Operating Manual

AURA ONE



a **Look Solutions** product

Set of Equipment supplied

– 1 **Aura One** haze generator
– 1 Tank lid with Quick-Connector
– 1 Antenna for LumenRadio (see page 6)
– 1 mains cable 2m, PowerCon True1-plug
– 1 Operating manual

Please check whether all the products you ordered are supplied.

Original Operating manual, version 1/2026

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1. Introduction

The **Aura One** heralds a new era in haze technology.

Thanks to innovative technology, it has succeeded in producing an exceptionally fine, uniform haze that makes beams of light visible, thereby creating impressive atmospheric effects.

The **Aura One** uses a water-based fluid – completely free from oil and CO_2. The mist lingers in the room for a long time, ensuring a consistent atmosphere. Ideal for lighting and event productions, stages, festivals, TV studios and corporate events.

The **Aura One** can be operated easily and intuitively via its touchscreen. In addition to DMX 512 control, it can also be controlled via Ethernet (Artnet and sACN).

Customers can carry out firmware updates themselves.

Intended use: The unit is used to generate haze, create the desired atmosphere and optimally enhance all lighting effects.

Please read the user manual carefully before starting the device to ensure proper and safe operation!

2. Safety instructions

A fog machine is not a toy!

- Very hot steam escapes from the nozzle. Danger of getting burnt.
- Occasionally very hot droplets of fluid may escape when in operation. Thus never aim at persons directly and keep a minimum distance of 3 m to the nozzle.
- Never touch the nozzle when in operation. Danger of getting burnt.
- The location for the machine must be non-flammable, non-combustible and not sensitive to heat. It has to be twice as big as the machine.
- Keep a minimum distance of 60 cm to all flammable, combustible objects and objects sensitive to heat.
- Glycol is alcohol and burns with a slightly bluish, almost invisible flame. Never point the fog at strong sources of ignition like fire or pyrotechnic effects.
- Never open the machine and leave the machine unattended when connected to a power supply.
- It is only allowed to fly/hang the machine by using the original hanging set.
- The visibility has to be more than 2 m in rooms where people walk around.
- Do not swallow the fog fluid. Keep it away from children. In case of eye contact, rinse with a lot of water. Consult a doctor should you have accidentally swallowed some fluid.
- Spilled fluid or splashed fluid droplets can cause slip hazard. Mop up the fluid and dispose of it according to regulations.
- Fog may activate smoke detectors.

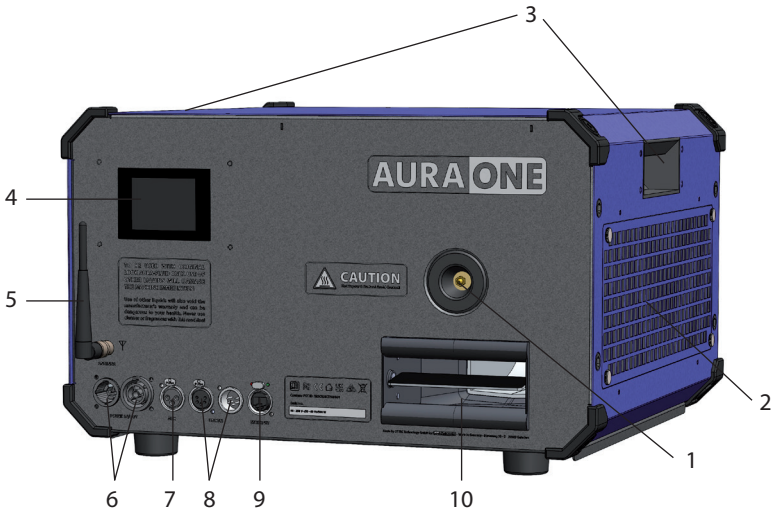
Artificially-made fog can be produced in many different ways. The method used here to produce fog, with a device which works according to the vaporizer principle, is the most harmless one.

No case has so far been reported in which a sound human being has been harmed because of using our device to produce artificial fog. However, this can only be guaranteed if the professional fog generators are used accordingly, i.e. at the correct vaporization temperatures as well as with the correctly mixed fog fluid.

We, however, recommend: **People with health problems or problems of the respiratory tract or with an inclination for allergies should avoid any contact with artificially-made fog.**

3. Description of the parts

Front view

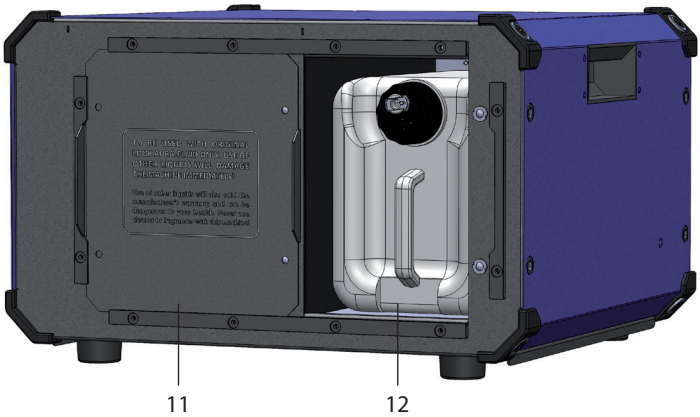


1: Nozzle
2: Fan grille
3: Handles
4: Touchscreen/Control panel
5: Antenna for wireless DMX*
6: Power In/Out
7: Digital AUX-Port 4pin-XLR female
8: DMX512 in/out 5pin-XLR male/female
9: Ethernet-connector EtherCon (RJ45)
10: Swivelling diverter

* LumenRadio CRMX, alternatively City Theatrical Multiverse available

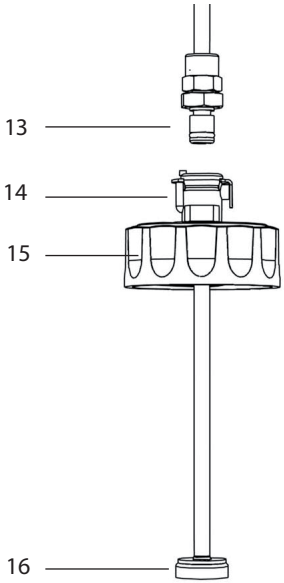
3. Description of the parts

Rear view



11: Sliding door to protect the 5L fluid canister
12: 5L-canister with Tank lid to connect the fluid tube

Tank lid



13: Coupling
14: Collar
15: Tank lid
16: Filter

4. Fluid

4.1 General Notes

The Aura One must be operated exclusively with the original Look Aura fluid.

