



INSTRUCTION MANUAL



Manufactured in the United States

www.redbirdflightsimulations.com

The Jay is the first all-in-one desktop flight experience device. The Jay is not in any way meant as an certified training tool, and is for personal enjoyment only.

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1

GETTING STARTED

Your Jay is designed for easy setup and operation so that you can begin flying immediately.



Retain all original packaging and shipping materials.



Any unauthorized software on your Jay is prohibited and will void your warranty.

Getting to Know Your Jay

What's in the boxes:



Monitor



Thumbscrews



Video (VGA) Cable



Control Panel



Keyboard



Sound Cable

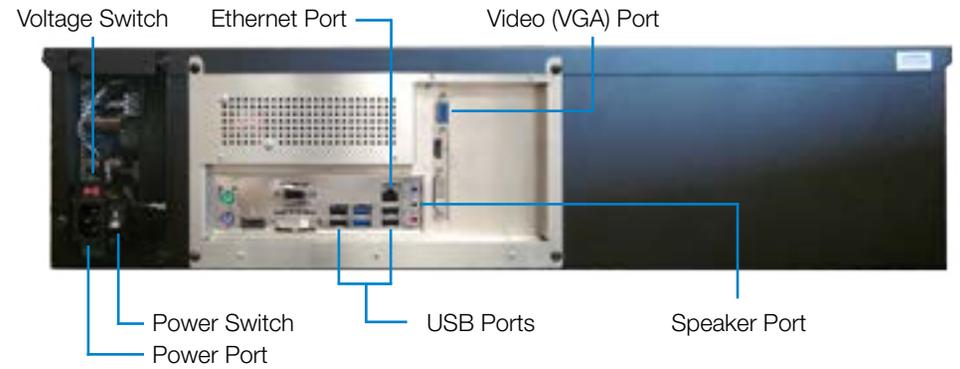


Power Cables (2)

The Jay Specifications:

| ITEM | SPECS |
|------------------------|--|
| Jay Assembled | <p>Dimensions: 26.5" wide, x 24" deep, 20" tall</p> <p>Weight: 45 lbs</p> <p>Power: domestic-120 V, international-220V</p> |
| Lower Instrument Panel | <p>Dimensions: 26.5" wide, x 24" deep , x 6.375" tall</p> <p>Weight: 23 lbs</p> <p>Other: (4) thumbscrews, (1) USB cable</p> |
| Monitor | <p>Dimensions: 25.5" wide, x 8" deep, x 16" tall</p> <p>Weight: 20 lbs</p> <p>Other: (2) power cable, (1) video cable, (1) USB cable, (4) loose thumbscrews</p> |
| Keyboard | <p>Dimensions: 11.5" wide X 9" tall X 1.25" deep</p> <p>Other: Compact Touch pad with USB cable</p> |

What's on the back of your Jay:



2

SETTING UP YOUR JAY

This chapter will guide you through the Jay setup.

Preflight Checklist

USE THE FOLLOWING ITEMS TO SETUP YOUR JAY

Control Panel with (1) power cable

Monitor with (1) power cable, (1) video cable, (1) sound cable, (4) loose thumbscrews

Keyboard

THINGS TO KNOW PRIOR TO INSTALLATION



No tools are required for installation. The assembly is performed by hand-tightening only. The use of tools may lead to damage.

Lift all items from both sides using correct lifting techniques.

Seek assistance when lifting larger items.

Retain all original packaging and shipping materials.

Any unauthorized software on your Jay is prohibited and will void your warranty.

STEP 1: Remove the Monitor and Accessory Boxes from the Packaging

- Place the Monitor, screen side down, onto a soft surface to avoid scratching the monitor. (See Fig. 1)
- Remove the cables and other accessories from the accessory boxes.

STEP 2: Connect the Video, Sound and Power Cables to the Monitor

- Connect the Video (VGA) Cable to the Video Connection on the back of the Monitor. (See Fig. 2)
- Connect the Sound Cable to the GREEN plug on the back of the Monitor. (See Fig. 2)
- Connect a Power Cable to the back of the Monitor. (See Fig. 3)

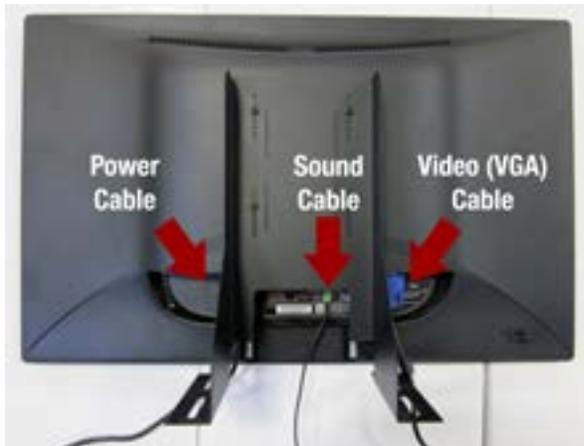


Fig.1

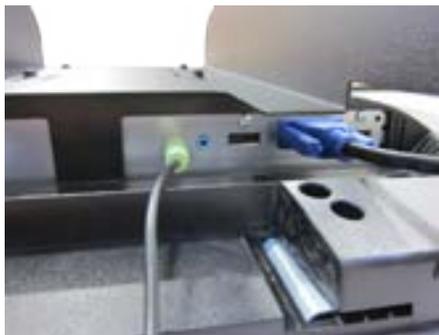


Fig.2



Fig.3

STEP 3: Remove the Control Panel

- Remove the Control Panel from the packaging and place it on a table. (See Fig. 4)
- Remove the four (4) thumbscrews from the top of the Control Panel.

Fig.4



STEP 4: Connect the Monitor

- Secure the Monitor in place on the Control Panel (See Fig. 5) using the four (4) thumbscrews. (See Fig. 6)
Make sure the cables are clear of the monitor and monitor brace.

Fig.5



Fig.6

STEP 5: Connect the Video (VGA) and Sound Cables

- Connect the Video Cable from the back of the monitor to the Control Panel. Be certain to place it as pictured below. (See Fig. 7)

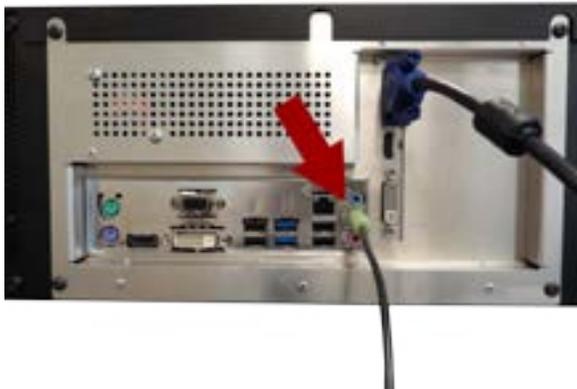
Improper placement could cause your Jay to display poor quality or no video.

