



## QUICKSTART: HOW TO INSTALL YOUR NEW USB GAME CONTROLLER

### Introduction

Congratulations on the purchase of your new CH Products device! Designed and manufactured in the USA with the same strict quality standards you have come to expect from CH Products, we are confident that you'll find it to be one of the most durable and precise controllers you have ever owned.

### Requirements

**PLEASE NOTE:** All CH Products devices are USB plug-and-play and driver installation is NOT required.

- PC running Windows® XP, Vista, 7, 8, 10 and Mac® OSX \*
- \* *These devices use the basic drivers by OSX, therefore functionality is limited.*
- One open USB 2.0 port (with one additional port for each additional USB device)
- USB compatible software or Flight Simulator

### Windows Installation

1. Plug the device into a standard USB 2.0 port on your PC.
2. To confirm the USB device has been recognized, search the Windows Settings menu for "USB" and click "Set Up USB Game Controllers".
3. In the Game Controllers menu, you should see your device listed with the "OK" status
4. Click on the device and select "Properties". You should now be in a test screen for the device. Move the controller around to ensure it is communicating with the computer.
5. Now leave the controller in neutral. Looking at the test screen, a crosshair should be in the middle of a white box. When the Test window appears, move the handle / buttons / levers, etc. to check for full range of movement.
6. Your CH Products Game Controller is now successfully installed.

### Mac / X-Plane Installation

Go to [www.x-plane.com/support](http://www.x-plane.com/support) for assistance in setting up your controllers in X-Plane on a Mac.

### Technical Support

Before contacting technical support please refer to the online FAQ page on the CH Products website at:

<https://www.chproducts.com/13-28485-Frequently-Asked-Questions.php.html>

This page contains the most frequently asked questions on CH Products Game Controllers.

To get the most efficient support from our staff, please be ready to provide the following information:

- What software/game are you experiencing issues in?
- How many and what kind of other controllers are installed?
- What version of Control Manager have you installed?

You can contact CH Products Support through one of the following:

Email support	support@chproducts.com
Phone support	1-760-598-7833 (Monday - Friday, 8am to 4pm, Pacific Time)
General Inquiries	CH Products 970 Park Center Drive Vista, CA 92081 Tel: 1-760-598-2518 (Monday - Friday, 8am to 4pm, Pacific Time)

### Warranty

The CH Products Game Controller is warranted to the original purchaser to be free from defects in materials and workmanship for a period of two (2) years from date of purchase. During this warranty period CH PRODUCTS will, at its option, repair or replace, at no charge, any component determined to be defective. This is a factory warranty only. Please contact the original point of purchase to acquire information on refunds / exchanges.

The liability under this warranty is limited to the repair or replacement of the defect or defective part(s) at our factory, and may not include shipping expenses.

This warranty does not apply if, in the opinion of CH PRODUCTS, the unit has been damaged by accident, abuse, improper usage, or as a result of modification or service by anyone other than CH PRODUCTS. Opening your CH device will void your warranty.

NO OTHER WARRANTIES ARE EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF SALABILITY AND FITNESS FOR A PARTICULAR PURPOSE. CH PRODUCTS IS NOT RESPONSIBLE FOR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

This warranty gives you specific legal rights, and you may have additional rights which vary from state to state.

To obtain warranty services, contact CH PRODUCTS at 760-598-7833. The enclosed software is made available without warranties of ANY kind. All warranty claims made on CH PRODUCTS relating to defects which may be present are expressly excluded where this is legally permissible.

CH PRODUCTS assumes no liability for the correctness, precision, or currency of the software or its accompanying documentation, nor for the suitability of the software for a specific purpose for normal market quality.

The risk relating to usability of the running characteristics and the accompanying hardware lies with the user of the software. CH PRODUCTS shall not be liable for functional capability in a multiple users association, content, or performance of the software. The user shall bear all costs for correction of defects, costs for maintenance, repair or improvement and not CH PRODUCTS, its dealers, distributors, representatives, or employees.