Using other fluids will damage the device and void the warranty.
The Aura fluid is not suitable for use in other devices!

PLEASE NOTE: The vaporizer of our machines does not have to be cleaned! If necessary, the evaporator nozzle can be replaced.
Cleaners, available on the market, can damage the vaporizer! We cannot grant warranty in this case.

4.2 Changing the fluid bottle

- Open the sliding door on the back of the unit and remove the canister from its holder.
- Disconnect the quick-connect nozzle [13] from the quick-connect coupling by pressing the locking latch [14].
- Unscrew the fuel cap [15] from the empty canister and screw it onto the new canister.
- Reinsert the nozzle [13] firmly into the quick-connect coupling until it is securely locked in place.
- Slide the full canister back into the canister compartment. **Make sure the fuel cap is on top and facing toward the sliding door** (see picture below).
- Close the sliding door and make sure it clicks into place.



5. Operating the Aura One

5.1 Selecting the location

The location in which the **Aura One** is to be operated must
– be dry,
– be free from dusty or polluted air,
– be free from vibrations,
– be a non-flammable place or surface,
– be well-ventilated with fog-free air keeping the ambient operating temperature between 5° C and 45° C and the relative air humidity below 80%.

5.2 Putting into operation

- Connect a fluid canister to the unit.
- Connect - if needed - cables for external control like DMX, Ethernet or a remote control. Use the connectors [7], [8] and [9] on the front of the unit.

Note
Use only suitable cables for connection!
DMX cables must be suitable for digital data transmission!
Ethernet cables must be at least category 5e!

- Connect the included power cord to the machine by inserting the plug into the socket and turning it until you hear it click into place. Plug the power cord into a grounded outlet. The machine will automatically begin the heating process.

Warning
Use only the enclosed power cable or another cable approved by the manufacturer!
Connect the machine only to grounded sockets!

- The haze generator needs approx. 16 Min. to heat-up. Wait for this time to elapse.

The **Aura One** is now ready for operation.

5.3 Switching off

- Unplug the power cord from the outlet and/or remove the PowerCon True1 plug from the connector.

5.4 Operation

5.4.1 Main menu

After switching the device on, the main menu appears.

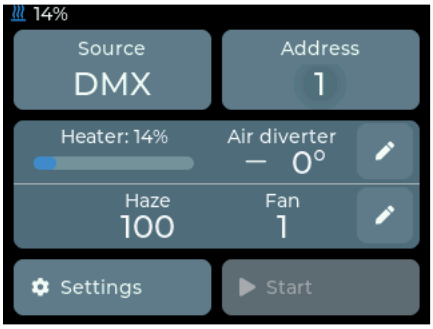


Fig. 1: Main menu - Aura One when heating up

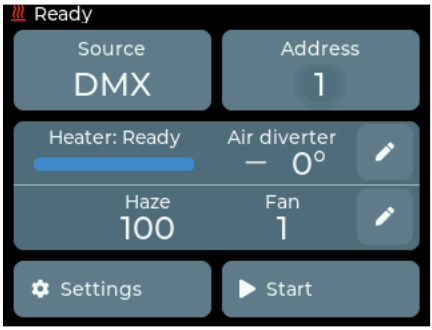


Fig. 2: Main menu - Aura One ready for operation

The main menu is divided into several sections, each of which contains specific information or settings:

- Top left: ***Source***
  Shows the currently active source. Tapping leads to the ***Select source*** menu. Using sources is described in section 5.5.

- Top right: ***Information about the chosen Source***
  Tapping leads to the settings menu of the active source. If the center is highlighted, a valid signal is received from the source. The information displayed is described for the individual sources.

- Middle: ***Status display***
  Displays information on the device's heating status. ***Preheat*** indicates how far the machine has heated up and is ready for operation. ***Energy*** indicates how much energy is available in the heating element for vaporisation. ***Fog*** and ***Fan*** display the values for mist output and fan speed. Manual operation is described in section 5.5.1.

- Bottom: ***Adjustments and manual operation***
  Tapping ***Settings*** leads to the settings menu.
  Depending on the current operating status, the manual settings can be adjusted using the ***Start*** or ***Stop*** buttons.

5.4.2 Status bar

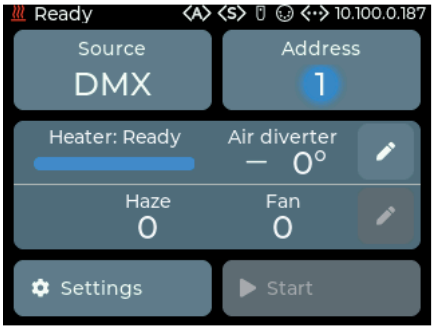


Fig. 3: Status bar showing all symbols

The status bar is always at the top of the display and shows the most important information. These are from left to right:

- Heating status (): Indicates the Preheat state with blue symbol or the Energy state with red symbol
- DMX out icon (): Indicates whether DMX received over the network is being output
- Analog icon (): Indicates if a signal from a remote control is present
- DMX icon (): Indicates if a DMX signal is received
- Art-Net icon (): Indicates whether Art-Net data is being received.
- sACN icon (): Indicates whether sACN data is being received.
- Ethernet icon (): Indicates the status of Ethernet.
  - Icon without IP address: Connected, but no IP address available.
  - Icon and IP address: Connected and valid IP address available.
  - Red: Connected, but no IP address obtained via DHCP.
- Timer icon (): Indicates whether the integrated timer is running.
- Symbol LumenRadio CRMX (): Together with the signal strength indicator, this shows whether LumenRadio CRMX data is being received.