- Connect the Sound Cable to the GREEN jack on the back of the Control Panel. (See Fig. 8)

Fig.7



Fig.8

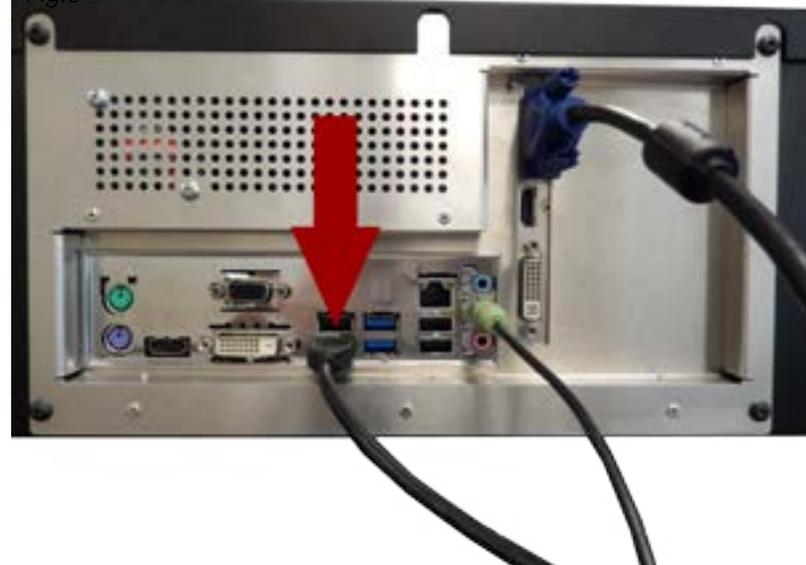


Secondary monitor not supported.

STEP 6: Connect the Keyboard

- Plug the USB Cable on the Keyboard into the USB port on the back of the Control Panel. (See Fig. 9)

Fig.9



STEP 7: Connect the Power Cables

- Plug a Power Cable into the Power Cable Connector on the back of the Control Panel. (See Fig. 10) Plug the other end into a standard wall outlet. (Volt Setting:115V)
- Plug the other end of the Monitor's Power Cable (from Step 2) into a standard wall outlet. (Volt Setting:115V)

Fig.10

**IMPORTANT - VOLTAGE SETTING:**

Default voltage is set at 115V. To change the voltage to your local standard, slide the red button located near the power outlet so that it reads 230V. (See Fig. 11)



Fig.11

STEP 8: Start Up the Jay

- On the back of the Computer, ensure the power switch is turned on. (See Fig. 12)



Fig.12

- Push the power button located on the front of the Computer. (See Fig. 13)



Fig.13

- The Jay will turn on and the Begin Flight Menu will appear on the Monitor. (See Fig. 14)



Fig.14

STEP 9: Optional Setup and Equipment

Internet Setup

To access the Internet for The Jay software updates and downloads:

- Connect one end of an Ethernet cable (not included) to the Ethernet port on the back of your Jay.
- Connect the other end to your network outlet. Redbird will automatically notify you if there are any updates after you've powered on the Jay.



Ethernet Port

Wireless Internet Set-up

If you purchased the optional wireless dongle for your Jay.

- Plug the wireless dongle into the back of the Jay in an open USB port.
- The wireless dongle will retrieve your network and require you to enter your network password.



Optional Rudder Pedal Setup

The Jay is compatible with Redbird Rudder Pedals, Saitek Pro Flight Rudder Pedals and CH Pro Pedals.

- Plug the USB pedals into an empty USB port located on the back of the Computer.



Install the rudder pedals prior to powering on the Jay. The rudder pedals are optional and not required to fly the Jay.

Optional Cygnus Setup

Cygnus allows you to use any aviation or navigation apps running on your iPad, iPhone, or iPod Touch while connected to any one of a wide range of flight simulation software products. When using Cygnus during a simulation session your iPad and the aviation app it is running will believe that it is located wherever the aircraft in the active simulation is located.

- There is no software to install, simply plug the RED Cygnus cable into any open USB port on your Jay and connect the other end to your iPad, iPhone or iPod Touch.
- Start an active simulation.
- Verify that Cygnus has a valid connection to your Jay and your Cygnus cable.



3

USING YOUR JAY

The Jay has many features allowing you to fly anywhere in the world, day or night in a variety of weather conditions.

Start Up

- On the back of the computer, ensure the power switch is turned on. (See Fig.15)



Fig.15

- Push the power button located on the front of the Computer. (See Fig.16)



Fig.16

THE HOME SCREEN

The Jay will start and the Home Screen will appear which will feature four tabs, Free Flight, Missions, Community and Support. The first tab is the Free Flight tab. (See Fig. 17)



Fig.17

THE FREE FLIGHT TAB

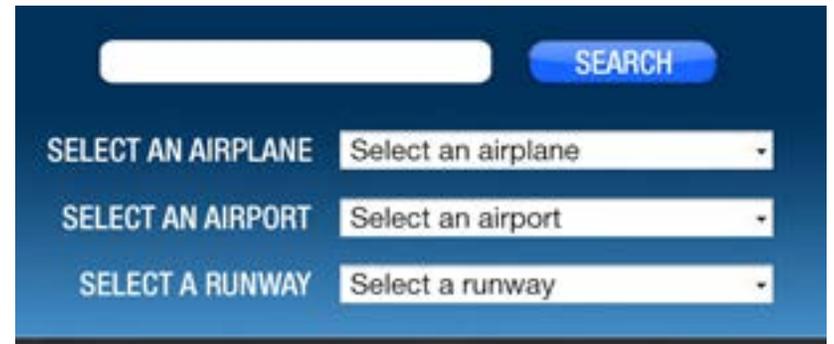
The Free Flight tab allows you to choose where your flight begins, select which aircraft to fly and specify the flight conditions. To begin a flight, select the following conditions:

1. SELECT AN AIRPLANE, AIRPORT and RUNWAY
2. TIME OF DAY
3. WEATHER CONDITIONS



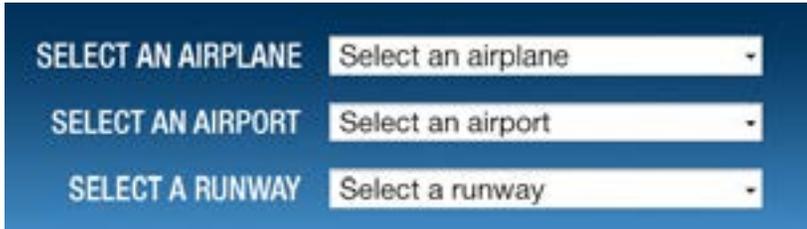
STEP 1: Select an Airplane

This menu lets you choose the airplane that will be simulated from a pre-determined list.



