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ELO

ASCEND

Pro Gaming Thumbsticks

Combine The Grace & Sensitivity of Scissors Switches & Control

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Thank You For Joining ELO

Thank you for your trust in us ELO. We want to ensure that you have an ultimate experience that is unparalleled. If something is off with your ELO gear, please reach out to us at ELO Shield™ Support. We want to hear from the hardcore and the gamer, and be here to solve problems fast.

Reach us anytime through the Ultimate Best Gamer. Select Gear unboxed, Gear Reviews, and Help Pick a Guide Video in the Ultimate Best Gear and Control subfeeds.

We design for serious play, and we stand behind what we build. Your feedback shapes what products we develop next.

Web: elo.gg/support
Email: support@elo.gg
Phone: +1 213-816-0211

What's In The Box

ELO Shield™ 2-Year Limited Warranty

ELO Shield™ is a comprehensive 2-year warranty designed to protect your investment.

Warranty Registration

Register your product within 30 days of purchase to activate your warranty.

1. Open the app or visit **Elogg.elo/support**.
2. Enter your **serial number**.
3. Upload a photo of your **proof of purchase**.

Coverage

- 24 months of full warranty from date of purchase.
- Covers manufacturing defects and electronic failures under normal use.
- Includes free shipping for warranty claims within the contiguous United States. Customers outside the contiguous United States are responsible for shipping costs to and from Elo Shield™ Support.

What's Covered

- Manufacturing defects
- Electronic failures

What's Not Covered

- Accidental damage
- Misuse
- Modifications
- Cosmetic wear

Support & Service Costs

Covered Claims:

- Elo Shield™ Support covers shipping costs for **one set of replacement parts** (one thumbstick or a suspension assembly) per claim. Proof of shipping your defective or faulty thumbsticks back to us is required.

Non-Covered Claims:

- Customers are responsible for shipping costs and a **flat service fee of $20 per unit** for a suspension assembly and $10 per unit for a thumbstick. Proof of shipping your defective or faulty thumbsticks back to us is required.

Extended Stay & Long Gaming Comfort:

- Elo Shield™ Support covers shipping costs for **one set of replacement parts** (one thumbstick or a suspension assembly) per claim.

Universal Controller Compatibility:

- Works with Xbox®, PlayStation®, Nintendo Switch™, Steam Deck, and PC. Compatibility with Xbox® Adaptive Controller is not guaranteed.

Built for Durability:

- Lightweight, yet strong with a composite and polymer compression molding ensure a secure fit and long-lasting performance under heavy play.

Product Overview

Precision Engineered for Competitive Play: Designed to give gamers a performance edge with a lightweight, durable design that supports fast, accurate movements.

Dual Performance Setup: Includes one low rise and one hole rise thumbsticks to maintain your comfort, and one hole rise extender (low) for maximum accuracy and line aiming.

Extended Stay & Long Gaming Comfort: Thumbsticks feature a textured surface texture. Plump tip for a secure grip and a tapered base for smooth, fatigue-free movement.

Universal Controller Compatibility: Works with Xbox®, PlayStation®, Nintendo Switch™, Steam Deck, and PC. Compatibility with Xbox® Adaptive Controller is not guaranteed.

Built for Durability: Lightweight, yet strong with a composite and polymer compression molding ensure a secure fit and long-lasting performance under heavy play.

Select your distance and the thumbsticks will perfectly complement your preferences.

Safety

- Avoid prolonged gaming sessions. Take a 10 minutes break every 1 hour of gaming.
- Do not swallow the gamer extender.
- Do not use the thumbsticks as a pacifier or teething toy.
- Do not use the thumbsticks as a weapon.
- Do not use the thumbsticks as a tool.

Compliance

- Elo Shield™ Support is not responsible for any damage caused by improper use, misuse, or modifications.
- Warranty claims will be processed at the discretion of Elo Shield™ Support.

CE Conformité Européenne (Europe) | UKCA UK Conformity Assessed (United Kingdom)

FCC Federal Communications Commission (USA)

WEEE Waste Electrical and Electronic Equipment recycling directive

Eco-friendly Packaging: Recyclable cardboard, without any ink, glue, or PVC materials.

- Remove the plastic film and the cardboard packaging separately. Dispose of the plastic film in a recycling bin and the cardboard in a paper bin.
- Handle the gamer extender and the thumbsticks separately. Dispose of the gamer extender in a paper bin and the thumbsticks in a recycling bin.

Español

Introducción

- Prolongue las sesiones de juego de forma saludable. Tome descansos de 10 minutos cada 1 hora de juego.
- No se trague el extensor de palancas.
- No use las palancas como chupete o juguete para dentición.
- No use las palancas como arma.
- No use las palancas como herramienta.