5.4.3 Standby display

If the signal of the active source is lost, the **Aura One** will go into standby. The pump and heating element are switched off and the display switches to the screen saver.

Before the device goes into to standby, the display shows a note with a countdown of 10 seconds.



Fig. 4: Standby display

The device can also be switched to standby via the settings menu.

To exit standby,
- touch the display
- reconnect the current source

If the DMX-Personality is set to 4-channel mode, the standby can be entered and exited via channel 4 (see section 5.6.6).

5.5 Working with sources

The machine has a source selection system modelled on, for example, the source selection on a television.

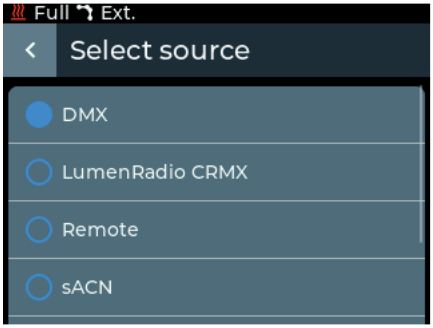


Fig.. 5: Menu Sources

Basically, a set source is used until it is changed on the device. However, there are some exceptions to this rule:

1. ***DMX*** is selected as source

   If the DMX signal is lost and the analog remote control is used, the source is automatically changed to analog.

2. ***Analog*** is selected as source

   When the machine receives a DMX signal again, the source is automatically changed to DMX

3. ***Timer*** is selected as source

   When the machine receives a DMX signal again, the source is automatically changed to DMX

4. ***Manual operation*** via display

   Manual operation is only possible if the selected source is not active. If it becomes active, manual operation is automatically terminated.

5.5.1 Manual operation

- **Haze and Fan**

If no source is active, the device can be operated manually via the main menu.



Use the + and - buttons to adjust the fog output and fan speed in single increments. Holding down the buttons allows you to adjust the settings in increments of 10.

When haze can be generated, the ***Start*** button is active and can be tapped.

When the machine is producing haze, ***Stop*** is displayed on the button. Tapping it stops the fog.

The fan can be started or stopped at any time.

Fig. 6: Manual operation

Pressing ***Start all*** or ***Stop all*** activates or deactivates haze and fan simultaniously.

- **Air diverter**

The air diverter can be adjusted for manual operation and for 2-channel DMX mode. It can be set to a fixed value or configured to oscillate.

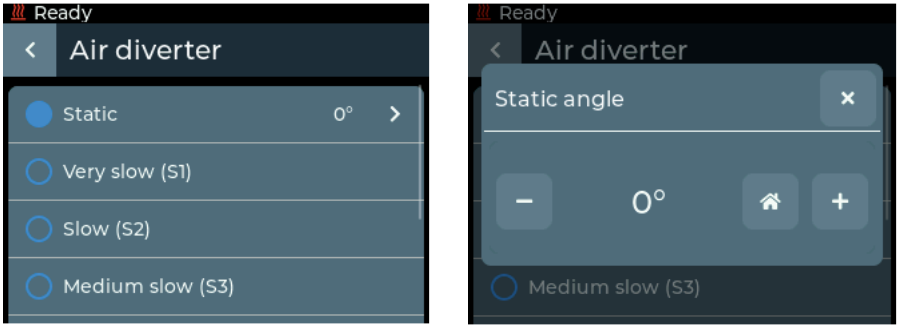


Fig. 7: Setting Air diverter

The speed at which the air divertor is to oscillate can be adjusted in 6 steps. In the static setting, the deflector can be adjusted in 1° increments. The usable swivel range can be adjusted, see section 5.6.2.

5.5.2 Operating via DMX

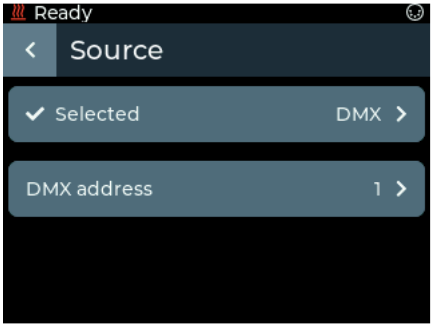
The source setting ***DMX*** is the default of the machine. The main menu displays the current DMX address and the status of the DMX connection.



Fig.. 8: Main menu DMX

By tapping the button on the right side or by ***Source*** -> ***DMX*** it is possible to switch to the DMX settings menu.

Here the DMX address can be set.



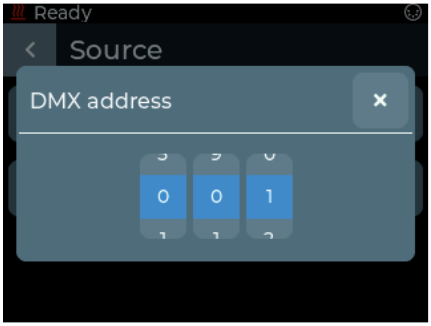


Fig. 9: DMX settings

The digits of the address can be adjusted individually by dragging them up or down. Press ***x*** to exit the settings. Press < to save the settings and return to the main menu.

DMX is now selected as the source. The machine occupies between one and four DMX channels. The channel mapping can be changed via the ***Personality*** setting; see section 5.6.1.

The **Aura One** supports RDM in DMX mode. More about this in section 5.5.8.

5.5.3 Operating via LumenRadio CRMX

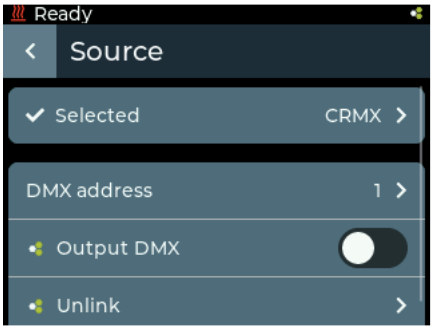
The machine can be controlled via wireless DMX using the ***LumenRadio CRMX*** source setting. The main menu displays the current DMX address and the status of the CRMX connection.



Fig. 10: Main menu with CRMX

By tapping the button on the right side or by ***Source -> LumenRadio CRMX*** it is possible to switch to the CRMX settings menu.

