Cleaning Tips:

- **Use FCQ (Fog Cleaner Quart)** regularly to prevent the accumulation of particulate matter in the heating element.
- **Do not use compressed air** to clean the fans, as this can damage the fogger.
- **Monthly Test:** Test-run the Cloud 9 monthly to ensure optimal performance.

- **Avoid Operating Without Fluid:** Never run the machine dry (without fluid) as this can damage the pump.
- **Do not use tap water:** as it contains impurities that can damage the ultrasonic agitator. Always use the approved fluid.

Important Safety Note: Always follow the safety guidelines as shown in the user manual. Never operate the machine in poorly ventilated areas or close to heat sources and ensure smoke machine fluid is stored safely.