STEP 2: Set Aircraft Location

You can choose to start your flight at any airport.



STEP 4: Set Weather Conditions

Enter weather conditions.

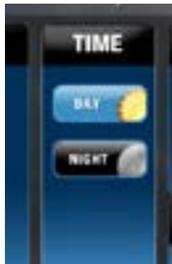


WIND & VISIBILITY

Enter the desired wind speed and direction. Set the visibility.

STEP 3: Set Time

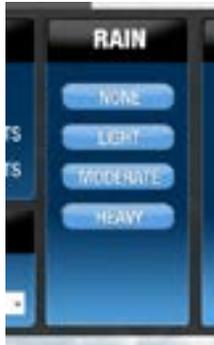
Select DAY or NIGHT.



RAIN

Select the desired rain intensity. You may choose from:

- NO RAIN
- LIGHT RAIN
- MODERATE RAIN
- HEAVY RAIN



CLOUD COVERAGE

Select the cloud coverage.

- NO CLOUDS
- FEW CLOUDS
- SCATTERED CLOUDS
- BROKEN CLOUDS
- HEAVY CLOUDS



Set the cloud height.

BEGIN FLIGHT:

Once you are satisfied with your selections, click **BEGIN FLIGHT**.



Congratulations
you are now ready to fly.

*All flights begin in a paused state.
To begin flying, press the P key on the keyboard.*

Other Options

END A FLIGHT

Press the ESC key on your keyboard and then YES or NO on the prompt to END FLIGHT.

SHUTDOWN THE JAY

Click the SHUTDOWN button from the Begin Flight Menu to turn off your Jay.



THE SCENARIOS TAB

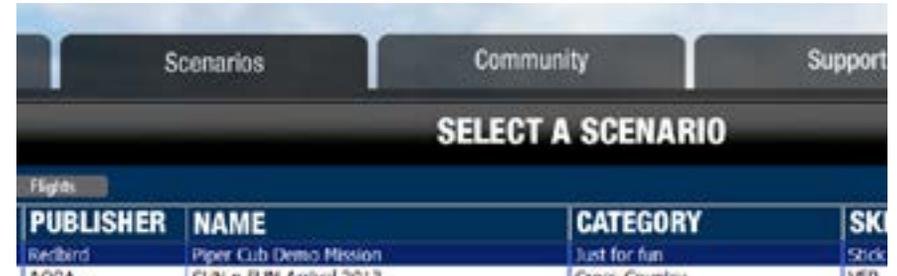
The second tab on the Begin Flight menu is the Scenarios tab. Scenarios are pre-programmed flight experiences which will be made available via the Internet from other users and organizations. (See Fig. 18)



Fig.18

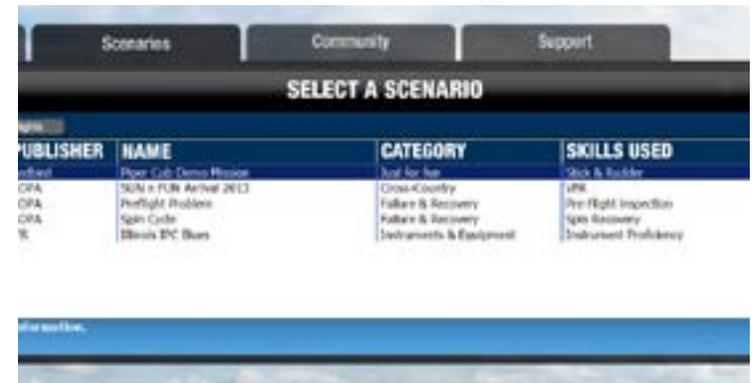
STEP 1: CHECK FOR LATEST SCENARIOS

To download the latest scenarios click the Community tab at the top of the window (you need to be connected to the Internet to download new scenarios). Once you have downloaded and installed new scenarios they will be available in the scenarios section.



STEP 2: SELECT A SCENARIO

Return to the Scenarios tab and choose to start your flight at any of the pre-built scenarios you have installed. For more information about a scenario, double-click the row for a detailed description.



BEGIN FLIGHT:

Once you are satisfied with your selections, click **BEGIN FLIGHT**.



Congratulations
you are now ready to fly.

*All flights begin in a paused state.
To begin flying, press the P key on the keyboard.*

Other Options

END A FLIGHT

Press the ESC key on your keyboard and then YES or NO on the prompt to END FLIGHT.

SHUTDOWN THE JAY

Click the SHUTDOWN button from the Begin Flight Menu to turn off your Jay.



THE COMMUNITY TAB

The Community tab is a web browser* that allows you to connect with The Jay Community right from your Jay. It allows you to easily find and install new scenarios created by publications, organizations and other industry partners. (See Fig. 19)

*(*Requires an Internet connection)*



Fig.19

SHUTDOWN THE DEVICE

Click the SHUTDOWN button to turn off your Jay.



THE SUPPORT TAB

The forth tab on the Begin Flight menu is the Support tab. (See Fig. 20)



Fig. 20

VIEW THE MANUAL

The first panel on this screen is will allow you to view this manual on the device.



VIEW KEYBOARD COMMANDS

The second panel will allow you to view the keyboard commands that will help you fly your aircraft.



RESTORE THE SOFTWARE

The third panel will allow you to reset your device to the original factory configuration.



IMPORTANT: If you are experiencing problems with the performance of your Jay, the RESTORE button will reset it to its *original factory settings*. Restoring will remove any scenarios or upgrades you have installed. All scenarios and upgrades will have to be re-downloaded and re-installed.

The restore process could take anywhere from a few minutes to hours.

SHUTDOWN THE DEVICE

Click the SHUTDOWN button in the last panel to turn off your Jay.



4

CONTROLS

The Jay is fitted with an effective and intuitive set of controls. All functions of the simulated airplanes are either available on the front of the Jay in physical form, or are controlled by the keyboard and touch pad included with purchase of the Jay.



Magnetos Selector

This selector, located at the front left of the system, controls the magnetos of the simulated aircraft. It has the Off setting which leaves both magnetos off, the Left and Right settings which turns on only the left or right magnetos respectively, and the Start/Run setting, which turns on both magnetos. As some aircraft have a different order for these settings than the Jay, the simulated selectors may seem to jump around while using this control on the Jay. This is normal, and should not in any way interfere with the operation of the Jay or the simulated airplane.