Here, you can set the DMX address and the output status, and disconnect the device.



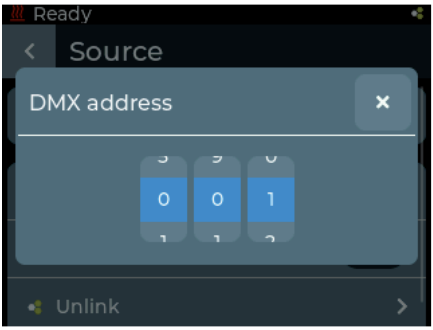


Fig. 11: Settings CRMX

The digits of the address can be adjusted individually by dragging them up or down. Press ***x*** to exit the settings. Under ***Output DMX***, you can set whether the received DMX signal should be passed on to subsequent units via the unit's DMX output.

Press ***Unlink*** to disconnect the unit from the currently paired transmitter.

Press < to save the settings and return to the main menu. CRMX is now selected as the source.

Depending on the settings, the unit occupies between one and four DMX channels. The channel assignment can be changed via the ***Personality*** setting; see section 5.6.1.

The unit supports RDM in CRMX mode. See section 5.5.8.

5.5.4 Operating via Remote

The ***Remote*** source setting allows the machine to be controlled via a remote control. The current remote mode and status are displayed in the main menu.

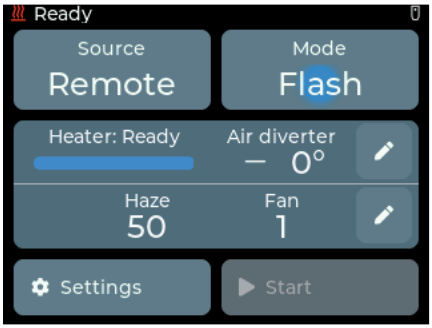


Fig. 12: Main menu with Remote

By tapping the button on the right side or by ***Source*** -> ***Remote*** it is possible to switch to the Remote settings menu.

Here you can change the Mode.

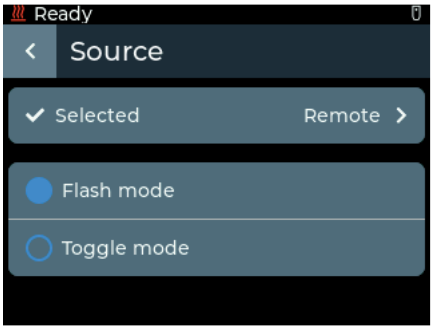


Fig. 13: Setting Flash

In ***Flash*** mode, the fog output is adjusted linearly between 0 and the maximum pump setting.

The maximum pump setting can be adjusted in the control menu when the remote control is not active.

If this is set to, for example, 73%, the output will be 73% when the remote control is set to its maximum. When the remote control is active, the fan is always set to the selected value.

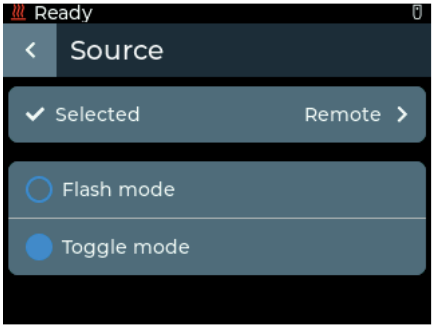


Fig. 14: Setting Toggle

In ***Toggle*** mode, briefly pressing the button sets the output to the preset maximum value.

Pressing the button again stops the output. This allows the supplied radio remote control to be used in conjunction with the machine.

Pressing < saves the settings and returns you to the main menu. Remote is now selected as the source.

5.5.4 sACN

The ***sACN*** source setting allows the **Aura One** to be controlled via network using the sACN protocol. The main menu displays the current sACN universe, the start address and the status of the connection.

By tapping the button on the right side or by ***Source*** -> ***sACN*** it is possible to switch to the sACN settings menu.

Here the universe and the address can be configured.



Fig. 15: Main menu sACN

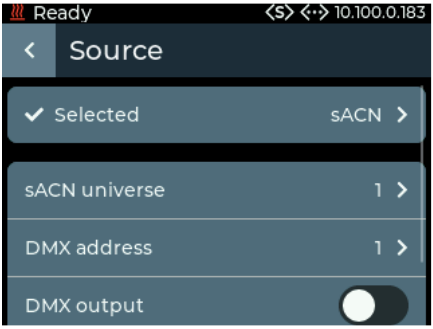


Fig. 16: Adjustments sACN



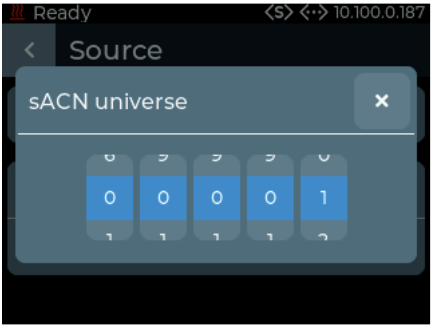


Fig. 16 a+b: Adjustments sACN

The universe and address numbers can be adjusted individually by dragging them up or down. Press ***x*** to exit the setting.

The top button is used to set the sACN universe. The value can be between 1 and 63999.

The bottom button is used to set the machine's DMX address within the selected universe. The value can be between 1 and 512.

The device supports DMX output to other devices over the network. The DMX output can be enabled or disabled using the button below.

When DMX output to other devices is enabled, the **Aura One** supports RDM via Art-Net. This allows DMX data to be sent via sACN and RDM over Art-Net. RDM can be disabled using the button below.

Press < to save the settings and return to the main menu. sACN is now selected as the source.

To be able to receive sACN data, the **Aura One** must be connected to a network and have a valid IP address. The settings for this are described in section 5.6.4.

The unit occupies between one and four DMX channels. The number of channels occupied can be changed via the ***Personality*** setting; see section 5.6.1.

5.5.6 Art-Net

The ***Art-Net*** source setting allows the device to be controlled over the network via the Art-Net protocol. The main menu displays the current Art-Net configuration and the connection status.

