

Troubleshooting

Problem

Picture is blinking or scrambled.

Solution(s)

- Try pushing the RESET button. If there is no improvement, slide the Control Deck Power Switch OFF, then remove the Game Pak and re-load it. Slide the Power Switch back to the ON position and push the RESET button.

Problem

The controller does not work or game characters move on their own.

Solution(s)

- Make sure the Power Switch on the Control Deck is in the OFF position before plugging in the controller.
- Make sure the Control Stick on the controller is in the neutral (center) position when you turn the Power Switch of the Control Deck to the ON position. (See page 12 for details)
- Make sure the controller plug is firmly plugged into socket number one (on the left side of the Control Deck).

Problem

Controller buttons occasionally stick.

Solution(s)

- Clean the buttons on the controller using the following procedure:
  - Disconnect the controller from the Control Deck.
  - Get an unused toothbrush and hot tap water.  
**(Do not use boiling water or any type of soap or detergent).**
  - Dip the toothbrush in the hot water and shake off the excess, then lightly scrub the area of the controller where the button(s) stick by working the bristles down around the sides of the buttons and into the cracks.
  - After cleaning the controller, use a towel to dry it then let the controller air dry for at least 2 hours.
  - Test the buttons to see if they are still sticking and repeat the cleaning process again if necessary. **(Do not pour or submerge the controller in any type of liquid).**

If you are still unable to solve the problem, please call the Consumer Assistance Hotline at 1-800-255-3700.

You may also want to consult our web-site at [www.nintendo.com](http://www.nintendo.com) for additional set-up and troubleshooting information.

Warranty and Service Information

WARRANTY AND SERVICE INFORMATION

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You may need only simple instructions to correct a problem with your product. Call the Consumer Assistance Hotline at 1-800-255-3700 rather than going to your retailer. Hours of operation are 6 a.m. to 9 p.m., Pacific Time, Monday - Saturday, and 6 a.m. to 7 p.m., Pacific Time, on Sundays (times subject to change). If the problem cannot be solved over the telephone, you will be offered express factory service through Nintendo or referred to the nearest NINTENDO AUTHORIZED REPAIR CENTER<sup>SM</sup>. Please do not send any products to Nintendo without calling us first.

HARDWARE WARRANTY

Nintendo of America Inc. ("Nintendo") warrants to the original purchaser that the hardware product shall be free from defects in material and workmanship for twelve (12) months from the date of purchase. If a defect covered by this warranty occurs during this warranty period, Nintendo or a NINTENDO AUTHORIZED REPAIR CENTER will repair the defective hardware product or component, free of charge. The original purchaser is entitled to this warranty only if the date of purchase is registered at point of sale or the consumer can demonstrate, to Nintendo's satisfaction, that the product was purchased within the last 12 months.

GAME PAK & ACCESSORY WARRANTY

Nintendo warrants to the original purchaser that the product (Game Paks and accessories) shall be free from defects in material and workmanship for a period of three (3) months from the date of purchase. If a defect covered by this warranty occurs during this three (3) month warranty period, Nintendo or a NINTENDO AUTHORIZED REPAIR CENTER will repair the defective product, free of charge.

SERVICE AFTER EXPIRATION OF WARRANTY

Please call the Consumer Assistance Hotline at 1-800-255-3700 for troubleshooting assistance and/or referral to the nearest NINTENDO AUTHORIZED REPAIR CENTER. In some instances, it may be necessary for you to ship the complete product, FREIGHT PREPAID AND INSURED FOR LOSS OR DAMAGE, to the nearest service location. Please do not send any products to Nintendo without calling us first.

WARRANTY LIMITATIONS

THIS WARRANTY SHALL NOT APPLY IF THIS PRODUCT: (a) IS USED WITH PRODUCTS NOT SOLD OR LICENSED BY NINTENDO (INCLUDING, BUT NOT LIMITED TO, NON-LICENSED GAME ENHANCEMENT AND COPIER DEVICES, ADAPTERS, AND POWER SUPPLIES); (b) IS USED FOR COMMERCIAL PURPOSES (INCLUDING RENTAL); (c) IS MODIFIED OR TAMPERED WITH; (d) IS DAMAGED BY NEGLIGENCE, ACCIDENT, UNREASONABLE USE, OR BY OTHER CAUSES UNRELATED TO DEFECTIVE MATERIALS OR WORKMANSHIP; OR (e) HAS HAD THE SERIAL NUMBER ALTERED, DEFACED OR REMOVED.

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This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Nintendo's address is as set forth on the back cover of this booklet.

This warranty is only valid in the United States.