

Trouble Shooting Steps

Nintendo Switch Pro Controller Power Issues

Applies to: **Nintendo Switch**

Description:

The Nintendo Switch Pro Controller does not power on, cannot be charged, or the battery charge does not last very long.

Additional Information:

- The Nintendo Switch Pro Controller takes approximately 6 hours to fully charge.
- When fully charged, the battery duration for the Nintendo Switch Pro Controller can last approximately 40 hours. This can be shorter depending on the software application and functions being used.

What to Do:

1. Reset the AC adapter by leaving it unplugged from both ends for at least 30 seconds.
 - While performing this step, verify you are using the Nintendo Switch AC adapter (**model No. HAC-002**) and check for any cuts, kinks, frayed cables, etc.



- If any damage is found, or if a different charger is being used, replacing it with the correct accessory may resolve the problem.

You can purchase the Nintendo Switch AC adapter from our [Online Store](#).

2. Connect the Nintendo Switch AC adapter directly to the Pro Controller and to a wall outlet.



- While charging, the [recharge LED](#) on the Pro Controller will remain lit. (Once the battery charge is complete, the [recharge LED](#) will power off.)

Control Sticks Are Not Responding Correctly on Nintendo Switch Pro Controller

Applies to: **Nintendo Switch**

Description:

The control sticks on the Nintendo Switch Pro Controller do not respond or respond incorrectly.

What to Do:

1. Ensure your Nintendo Switch console has the latest [system update](#).
2. Verify that the Nintendo Switch Pro Controller has power and that it is paired to the console.
 - While in the [HOME Menu](#) press any button on the Pro Controller.
 - If one or more of the [player LEDs](#) on the controller blink and remain lit, the controller is already paired to the console.
 - If the [player LEDs](#) momentarily light up in a sequence and then shut off, the Pro Controller will need to be [paired](#) to the console.
 - If none of the [player LEDs](#) light up, the Pro Controller is out of power and will need to be [recharged](#).
3. Once it is paired to the console, [calibrate the control sticks on the Pro Controller](#).
 - If the control sticks do not respond correctly or if the calibration fails, reset the Pro Controller by pressing the [SYNC Button](#) once. Then press any other button to power on the controller again.
4. If the calibration was successful but the control sticks are not responding with a particular game or application, it is possible that the Pro Controller is not compatible with that software. Check the software manual or game packaging.
 - If the software is compatible with the Pro Controller, but the control sticks are not responding or are responding incorrectly, try the following:
 - Decrease the distance between the Pro Controller and the console.
 - To minimize wireless interference, ensure that the console is not placed behind a TV, under a metal object, or within three to four feet of other wireless devices, such as wireless speakers, cordless phones, etc.
 - If the issue persists, try testing the Pro Controller using a different compatible game or software.

Situation Not Resolved:

If the control sticks are not responding with a different compatible software, or if another compatible software is unavailable, the Nintendo Switch Pro Controller will need to be repaired.

How to Pair the Nintendo Switch Pro Controller

Applies to: **Nintendo Switch**

Step by step instructions for pairing the Pro Controller to the Nintendo Switch console.

Additional Information:

- Once paired, the player LED(s) corresponding to the controller number will remain lit. [More info](#)
- Up to eight wireless controllers can be paired to the Nintendo Switch console. However, the maximum number of controllers that can be connected will vary depending on the type of controllers and features that are used. [More info](#)

Important:

The console must be powered on. It is not possible to pair a controller while the console is powered off or in sleep mode.

Complete These Steps:

The Pro Controller can be paired to the Nintendo Switch console in the following ways:

- **USB Connection Pairing.**
 1. Place the Nintendo Switch console in the dock.

2. Connect the Pro Controller to the dock with the included USB cable (model No. HAC-010).



- **Button Pairing or Wireless Pairing.**

From the HOME Menu, select “Controllers,” then “Change Grip and Order.” While the following screen is displayed, press and hold down the **SYNC Button** for at least one second on the Pro Controller you wish to pair

Nintendo Switch Pro Controller Buttons Are Not Responding or Respond Incorrectly

Applies to: **Nintendo Switch**

Description:

The buttons on the Nintendo Switch Pro Controller do not respond or respond incorrectly.

Important:

If the unresponsive button issue is specifically for the +Control Pad, [click here](#).

What to Do:

1. Ensure your Nintendo Switch console has the latest [system update](#).
 2. Verify that the Nintendo Switch Pro Controller has power and that it is synced to the console.
 - While in the HOME Menu press any button on the Pro Controller.
 - If one or more of the player LEDs on the controller blink and then remain lit, the controller is paired to the console.
 - If the player LEDs momentarily light up in a sequence and then shut off, [pair the Pro Controller](#) to the console.
 - If none of the player LEDs light up, the Pro Controller is out of power and will [need to be recharged](#).
 3. Once the controller is paired to the console, [update the firmware](#).
 4. Reset the Pro Controller by pressing the [SYNC Button](#) once, then press any other button to wake it up again.
 5. [Test the button input](#) on the Pro Controller.
 - If the button test fails, skip to Situation Not Resolved.
 6. Test the Pro Controller buttons using a compatible game or application.
 - If the button test was successful but the buttons are not responding with a particular game or application, try the following:
 - Check the software manual or game packaging to ensure compatibility with the Pro Controller.
 - Decrease the distance between the Pro Controller and the console.
 - To minimize wireless interference, ensure that the console is not placed behind a TV, under a metal object, or within three to four feet of other wireless devices, such as wireless speakers, cordless phones, etc.
 - Test the Pro Controller buttons with a different compatible game or software.
 - If possible, test the Pro Controller on a different console.
- Situation Not Resolved:**
- If the issue occurs on occasion, continue using the Pro Controller for a few weeks to see if it affects your gameplay.

- If the button test fails, or if the issue becomes so severe that it impacts your ability to play a game or use the controller, then we are happy to inspect the Nintendo Switch Pro Controller, and repair or replace it if necessary.

Pro Controller Motion Controls Are Not Responding Correctly or Cannot Be Calibrated

Applies to: **Nintendo Switch**

Description:

- The motion controls on the Nintendo Switch Pro Controller such as tilt or shake are not responding correctly.
- You are unable to calibrate the motion controls on the Pro Controller.

Additional Information:

This article refers to motion controls such as tilt or shake. If a different component of the Pro Controller is not responding correctly, such as [buttons](#) or [control sticks](#), select the appropriate knowledge article.

What to Do:

1. Ensure your console has the latest [system update](#).
 2. Ensure the Pro Controller is [paired](#) to the console and that the battery is [charged](#).
 3. Once the Pro Controller is paired, reset the controller by pressing the [SYNC Button](#) once. Then press any other button on the Pro Controller to power it on again.
 4. Ensure that nothing is covering the Pro Controller such as protective covers or skins, then [calibrate the motion controls](#).
 5. Ensure that the software or application you are using is compatible with the Pro Controller and that it supports motion controls.
- Some games such as Mario Kart 8 Deluxe require [the motion controls to be activated manually](#).

Situation Not Resolved:

If the calibration fails or if the motion controls are not responding with any supported software, the Nintendo Switch Pro Controller will need to be repaired.