By tapping the button on the right side or by ***Source*** -> ***Art-Net*** it is possible to switch to the Art-Net settings menu..

Here the net, sub-net, univere and the address can be configured.

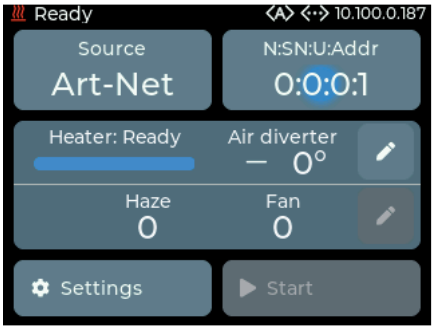


Fig. 17: Main menu with Art-Net



Fig. 18: Settings Art-Net upper section



Fig. 19: Settings Art-Net lower section

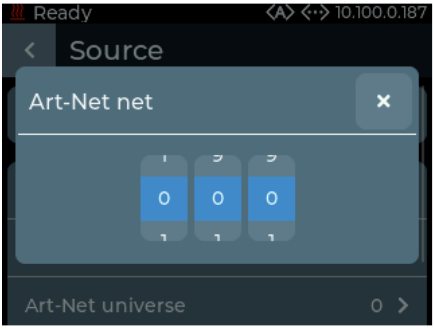


Fig. 20: Settings Art-Net

The digits for the universe and the address can be adjusted individually by dragging them up or down. You can exit the settings at any time by tapping ***x***.

The top button is used to set the Art-Net net. The value can range from 0 to 127.

The next button is used to set the Art-Net sub-net. The value can range from 0 to 15.

The next button is used to set the Art-Net universe. The value can be between 0 and 15.

The bottom button is used to set the machine's DMX address within the selected universe. The value can be between 1 and 512.

The device supports DMX output to other devices over the network. Use the button below to enable or disable DMX output.

When DMX output to other devices is enabled, the **Aura One** supports RDM via Art-Net. RDM can be disabled using the button below.

Press < to save the settings and return to the main menu. Art-Net is now selected as the source.

To receive Art-Net data, the **Aura One** must be connected to a network and have a valid IP address. The settings for this are described in section 5.5.6.

Depending on the settings, the machine occupies between one and four DMX channels. The channel assignment can be changed via the ***Personality*** setting; see section 5.6.1.

The **Aura One** supports RDM in DMX mode. More about this in section 5.5.8.

5.5.6 Operating via Timer

The source setting ***Timer*** can be used to control the device via an integrated timer. The current status of the timer is displayed in the main menu. If the timer is running, the fogging and waiting time is displayed.

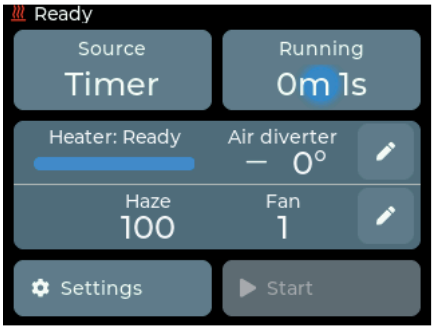


Fig. 21: Main menu Timer

By tapping the button on the right side or by ***Source*** -> ***Timer*** you can switch to the Timer settings menu.

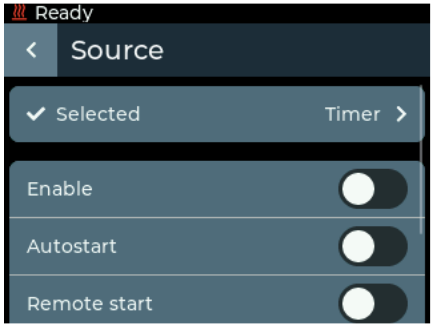




Fig.. 22: Settings Timer

In the top box, the start options can be changed:

- ***Enable*:** After saving the settings, the timer starts running.
- ***Autostart***: After heating up the device, the timer starts automatically.
- ***Remote start***: The timer is started by a short impulse at the analog input and continues to run normally.

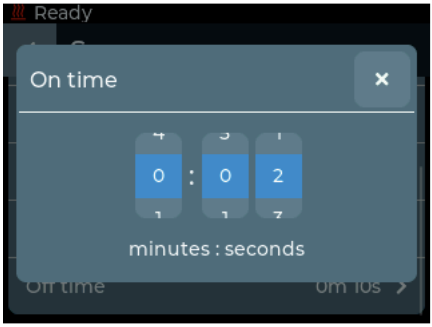


Fig. 23: Settings Timer On time

The digits for the on-time and off-time values can be adjusted individually by dragging them up or down.

Press ***x*** to exit the setting. Press < to save the settings and return to the main menu.
The timer is now selected as the source.

If the ***Enable*** option has been switched on, the timer will start.

If you tap the timer info icon in the main menu whilst the timer is running, the timer will stop.
If you tap the info icon again whilst the timer is stopped, the timer settings menu will appear!

5.5.7 RDM

When used with DMX and Art-Net, the **Aura One** supports the RDM protocol. Via RDM properties can be read and changed.

The following parameters are supported:

Parameter	Disc	GET	SET
DISC_UNIQUE_BRANCH	✔		
DISC_MUTE	✔		
DISC_UN_MUTE	✔		
QUEUED_MESSAGE		✔	
STATUS_MESSAGES		✔	
SUPPORTED_PARAMETERS		✔	
DEVICE_INFO		✔	
DEVICE_MODEL_DESCRIPTION		✔	
MANUFACTURER_LABEL		✔	
DEVICE_LABEL		✔	✔
SOFTWARE_VERSION_LABEL		✔	
DMX_PERSONALITY*		✔	✔
DMX_PERSONALITY_DESCRIPTION		✔	
DMX_START_ADDRESS		✔	✔
SLOT_INFO		✔	
SLOT_DESCRIPTION		✔	
DEFAULT_SLOT_VALUE		✔	
SENSOR_DEFINITION		✔	
SENSOR_VALUE		✔	✔
DEVICE_HOURS		✔	
DISPLAY_LEVEL		✔	✔
IDENTIFY_DEVICE		✔	✔
RESET_DEVICE			✔

**DMX Personalities are described in section 5.6.1.*

Sensors - the machine has the following sensors that can be read out via RDM:

- **Preheat %**: Mirrors the value from the main menu and status bar. Indicates the percentage until the machine is ready for operation.

