

## **Technical support and warranty information - For Wireless Cyborg Products**

### **GB TECHNICAL SUPPORT**

Can't get started - don't worry, we're here to help you!

Nearly all the products that are returned to us as faulty are not faulty at all - they have just not been installed properly. If you experience any difficulty with this product, please first visit our website [www.cyborggaming.com](http://www.cyborggaming.com).

The technical support area will provide you with all the information you need to get the most out of your product and should solve any problems you might have. If you do not have access to the internet, or if the website cannot answer your question, please contact your local Mad Catz Technical Support Team. We aim to offer quick, comprehensive and thorough technical support to all our users so, before you call, please make sure you have all the relevant information at hand.

Online Support and User Guides: [www.cyborggaming.com](http://www.cyborggaming.com)

#### North American

Telephone: Available 8 A.M. to 4 P.M. Pacific Standard Time, Monday through Friday (excluding holidays) at 1.800.659.2287 (US only) or 1.619.683.2815 (outside US). E-mail: [techsupport@madcatz.com](mailto:techsupport@madcatz.com)

#### European

Telephone: Available 9 A.M. to 5 P.M. Greenwich Mean Time, Monday through Friday (excluding bank holidays) at +44 (0) 8450 508418. E-mail: [techsupporteurope@madcatz.com](mailto:techsupporteurope@madcatz.com)

#### Deutschland

#### TECHNISCHER SUPPORT

Telefonisch: 089-54612710. Mo - Fr von 16:00 - 19:00 Uhr. Per E-mail: [dehotline@madcatz.com](mailto:dehotline@madcatz.com)

### **EU DECLARATION OF CONFORMITY :**

As required, certain of these products have been tested and conform to the requirements of the European Union Directives 1999/5/EC and 2004/108/EC. Authorized signatory of the manufacturer is Mad Catz, Inc., 7480 Mission Valley Road, Suite 101, San Diego, CA 92108.

### **Information for Customers in the United States**

#### FCC Compliance and Advisory Statement

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- 1 This device may not cause harmful interference, and;
- 2 This device must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna;
- Increase the separation between the equipment and receiver;
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected;
- Consult the dealer or an experienced radio/TV technician for help.

## **CONDITIONS OF WARRANTY**

- 1 Warranty period is 2 years from date of purchase with proof of purchase submitted.
- 2 Operating instructions must be followed.
- 3 Specifically excludes any damages associated with leakage of batteries.  
Note: Batteries can leak when left unused in a product for a period of time, so it is advisable to inspect batteries regularly.
- 4 Product must not have been damaged as a result of defacement, misuse, abuse, neglect, accident, destruction or alteration of the serial number, improper electrical voltages or currents, repair, alteration or maintenance by any person or party other than our own service facility or an authorized service center, use or installation of non-Mad Catz replacement parts in the product or the modification of this product in any way, or the incorporation of this product into any other products, or damage to the product caused by accident, fire, floods, lightning, or acts of God, or any use violative of instructions furnished by Mad Catz.
- 5 Obligations of Mad Catz shall be limited to repair or replacement with the same or similar unit, at our option. To obtain repairs under this warranty, present the product and proof of purchase (eg, bill or invoice) to the authorized Mad Catz Technical Support Center (listed on the separate sheet packaged with this product) transportation charges prepaid. Any requirements that conflict with any state or Federal laws, rules and/or obligations shall not be enforceable in that particular territory and Mad Catz will adhere to those laws, rules, and/or obligations.
- 6 When returning the product for repair, please pack it very carefully, preferably using the original packaging materials. Please also include an explanatory note.
- 7 **IMPORTANT:** To save yourself unnecessary cost and inconvenience, please check carefully that you have read and followed the instructions in this manual.

This warranty is in lieu of all other expressed warranties, obligations or liabilities. ANY IMPLIED WARRANTIES, OBLIGATIONS, OR LIABILITIES, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN LIMITED WARRANTY. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you. IN NO EVENT SHALL WE BE LIABLE FOR ANY SPECIAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF THIS OR ANY OTHER WARRANTY, EXPRESS OR IMPLIED, WHATSOEVER. Some states do not allow the exclusion or limitation of special, incidental or consequential damages, so the above limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

This symbol on the product or in the instructions means that your electrical and electronic equipment should be disposed at the end of its life separately from your household waste. There are separate collection systems for recycling in the EU. For more information, please contact the local authority or your retailer where you purchased the product.

To receive warranty service you must:

- Obtain a Return Authorization Number from Mad Catz Technical Support
- Ship the product to Mad Catz at your expense for service
- Enclose a copy of the original sales receipt showing a purchase date
- Enclose a full return address with daytime and evening phone numbers

North America: Call Mad Catz Technical Support at 1.800.659.2287 or 1.619.683.2815

Europe: Call Mad Catz Technical Support at +44 (0) 8450 508418

Deutschland: Telefonisch: 089-54612710. Mo - Fr von 16:00 - 19:00 Uhr

## **CAUTIONS**

- Use this unit only as intended.
- **IMPORTANT!** Before using this product read all accompanying information and your game system's

instruction manual for safety, health and other information

- This product contains small parts that may cause choking if swallowed. Not intended for use by children under 3 years of age.
- Do not dispose of batteries in fire. Refer to local country, state and city guidelines for appropriate methods of battery disposal.
- Do not put batteries into unit backwards.
- Misuse of batteries within this unit may cause batteries to leak and/or explode and lead to personal injury.
- Do not mix used or other battery types
- This unit should be operated only from the power source indicated on the unit. If you are not sure of the type of electrical power supplied to your home, contact your local power company.

## **SEIZURES**

Some individuals may have seizures or black outs triggered by the flashing lights on television or in video/PC games, even if they have never before had a seizure.

Anyone who has had a seizure, loss of awareness, or other symptom linked to an epileptic condition should consult a doctor before playing a video/PC game.

Parents should be aware when their children play video/PC games and observe them regularly. Stop playing and consult a doctor if you or your child have any of the following symptoms:

Convulsions, Loss of awareness, Involuntary movements, Eye or muscle twitching, Altered vision, Disorientation

When playing video/PC games:

1. Sit or stand as far from the screen as possible.
2. Play video games on the smallest available screen.
3. Do not play if you are tired or need rest.
4. Play in a well-lighted room.
5. Take a 15 minute break every hour.

## **REPETITIVE MOTION INJURIES**

Playing video/PC games (and the repetitive motion involved) can make your muscles, joints or skin hurt.

Playing video/PC games in moderation can help avoid such damage. Also: Take a 10 to 15 minute break every hour, even if you don't think you need it. If your hands, wrists or arms begin to hurt or feel sore or tired, stop playing and rest them for several hours before playing again. If pain and soreness continues, stop playing and consult a doctor.

UK: Mad Catz Europe Limited, 1-2 Shenley Pavilions, Chalkdell Drive, Shenley Woods, Milton Keynes, Buckinghamshire MK5 6LB England

FRANCE: Mad Catz / Mad Catz Europe Ltd. 21, Rue d'Hauteville, Esc.B, 4ème Etage, F-75010 Paris

GERMANY: Mad Catz Elektronik Vertriebs GmbH, Landsberger Strasse 400, 81241 München, Germany

USA: Mad Catz Inc. 7480 Mission Valley Rd, Suite 101, San Diego, CA 92108

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Mad Catz is a publicly traded company on the TSX/AMEX, symbol MCZ.

[www.madcatz.com](http://www.madcatz.com)