The Yoke

The yoke, one of the Jay's best features, is designed for easy and comfortable use and realistic in-and-out and side-to-side motion. On the left section of the yoke is the Trim Switch, which adjusts the simulated airplane's trim. Make sure to place your hands on the yoke so that you keep your grip away from the trim when not using it.



Throttle Levers

These built-in levers control the throttle and fuel mixture of the simulated airplane, with the first going from fully open to fully closed and the second going from lean to rich.



Flaps

This toggle switch, located on the bottom right corner on the front of the Jay, controls the flaps of the simulated airplane, and has the up and down directions marked on it accordingly.



Main Power Button

This button turns the Jay on and off. Press this button to power the unit on. Press it again to turn the power off. Before using this button to shut down the Jay, please end any simulation you are currently in, and then use the Shutdown button in the main menu. This will shut the system down safely and effectively.



5

KEYBOARD COMMANDS

This chapter contains the keyboard commands that can be used while flying the Jay.

| SIMULATOR | |
|----------------------------|------------------------|
| Pause | F12 or P |
| Sound (on/off) | Q |
| Flying Tips (display/hide) | CTRL + SHIFT + X |
| Capture Screenshot | V |
| End Flight | ESC |
| Menus | ALT (hold to turn off) |
| Kneeboard | F8 |
| Cycle Kneeboard | SHIFT + F10 |
| Save Flight | F11 |
| End Instant Replay | Pause/Break |

| GENERAL | |
|----------------------------------|------------------------|
| Brake (set parking) | F9 |
| Brakes (apply/release) | F10 |
| Landing Gear (extend/retract) | F1 |
| Tail Wheel (lock/unlock) | SHIFT + G |
| Landing Gear (extend manually) | CTRL + G |
| Sub-panels (display/hide) | SHIFT + 1 through 9 |
| Cowl Flaps (open incrementally) | CTRL + SHIFT + V |
| Cowl Flaps (close incrementally) | CTRL + SHIFT + C |
| Rudder Left | INS |
| Rudder Right | DEL |
| Increase Selection | = (EQUAL SIGN) |
| Increase Selection Slightly | SHIFT + = (EQUAL SIGN) |
| Decrease Selection | - (MINUS SIGN) |
| Decrease Selection Slightly | SHIFT + - (MINUS SIGN) |

| LIGHTS | |
|-----------------------------|--------------------------|
| Lights - all (on/off) | L |
| Strobe Lights (on/off) | O |
| Panel Lights (on/off) | SHIFT + L |
| Landing Lights (on/off) | F2 |
| Landing Light (tilt down) | CTRL + SHIFT + Num Pad 2 |
| Landing Light (tilt left) | CTRL + SHIFT + Num Pad 4 |
| Landing Light (tilt right) | CTRL + SHIFT + Num Pad 6 |
| Landing Light (tilt up) | CTRL + SHIFT + Num Pad 8 |
| Landing Light (tilt center) | CTRL + SHIFT + Num Pad 5 |

| RADIO | |
|---------------------------|---------------------------|
| ATC Window (display/hide) | ` (ACCENT OR SCROLL LOCK) |
| VOR 1 Ident (on/off) | CTRL + 1 |
| VOR 2 Ident (on/off) | CTRL + 2 |
| MKR Ident (on/off) | CTRL + 3 |
| DME Ident (on/off) | CTRL + 4 |
| ADF Ident (on/off) | CTRL + 5 |
| COM Radio (select) | C |
| NAV Radio (select) | N |
| OBS Indicator (select) | SHIFT + V |
| ADF (select) | CTRL + SHIFT + A |
| DME (select) | F |
| Transponder (select) | T |

| AUTOPILOT | |
|-----------------------------|------------------------|
| Master (on/off) | Z |
| Flight Director (on/off) | CTRL + F |
| Wing Leveler (on/off) | CTRL + V |
| Yaw Damper (on/off) | CTRL + D |
| Altitude Hold (on/off) | CTRL + Z |
| Altitude Bug (select) | CTRL + SHIFT + Z |
| Heading Hold (on/off) | CTRL + H |
| Heading Bug (select) | CTRL + SHIFT + H |
| Airspeed Hold (on/off) | CTRL + R |
| Mach Hold (on/off) | CTRL + M |
| Auto-throttle (arm) | SHIFT + R |
| Auto-throttle Engage (TOGA) | CTRL + SHIFT + G |
| NAV 1 Hold (on/off) | CTRL + N |
| Approach Mode (on/off) | CTRL + A |
| Back Course Mode (on/off) | CTRL + B |
| Localizer Hold (on/off) | CTRL + O |
| Altitude Hold (on/off) | CTRL + T |
| Increase Selection | = (EQUAL SIGN) |
| Increase Selection Slightly | SHIFT + = (EQUAL SIGN) |
| Decrease Selection | - (MINUS SIGN) |
| Decrease Selection Slightly | SHIFT + - (MINUS SIGN) |
| Auto-Rudder | SHIFT + CTRL + U |

| INSTRUMENTS | |
|---------------------------|-----------|
| Heading Indicator (reset) | D |
| Altimeter (reset) | B |
| Pilot Heat (on/off) | SHIFT + H |

| VIEWS | |
|----------------------------------|---------------------------|
| 2-D Cockpit (cycle panels) | F6 |
| View (next category) | S |
| View (previous category) | SHIFT + S |
| View (next view in category) | A |
| View (previous view in category) | SHIFT + A |
| View (previous view toggle) | CTRL + S |
| View (default zoom) | BACKSPACE |
| Look (pan) | ARROW KEYS |
| Look Forward | F3 |
| Cockpit View | F4 |
| Default View | F5 |
| Cycle Default | F6 |
| Outside View | F7 |
| Default View | F8 |
| 2-D Panel Transparency | CTRL + SHIFT + T (= or -) |
| Zoom In | = (EQUAL SIGN) |
| Zoom Out | - (HYPEN) |
| View (next window) | CTRL + TAB |
| View (previous window) | CTRL + SHIFT + TAB |

| ENGINE | |
|------------------------------------|-------------------------|
| Select Engine | E + engine number (1-4) |
| Select All Engines | E + 1 + 2 + 3 + 4 |
| Engine Autostart | CTRL + E |
| Propeller (low RPM) | CTRL + F1 |
| Propeller (decrease RPM) | CTRL + F2 |
| Propeller (increase RPM) | CTRL + F3 |
| Propeller (high RPM) | CTRL + F4 |
| Carb Heat/Engine Anti-ice (on/off) | H |

6

TROUBLESHOOTING

This chapter contains solutions to problems which may prevent you from flying your Jay. If you have a problem with your Jay, there is usually a simple and quick solution.