- **Heater Temperature**: Indicates the temperature of the heating element in °C. Can also be taken from the display under ***Settings*** -> ***Info*** -> ***Additional information*** (see section 5.6.8).

- **Nozzle Temperature**: Indicates the temperature of the nozzle in °C. Can also be taken from the display under ***Settings*** -> ***Info*** -> ***Additional information*** (see section 5.6.8).

5.6 Settings

By tapping the ***Settings*** button in the main menu, you can switch to the settings menu. All general settings can be adjusted here.

To return to the main menu, < must be pressed in the upper left corner.

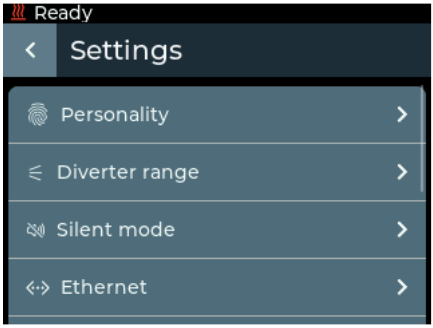


Fig. 24: Settings - upper section

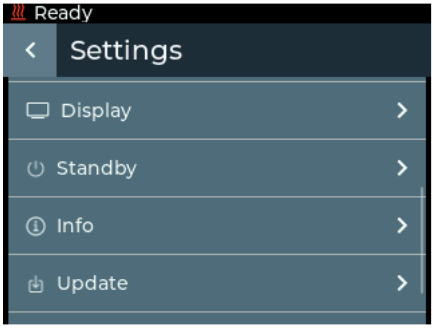


Fig. 25: Settings -middle section

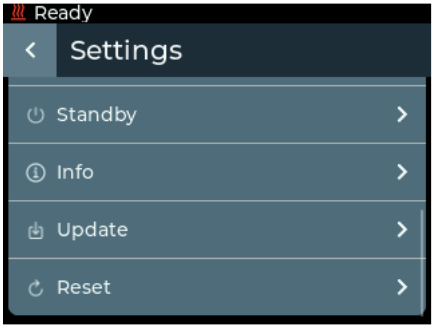


Fig. 26: Settings - lower section

The following pages describe the individual settings shown in Figs. 24 to 26 with the associated screen for each.

5.6.1 Personality

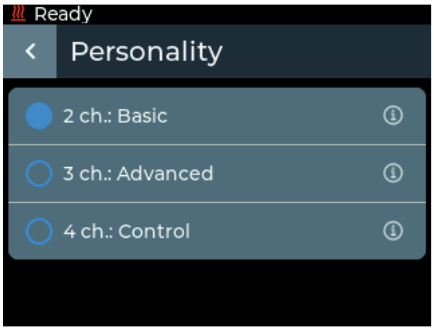


Fig. 27: Settings Personality

In the ***Personality*** menu, you can adjust the number of DMX channels in use.

This setting can also be configured via RDM; see section 5.5.8.

The DMX channel mapping is described in section 5.5.2.

The following settings can be made:

- **2 ch.:** ***Basic***
  Channel 1: Haze = Haze output
  Channel 2: Fan = Fan adjustments

- **3 ch.:** ***Advanced***
  Channel 1: Haze = Haze output
  Channel 2: Fan = Fan adjustments
  Channel 3: Air diverter = Diverter adjustments

- **4 ch.:** ***Control***
  Channel 1: Haze = Haze output
  Channel 2: Fan = Fan adjustments
  Channel 3: Air diverter = Diverter adjustments
  Channel 4: Control = can put the device via DMX into standby mode or reactivate it

  Press < to save the settings and return to the main menu.

5.6.2 Diverter range

In the ***Diverter Range*** menu, you can adjust the usable swivel range of the air deflector. This helps prevent haze from being forced onto the floor, for example, when operating on the floor. The following settings are available:

- ***Full range (-50° to +50°)***
  The entire swivel area is available for use

- ***Top only (0° to +50°)***
  Only the upper swivel range above the 0° setting can be used

- ***Bottom only (-50° to 0°)***
  Only the lower swivel range beneath the 0° setting can be used

Pressing < saves the settings and returns you to the previous screen.

5.6.3 Silent mode

In the ***Silent Mode*** menu, you can disable the fan's idle speed. This causes the fan to slow down to a complete stop when the device is turned off, in order to prevent noise.

Please note that evaporation within the heating element may still cause noise after shutting the device down, which cannot be avoided!

5.6.4 Ethernet

In the ***Ethernet*** menu, you can configure network connection settings such as DHCP or a static IP address.

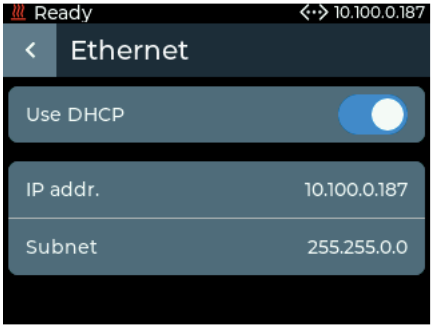


Fig. 28: Setting Ethernet - DHCP

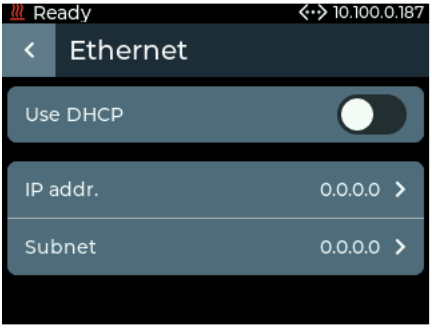


Fig. 29: Setting Ethernet - Static

The top switch can be used to specify whether an IP address should be obtained via DHCP or whether a static IP address should be configured.

If ***DHCP*** is selected, the IP address and subnet mask assigned by the DHCP server on the network are displayed below.