Cumplimiento

- Elo Shield™ Support no se responsabiliza de los daños causados por un uso indebido, mal uso o modificaciones.
- Las reclamaciones de garantía se procesarán a discreción de Elo Shield™ Support.

CE Conformité Européenne (Europa) | UKCA UK Conformity Assessed (Reino Unido)

FCC Federal Communications Commission (EEUU)

WEEE Directiva de reciclaje de Residuos de Aparatos Eléctricos y Electrónicos

Embalaje ecológico: Cartón reciclable, sin tinta, pegamento ni materiales de PVC.

- Retire la película de plástico y el cartón de forma separada. Deseche la película de plástico en un contenedor de reciclaje y el cartón en un contenedor de papel.
- Manipule el extensor de palancas y las palancas de forma separada. Deseche el extensor de palancas en un contenedor de papel y las palancas en un contenedor de reciclaje.

Deutsch

Einführung

- Verlängern Sie Ihre Spielzeit mit einer 10-Minuten-Pause alle 1 Stunde.
- Verschlucken Sie den Spielhilfe-Verlängerer nicht.
- Benutzen Sie die Daumenstick nicht als Schnuller oder Beißring.
- Benutzen Sie die Daumenstick nicht als Waffe.
- Benutzen Sie die Daumenstick nicht als Werkzeug.

Konformität

- Elo Shield™ Support haftet nicht für Schäden, die durch unsachgemäßen Gebrauch, Missbrauch oder Modifikationen entstehen.
- Garantieansprüche werden nach Ermessen von Elo Shield™ Support bearbeitet.

CE Conformité Européenne (Europa) | UKCA UK Conformity Assessed (Vereinigtes Königreich)

FCC Federal Communications Commission (USA)

WEEE Richtlinie zur Entsorgung von Elektro- und Elektronikgeräten

Umweltfreundliche Verpackung: Recyclingkarton, ohne Tinte, Kleber oder PVC.

- Entfernen Sie die Plastikfolie und den Karton getrennt. Entsorgen Sie die Plastikfolie in einem Recycling-Behälter und den Karton in einem Papierbehälter.
- Handhaben Sie die Spielhilfe-Verlängerer und die Daumenstick getrennt. Entsorgen Sie den Spielhilfe-Verlängerer in einem Papierbehälter und die Daumenstick in einem Recycling-Behälter.

日本語

安全

- 1時間毎に10分間の休憩を取ってください。
- ゲームエクステンダーを飲み込まないでください。
- 親指スティックをおしゃぶりや噛み物として使用しないでください。
- 親指スティックを武器として使用しないでください。
- 親指スティックを工具として使用しないでください。

適合性 / 規格

- Elo Shield™ サポートは、誤用、不適切な使用、または改造による損害に対する責任を負いません。
- 保証請求は、Elo Shield™ サポートの裁量で処理されます。

CE Conformité Européenne (ヨーロッパ) | UKCA UK Conformity Assessed (イギリス)

FCC 連邦通信委員会 (アメリカ合衆国)

WEEE 廃電気電子機器リサイクル指令

エコフレンドリーパッケージ: インクを使用しない、リサイクル可能なカードボード。接着剤や PVC 素材は使用しません。

- プラスチックフィルムとカードボードを別々に廃棄してください。プラスチックフィルムはリサイクル容器に、カードボードは紙ゴミ箱に廃棄してください。
- ゲームエクステンダーと親指スティックを別々に取り扱ってください。ゲームエクステンダーは紙ゴミ箱に、親指スティックはリサイクル容器に廃棄してください。

简体中文

安全

- 每小时进行一次 10 分钟的休息，保持健康游戏习惯。
- 请勿吞咽游戏延长器。
- 请勿将拇指摇杆用作安抚奶嘴或咬胶。
- 请勿将拇指摇杆用作武器。
- 请勿将拇指摇杆用作工具。

合规性

- Elo Shield™ 支持对因误用、不当使用或改装造成的损坏概不负责。
- 保修索赔将由 Elo Shield™ 支持酌情处理。

CE Conformité Européenne (欧洲) | UKCA UK Conformity Assessed (英国)

FCC 美国联邦通信委员会 (美国)

WEEE 废弃电子电气设备回收指令

环保包装: 可回收纸板，无墨水、胶水或 PVC 材料。

- 分别处理塑料膜和纸板。将塑料膜放入回收容器，将纸板放入纸张垃圾桶。
- 分别处理游戏延长器和拇指摇杆。将游戏延长器放入纸张垃圾桶，将拇指摇杆放入回收容器。

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