Troubleshooting Tips

Redbird lists solutions to problems from the most likely to least likely solution.

Computer won't power on or start up:

- Make sure the power switch on the back of the computer is turned on (see page 19.)
- Ensure that all power cables are firmly connected to the computer and to the electrical outlet.
- Ensure the power cables are not severely bent.
- Test the power cables and outlets by plugging them into another wall outlet.
- Test the wall outlet by plugging in other devices.
- Check to see if the power light is on (located in front of the computer).
- If the power light is on, push down and hold the power button for at least 10 seconds until the computer turns off.
- Restart the computer.

The computer stops responding or a solid blue screen appears:

- If you are unable to get a response by pressing a key on your keyboard, push down and hold the power button for at least 10 seconds until the computer turns off.
- Restart the computer.

There's no sound:

- Check the sound cable to ensure it's plugged in correctly.
- Check for damaged or frayed cables.
- To eliminate any possible interference or static, turn off nearby fans and fluorescent or halogen lights.
- Test audio by plugging in ear buds in the audio port.

Keyboard is inoperable:

- Check the keyboard's USB cable to ensure it's plugged in correctly.
- Check for damaged or frayed cables.
- Push down and hold the power button for at least 10 seconds until the computer turns off.
- Restart the computer.

The Begin Flight Menu doesn't appear:

- Ensure the power and video cables are firmly secured.
- Ensure the video cables are not severely bent or have broken pins.
- Test the power outlets by plugging it into another wall outlet.
- Test the wall outlet by plugging in other devices.
- Ensure the power light is on (located in front of the computer).
- If the light is on, push down and hold the power button for at least 10 seconds until the computer turns off.
- Restart the computer.

Unable to launch flight in the Begin Flight Menu:

- If the Begin Flight Menu displays a notification, System Failed, Check Connections, ensure that all power and USB cables are connected to the computer.
- Ensure all flight conditions are chosen and filled in correctly and that there are no errors.
- Ensure the keyboard is properly connected to the computer (see keyboard is in operable).

Unable to end flight:

- If the ESC button on the keyboard is inoperable, make sure the keyboard is properly connected to the computer (see keyboard is inoperable).
- Push down and hold the power button for at least 10 seconds until the computer turns off.
- Restart the computer.

In the Begin Flight Menu, system says Failed, Check Connections:

- Ensure the USB cables are properly connected to the computer.
- Push down and hold the power button for at least 10 seconds until the computer turns off.
- Restart the computer.

The switches, yoke, throttle, knobs and or buttons are inoperable:

- Ensure all the USB cables are firmly secured.
- Try turning the knobs smoothly and steady at a moderate speed for best results.
- Restart the computer.

If the problem has not been resolved, visit our website at www.redbirdflightsimulations.com, or contact Redbird Service Department for additional support.

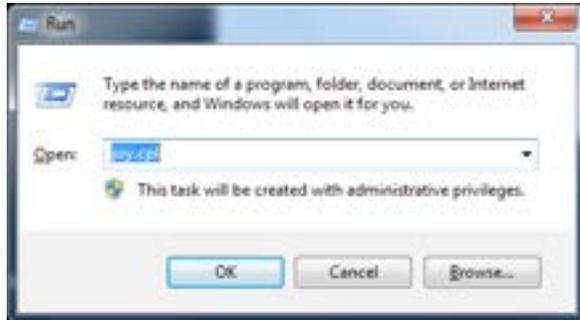


jaysupport@redbirdflight.com
Monday - Friday 7:30 a.m. - 600 p.m. CST
(512) 301-0755

Yoke, Throttle and Mixture Calibration

Your Jay will arrive with the correct calibration set, however should something happen that requires recalibration, please follow these steps.

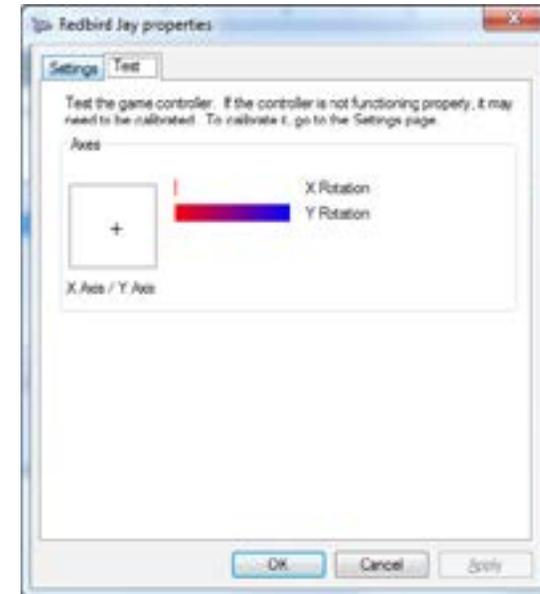
1. Turn on the Jay and allow it to fully startup to normal flight setup screen.
2. At the flight setup screen, press ALT+F4 to end the Jay software.
3. Press the Windows+R keys to open the Run Command window.
4. Type "JOY.CPL" and press Enter or click OK.



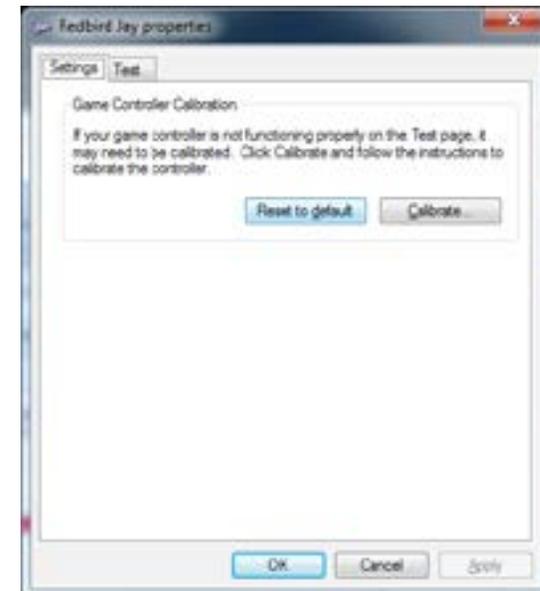
5. This will start the Game Controller setup function. Select Redbird Jay from the list and click PROPERTIES.