If ***Static*** is selected, buttons for entering the IP address and subnet mask are displayed below.

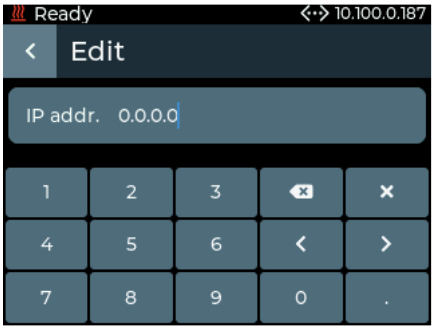


Fig. 30: Setting Ethernet - manual address

When you tap the buttons, a keyboard appears for entering the IP address or subnet mask.

Pressing < saves the settings and returns you to the previous screen.

If an invalid address is entered, the previous address is retained!

If no server on the network responds when ***DHCP*** is set, a random IP address is selected using the Auto IP protocol after approximately 15 seconds. The device will continue to attempt to obtain an address from a DHCP server.

5.6.5 Display

In the ***Display*** menu, you can configure display settings such as brightness and the screensaver.

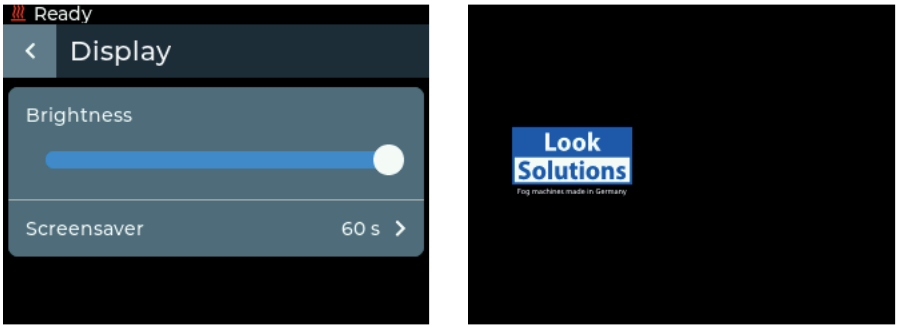


Fig. 31: Settings Display - Brightness and Screensaver

In the upper section, the display brightness can be adjusted in 10% increments between 10% and 100%. In the lower section, you can set the time after which the screensaver is activated.

Settings range from 20 seconds to 120 seconds in 10-second increments. The screen saver consists of the company logo, which moves around randomly.

Press < to save the settings and return to the previous screen.

5.6.6 Standby

Tapping ***Standby*** displays the standby screen (see section 5.4.3).

5.6.7 Info

The ***Info*** menu displays information about the device. This includes the model, the software version, the MAC address and the RDM ID.

Tapping ***Additional information*** at the bottom of the menu, you can view further details such as the hour meter and temperatures.

Tapping ***License information*** displays the relevant information.

5.6.8 Update

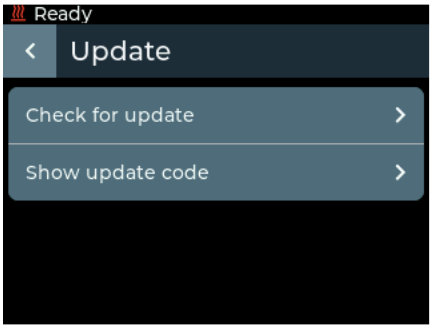


Fig. 32: Menu Update

In the ***Update*** menu you can check whether an update is available. You can also view the update code.

In the ***Check for update*** menu option, you can scan the QR code displayed using a smartphone to obtain information about updates.

The ***Show update code*** menu option displays the current update code for the machine. This code can be used to start the update process; see section 6.3.

5.6.9 Reset



Fig. 33: Menu Reset

In the ***Reset*** menu the machine can be the device can be reset to its factory settings.

After pressing ***Reset to factory defaults***, the device will restart and the factory settings will be loaded.

The following settings cannot be reset:
• Operating hours counter

5.7 DMX channel assignment

The DMX channel assignment depends on the set Personality (see section 5.6.1).

Mode			DMX Value	Function	Type of control
1	2	3			
1	1	1	0 - 255	**Haze** 0 to 100%	proportional
2	2	2	0 - 255	**Fan** 0 to 100%	proportional
*	3	3	0 - 5	**Air diverter** Home Position, depending on Diverter range setting	step
			6 - 127	Low position to high position, depending on Diverter range setting	proportional
			128 - 148	Oszillate with very low speed	step
			149 - 169	Oszillate with slow speed	step
			170 - 190	Oszillate with medium slow speed	step
			191 - 211	Oszillate with medium fast speed	step
			212 - 233	Oszillate with fast speed	step
			234 - 255	Oszillate with very fast speed	step
*	*	4	0 - 25	**Control** Reserved	
				To activate the following functions, stop at DMX value for at least 5 sec. and fog output must be 0 for at least 1 sec.	
			26 - 100	Activate standby	step
			101 - 255	Deactivate standby	step

6. Troubleshooting and Error messages

6.1 Malfunction during operation

– The fog machine **does not fog**
  • Check external controls
  • Check power source
  • Check fluid quantity
  • Check connection at fluid tank for tightness/clogging
  • Check fluid hose for leaks
  • Check sinter filter for contamination

– The fog machine fogs uncontrollably
  • Check external controls
  • Inspect for condensation on electrical parts (condensation in the unit can trigger the fogging process).

– The fog machine **switches off suddenly**
  • Temperature monitor has shut off due to overheating. Remove external heat source(s) and provide sufficient air supply. The machine will then switch on again after approx. 15 - 30 min.

