



**TROUBLE-SHOOTING TIPS**

**Common Game Chair Symptoms, Issues and Solutions**

Symptom(s)	Issue(s)	Solution(s)
Chair will not turn on	This could result from one of two issues. (1) The power adapter is dead. (2) The control panel is bad.	(1) Use a new power adapter. (2) Replace the control panel.
Intermittent power flow	Typically, this results when the control panel is bad.	Replace control panel.
No sound from one or all of the speakers	This could result from one of two issues. (1) The chair is not hooked up correctly. (2) The control panel is bad.	(1) Ensure correct hookup. (2) Replace the control panel.
Static coming from the speakers	Typically, this results when the control panel is bad.	Replace the control panel.
Vibration will not turn off	This is due to a defective component in the control panel.	Replace the control panel.
Chair works hard-wired but not wirelessly	Typically, this results when the transmitter is bad.	Replace the transmitter.
High-pitched noise when using the chair wirelessly	This could result from one of two issues. (1) Interference from other wireless frequencies. (2) The electrical output of the transmitter's power adapter is not correct.	(1) Change game chair/ transmitter frequencies or move sources of interference. (2) Ensure the electrical output is DC 3V/ between 1000 and 2000mA.
Chair leans; cannot see problem with set-up	Typically, this indicates a structural defect.	Replace chair.
Vibration does not work.	This could result from one of two issues. (1) Conditions for vibration are not met. (2) The control panel is bad.	(1) Turn the vibration dial all the way up. Turn the bass dial at least 75% of the way up, and turn the volume up at least halfway. (2) Replace the control panel.
Transmitter (TX Box) loses energy quickly.	This is common among transmitters and not considered a defect.	A power adapter can be used to supply the transmitter's energy.

**To purchase or replace defective parts such as control panels, power adapters and transmitters, please call Ace Bayou Customer Service at (866) 969-2603 or send a message to [service@acebayou.com](mailto:service@acebayou.com)**