6. Select the SETTINGS TAB in the upper left.



7. On the Settings Tab, click RESET TO DEFAULT.



8. Click CALIBRATE.



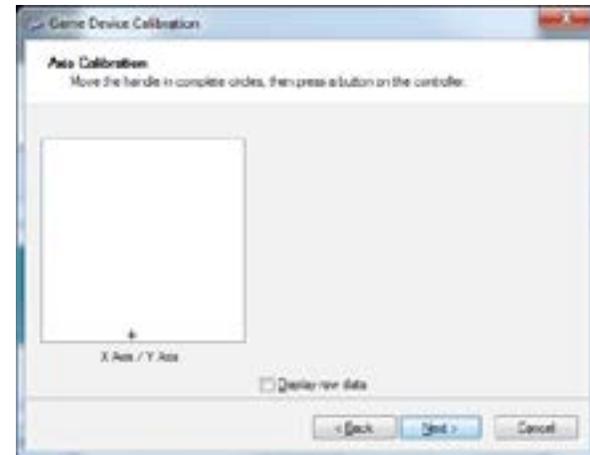
9. This will open up the Calibration Wizard. Click NEXT.



10. On the following screen, make sure the Yoke is at the center of its Axis. Click NEXT again.



11. The next screen is the Calibration screen for the Yoke.

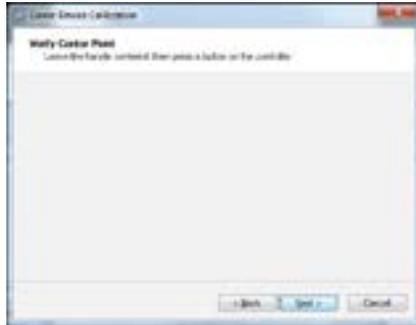


12. Using the Yoke, move the cross-hair around the perimeter of the box from NW-NE-SE-SW-NW and repeat. Make sure to move the Yoke to its full physical extents, in, out, left and right, multiple times.

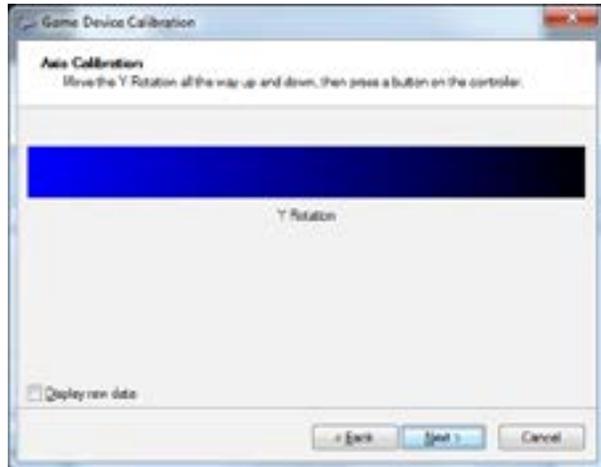
- Full right turn
- Full back while holding right turn
- Full left turn while holding full back
- Full forward while holding left turn
- Full right turn while holding forward
- Repeat the pattern 3 times or more

13. When finished, return yoke to center position, click NEXT.

14. POSITION the Throttle and Mixture to physical center. Click NEXT again.

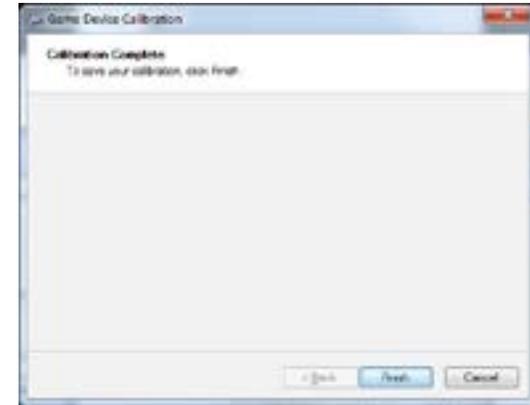


15. For X Rotation, move the THROTTLE forward and back (to full physical limits) two times and then back to center. Click NEXT.

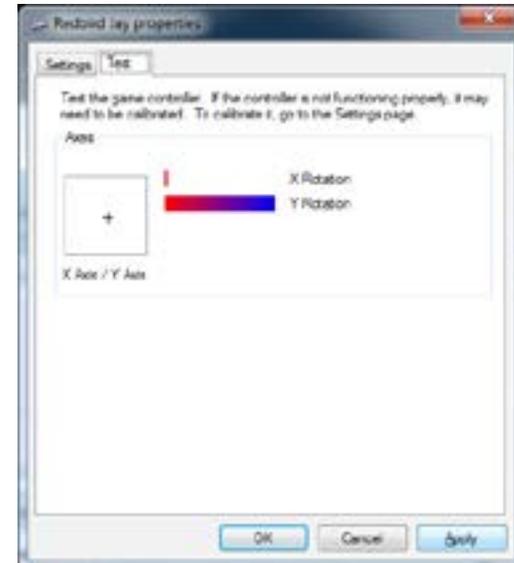


16. For Y Rotation, follow the same steps for the MIXTURE that you did on the Throttle. When finished, click NEXT.

17. Your Yoke, Throttle and Mixture are now calibrated. Click FINISH.



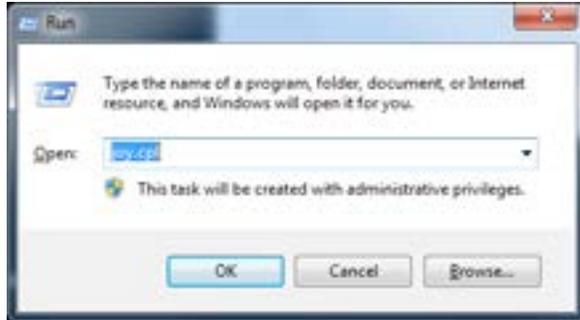
18. Click APPLY and then click OK.



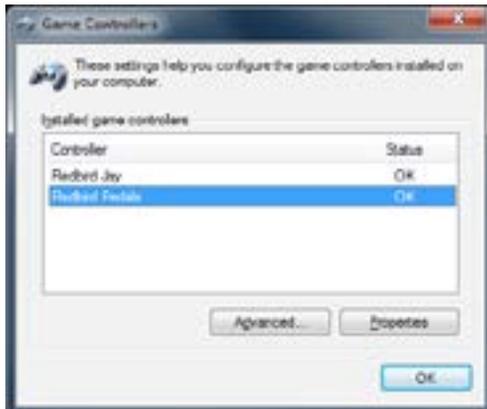
Optional Rudder Pedal Calibration

If you purchased Rudders with your Jay, the following steps will guide you through the calibration process.