6. Troubleshooting and Error messages

6.2 Error messages

If an error appears on the display, contact your dealer or the manufacturer. After the error has been corrected, the **Aura One** must be restarted in order to continue using it. The device can report the following errors:



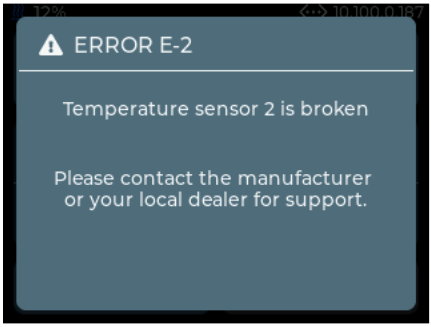




Fig. 34 to 36: Error messages E-1, E-2, E-3

- **E-1** : The temperature sensor in the front area of the heating element is defective
- **E-2** : The temperature sensor in the rear area of the heating element is defective
- **E-3** : Both temperature sensors are defective
- **E-4** : The temperature on the circuit board is too high.

Note: These error messages can also occur if there is a loose contact on one of the temperature sensors!

6. Troubleshooting and Error messages

6.3 Software-Update

The **FogOS Updater** is required to update the **Aura One**. The software runs on computers running Windows or macOS.

The computer and the machine must be connected to the same network, and the computer must have an active internet connection.

Note
If the computer has a wireless internet connection, the device can also be connected directly to the computer using a network cable. To do this, the operating system must support DHCP (which is standard on modern operating systems)!

At ***Settings*** -> ***Update*** an Update-Code will be shown (see section 5.6.8).
This is entered in the FogOS Updater.

If the device is detected on the network and an update is available, the **Aura One** is put into update mode.

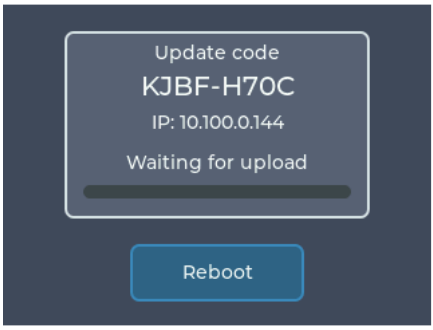


Fig. 37: Update-Mode

The update will be downloaded and installed automatically. The device will then restart.

Note
If no software required for operation is found on the device, it will automatically switch to update mode.

7. Cleaning, Care and Maintenance

- Make sure that the ventilation slots are not clogged with dust deposits. If necessary, clean the ventilation slots (also underneath the machine) or change the filter mat.

- Avoid overheating the unit by maintaining the operating ambient temperature. For example, do not let spotlights shine directly on the unit.

- Avoid running the **Aura One** without fluid. Otherwise the pump will run dry.

- Wipe up leaked fluid immediately. Moisture - including fluid - can destroy the electronics.

- Check the condition of the sinter filter from time to time, clean or replace if necessary.

- If the same fluid canister is used frequently, you should rinse it thoroughly before filling with fresh fluid. This will prevent contamination and premature deterioration of the fluid.

- If the **Aura One** is permanently installed, ensure that a mist-free air supply is permanently guaranteed. Cooling air with too high a mist concentration can condense in the machine and cause electrical damage.
  The tank holder can be unscrewed for permanent installation. Caution: The difference in height between the external canister and the machine should not exceed 1.5 metres, otherwise the pump cannot suck in the fluid!

- If necessary, clean the surface of the machine with a suitable, solvent-free cleaning agent (e.g. PURE Equipment Cleaner).

- **PLEASE NOTE**: The vaporizer/heating element of our units does **NOT** need to be cleaned! Cleaning liquids offered on the market, so-called cleaners, can damage the vaporiser! In this case, the guarantee will be void.

8. Specifications

Procedure:	Haze generator
Power requirement:	max. 500 W
Voltage:	90 - 250 V / 50 - 60 Hz
Warm up time:	approx. 16 min.
Fluid tank capacity:	5 Litre
Fluid consumption:	8 ml/min at max. output
Haze output:	adjustable in 99 steps of 1%
Haze density:	adjustable
Haze time:	continuous output
Control:	Manual DMX 512 Wireless DMX (LumenRadio CRMX) Ethernet (Artnet, sACN) Timer Radio remote (optional) XLR-remote (optional)
Temperature control:	Microprocessor controlled
Overheating protection:	Heater block/Thermostat
Dimensions (L x W x H):	43 x 46 x 29 cm
Weight incl. tank:	26 kg

Manufactured in Germany for:
Look Solutions GmbH & Co. KG • Bünteweg 33 • D - 30989 Gehrden • www.looksolutions.com

9. Warranty conditions

For the fog machine **Aura One** Look' guarantee is:

1. Free of charge, subject to the following conditions (No. 2 - 6) we will repair any defect or fault in the unit if it is caused by a proven factory fault and has been advised immediately after appearance and within 24 month of delivery to the end user. Insignificant deviations of the regular production quality does not guarantee replacement rights, nor do faults or defects caused by water, wrong fog fluid, by generally abnormal environment conditions or Force Majeure.

2. Guarantee Service will be done in the following way: Faulty parts will be repaired or replaced (our choice) with correct parts. Faulty units have to be brought to us or our service centres or to be sent to us or our service centres at customer's expense. The invoice and/or receipt showing the purchase date and the serial number has to come with the faulty unit, otherwise this will not be guarantee service. Replaced parts become our property.

3. The customer loses all rights for guarantee services, if any repairs or adjustments are done to the units by unauthorized persons and/or if spare parts are used which are not approved by us. The right of guarantee service is also lost if fluids other than original Look fog fluids have been used or if units are sent to us with full fluid bottles. Also non compliance with the instructions in this manual or mistakes by incorrect handling/treating of the machine will lead to a loss of guarantee and also any faults and damages caused by undue force.

4. Certain parts of the machine are „consumable parts" and are not covered by the warranty.

5. Guarantee services do not cause an extension of the guarantee time or the start of a new guarantee time. The warranty for replaced parts ends with the guarantee time of the whole unit.

6. If a defect/fault can not be repaired by us in a satisfactory time, we will, within 6 months after sale of the unit, on choice of the customer, either:
   - replace the whole unit for free or
   - refund the lesser value or
   - take back the whole unit and refund the purchase price, but not more than the usual market price at the time of the refund.

7. Further claims, especially for damages, losses etc. outside the unit are excluded.

Other guarantee regulations may be valid outside Germany. Please check with your dealer!

If you should send the unit for service, do not forget to remove any liquid from the fluid bottle.