1. Turn on the Jay and allow it to fully startup to normal flight setup screen.
2. At the flight setup screen, press ALT+F4 to end the Jay software.
3. Press the Windows+R keys to open the Run Command window.
4. Type "JOY.CPL" and press Enter or click OK.



5. This will start the Game Controller setup function. Select your Pedals from the list and click Properties.



6. Select the SETTINGS TAB in the upper left.



7. On the Settings Tab, click RESET TO DEFAULT.



8. Click CALIBRATE.



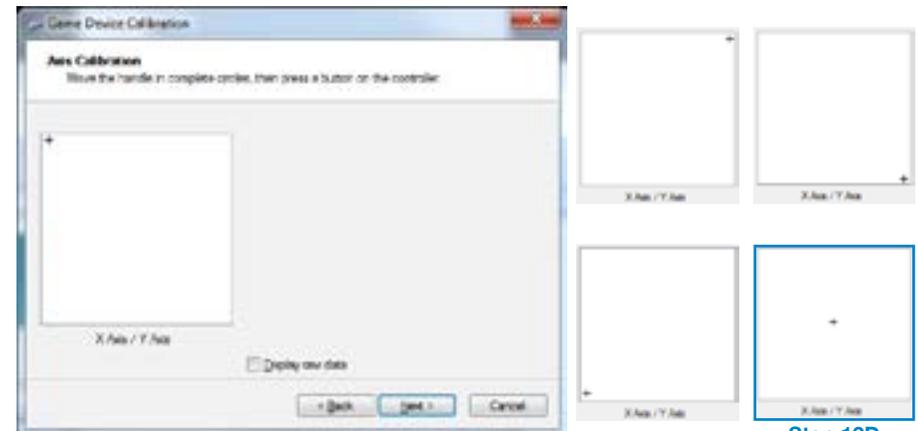
9. This will open up the Calibration Wizard. Click NEXT.



10. On the following screen, make sure toe brakes are centered. Hold the brakes halfway down by feel and then click NEXT.



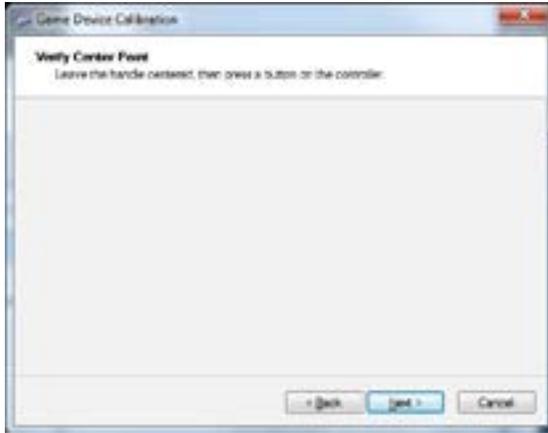
11. The next screen is the Calibration screen.



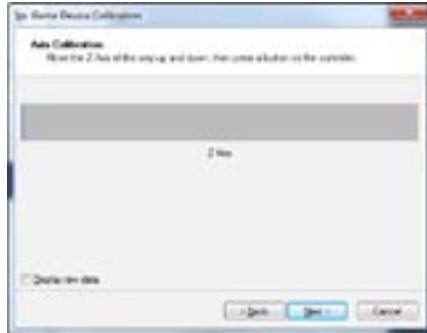
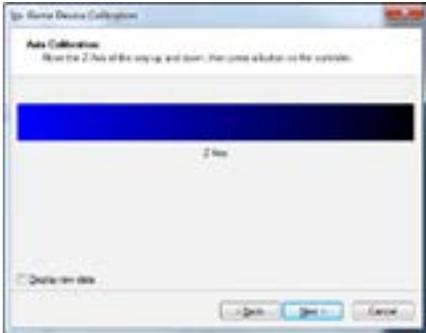
Step 12D
Critical Step

12. Move the cross-hair around the perimeter of the box from NW-NE-SE-SW-NW and repeat.
- Press LEFT toe brake in and HOLD, then press RIGHT toe brake in and HOLD.
 - Release LEFT toe brake, then release the RIGHT toe brake.
 - REPEAT a few times.
 - HOLD BOTH toe brakes physically HALFWAY in to center the cross-hair in the box, HOLD and click NEXT (*critical step*).

13. Take your feet off of the Pedals to center pedals, click NEXT.

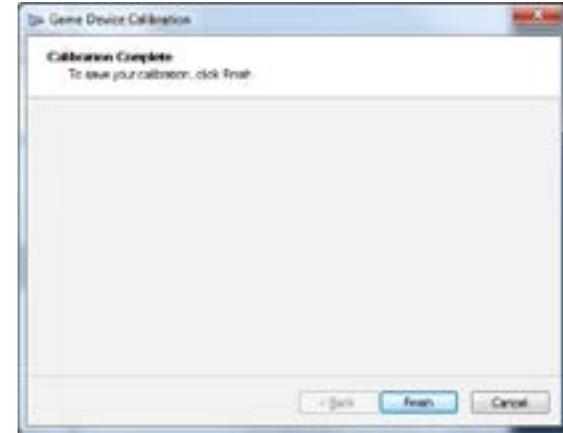


14. Alternating feet, push one Rudder Pedal physically all the way FORWARD and BACK (RELEASE). Do the same for the other pedal. REPEAT a few times.

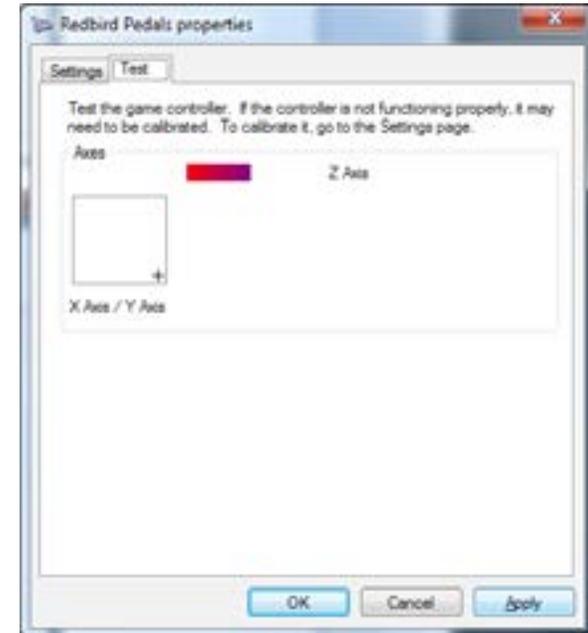


15. When finished click NEXT.

16. Your Rudder Pedals are now calibrated. Click FINISH.



17. Click APPLY and then Click OK.



18. RESTART your Jay.

Learning More, Service and Support

The Jay comes with a ninety (90) day warranty, which includes software updates, service and replacement parts as needed.



Any unauthorized software on your Jay is prohibited and will void your warranty.

Contact Redbird Service and Support if you:

- Can't find what you are looking for in this manual
- Need to return items for warranty and repair
- Lost your original shipping and packaging materials
- Have problems with your order, such as missing or wrong parts



jaysupport@redbirdflight.com
Monday - Friday 7:30 a.m. - 6:00 p.m. CST
(512) 301-0755

Returning Items for Warranty and Repair

Prepare all items being returned for repair as follows:

1. Prior to returning materials, ensure you've tried all troubleshooting (page 45) and spoken with a Redbird Service Department personnel.
2. Call Redbird Service Department at 512-301-0755 Monday through Friday 7:30 a.m. - 6:00 p.m. CST (Central Standard Time), excluding holidays, to obtain a return
3. Material Authorization Number (RMA#.)
4. The following guidelines apply when packing the product for repair:
 - Include your name, address and contact phone number
 - All products being returned for warranty service must be carefully packed in the original box and packing materials. Any damage incurred due to improper packing or use of other packing materials will void the warranty and all repairs will be chargeable to customer.
 - The RMA# must be clearly printed on the shipping label (not on the box.)
5. During Redbird's product warranty, the customer will be responsible for postage, insurance and/or shipping cost incurred to ship the product to Redbird's Customer Service Department, and Redbird will be responsible for the shipping cost incurred to return the product back to the customer's specified address within the contiguous United States (48 states and DC.)
6. You also assume the risk of loss during shipment to Redbird Services.
7. Collect On Delivery (C.O.D.) packages are not accepted.
8. The Jay packaging and shipping materials are designed for protection. If the Jay is not shipped in its original packaging to Redbird Customer Service Department for custom repair and support, Redbird will not be liable for damages other than what is specified by the client. If needed, Redbird will provide replacement packaging at the customer's expense.

Returning Address:

Redbird Flight Simulations

Attention: Customer Service Department
2301 E. St. Elmo Rd., Suite 100
Austin, TX 78744

WARRANTY**WARRANTY PERIOD**

The warranty hereof shall mean a period of 90 days from the original date of purchase for parts & labor. In the event that the product required for replacement is no longer in production and/or is obsolete, Redbird will repair the unit with similar or like parts of equal function. If a similar or like part is not available, a charge may be incurred to the owner, for any upgraded part substituted.

WARRANTY TERMS AND CONDITIONS ON JAY PRODUCTS

1. Redbird warrants that the product you have purchased is free from manufacturing defects in materials and workmanship when dispatched from our warehouse.
2. The receipt of purchase shall be provided as proof of the date of purchase and the warranty period commences as of that date. Proof of purchase will be required in the event of any discrepancy.
3. The warranty will not apply to any product purchased from a dealer/reseller other than an authorized Redbird dealer/reseller.
4. This warranty applies to the original purchaser only and is not transferable.
5. The warranty automatically becomes void if the product has been physically damaged or rendered defective (a) as results of an accident, misuse, fire, lightning, malicious damage, water damage, abuse or other circumstances beyond Redbird's control; (b) by the use of parts or peripherals not authorized by Redbird; (c) as a result of normal wear and tear; (d) by use in an improper operating environment; (e) by improper installation and operation or unauthorized modification of the product; (f) by the serial number or product code sticker being removed or defaced; (g) as a result of a service rendered by anyone other than Redbird authorized service center or its authorized service agents; (h) as a result of the product not being operated in conformity with Redbird's user manual.
6. Replacement product or parts may include re-manufactured or refurbished parts or components. All replacement parts are warranted for (90) days.
7. Your LCD Monitor included contains thousands of individual pixels. These monitors typically contain a small number of pixels that do not function normally. Your display has been inspected and is in compliance with the manufacturer's specifications, indicating that any pixel defects do not affect the operation or use of your monitor.
8. In all circumstances, the user must ensure that the product is packed in appropriate packing. Any damage due to improper packing will void product warranty and the cost incurred to repair damaged product will be customer's responsibility.
9. Software related faults resulting from customer installed software, incorrect software installation or usage or software viruses shall not be considered as product faults and may incur a charge for rectification.
10. Redbird is not responsible for damages of any kind including, but not limited to, direct or indirect damages, lost profits, lost savings, or other special incidental, exemplary or consequential damages whether for breach of contract, tort or otherwise, or whether arising out of the use of or inability to use the product, even if Redbird or any dealer, distributor or authorized service provider / partner have been advised of the possibility of such damages, or any claim by any other party. This warranty does not deprive the Owner/Customer of any rights or remedies under that Trade Practices Act 1974 and/or under any other applicable commonwealth, State or Territory legislation.

WARRANTY (con't)**To Obtain Warranty Service:**

1. Contact our Customer Service Department Monday through Friday 8:00 a.m. – 6:00 p.m. CST (Central Standard Time), excluding holidays, to determine the nature of the problem. If product needs to be returned for repair, an RMA # (Return Material Authorization number) will be issued. Redbird's Authorized Service Centers will not accept any returned product without RMA #.
2. The following guidelines apply when packing the product for repair:
 - Include your name, address, and contact phone number
 - All products being returned for warranty service must be carefully packed in the original box and packing materials. Any damage incurred due to improper packing or use of other packing materials will void the warranty and all repairs will be chargeable to customer.
 - The RMA # must be clearly printed on the shipping label (not on the box).
3. During Redbird's product warranty, the customer will be responsible for postage, insurance and/or shipping cost incurred to ship the product to Redbird's service center and Redbird will be responsible for the shipping cost incurred to return the product back to the customer's specified address within the United States of America (50 states and DC), Canada, Mexico and Puerto Rico. For all other regions customer is responsible for postage, insurance and/or shipping costs both to and from Redbird's service center.
4. Redbird is not responsible or liable, for missing components and/or damage to the unit caused by any shipping to or from any Authorized Redbird Service Center. All claims of damage should be directed to the appropriate shipping carrier.

For Customer Service, please contact Redbird at:**Redbird Flight Simulations**

Attention: Customer Service Department
2301 E. St. Elmo Rd., Suite 100, Austin, TX 78744
Tel: 1-512-301-0755

Email: jaysupport@redbirdflight.com

Web: <http://www.redbirdflightsimulations.com>



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Austin, TX 78744

www.redbirdflightsimulations.com
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