

USER MANUAL

# CHÂTEAU PIANO

SPITFIRE AUDIO

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# INTRODUCTION

## An instantly recognisable sound that graced seminal albums

Deep within Château d'Hérouville, just north of Paris, lies a timeless piece of pop music history. This isn't just a piano; it's the iconic 1901 Steinway B grand – once owned by film composer Michel Magne – heard across seminal albums from Elton John, David Bowie, Fleetwood Mac, and many more. The legendary 'Strawberry Studios' closed in 1985, falling into disrepair until its reopening in 2020. With passionate new owners and following a painstaking restoration by master tuner Bastien Herbin, the piano's 124-year-old soul has been preserved and even enhanced, maintaining every ounce of its distinctive personality while achieving remarkable playability.

## QUICK SPECS

### MAC SYSTEM REQUIREMENTS

Mac OS X 11 to OS 15

Minimum: 2.8GHz i5 minimum (quad-core), 8GB RAM.

Recommended: 2.8GHz i7 (six-core), 16GB RAM.

Apple Silicon computers are supported and 64 bit DAW required.

(32 bit DAWs not supported)

### PC SYSTEM REQUIREMENTS

Windows 10 and Windows 11. (latest Service Pack, 64-bit)

Minimum: Intel Core 2.8GHz i5 (quad-core) or AMD Ryzen 5, 8GB RAM

Recommended: Intel 2.8GHz i7 (six-core) or AMD R7 2700, 16GB RAM

(32 bit DAWs not supported)

- Download Size ~19.12GB
- Dedicated plugin (AU, VST3, AAX - **VST2 not supported**)

# WELCOME

An undeniably classic tone, equally suitable for media composers and producers, Château Piano is the definitive sound of a golden era in rock and pop. Known equally for its bright, percussive attack – think Crocodile Rock – that cuts perfectly through a dense mix, as the warmth and resonance that adds heart to Rocket Man, Daniel, or Goodbye, Yellow Brick Road, this gorgeous grand piano has been exquisitely captured with a collection of valve and condenser microphones, including a pair vintage Neumann U67s in the same positioning as the original Elton John recordings. Alongside onboard effects, more than 50 presets, and multiple microphone signals, Château Piano gives you both the inspirational authentic sounds, and the tools to make it your own.

## **Strawberry Studios – A creative sanctuary**

Transformed from an 18th-century manor into the world's first residential studio in 1962 by composer Michel Magne, Château d'Hérouville AKA Strawberry Studios quickly became a creative sanctuary for the titans of 70s music. Within the magical acoustics of its George Sand live room, artists like Elton John felt so inspired they recorded a trio of classic albums—including Honky Château, named in its honour. Pink Floyd, Chet Baker, Joan Armatrading and The Bee Gees all cut records there, and countless others from French legends Jacques Higelin and Alain Kan to international rock stars Marc Bolan and Iggy Pop leaving their mark. After the studio closed in 1985, this monument to music lay dormant for 30 years, its story fading into myth. It became the stuff of legend and mystique – rumours circulated that the ghost of Frédéric Chopin still haunts the master bedroom, as reported by Tony Visconti, David Bowie and Brian Eno during the Low recording sessions.

In 2015, a new chapter began. A team of passionate engineers and musicians purchased the château, dedicating themselves to a full restoration—not just of the buildings, but of its spirit. At the heart of this revival is the piano. Carefully brought back to life by master tuner Bastien Herbin, the goal was never to make it perfect, but to preserve its unique, 124-year-old personality. This library is the culmination of that journey, an effort to immortalise and share the inspiring sound of this incredible place.

## **Immortalised: A legacy preserved**

The revival of the Château d'Hérouville is driven by its new owners, Jean Taxis and Thierry Garacino. Both are accomplished sound engineers and musicians who saw the project not as a business venture, but as a mission to save a vital piece of cultural heritage. Their philosophy has been to honour the château's history and timeless acoustics while discreetly integrating modern technology to carry its legacy into the future.

They understood that the château is more than just a studio; it's a place that inspires creativity. Every artist who works there creates something they wouldn't have made anywhere else. This collaboration with Spitfire Audio was born from that same spirit: to transmit the soul of the château and its most famous resident, the piano, to creators all over the world.

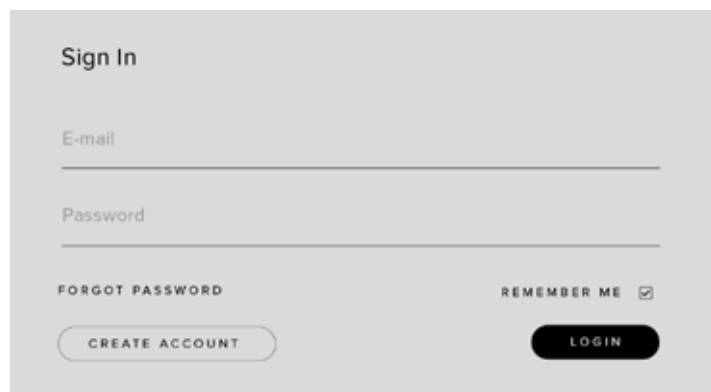
# DOWNLOADING & INSTALLING

Thank you for buying Château Piano. If you are new to Spitfire Audio you can get up to speed here: <https://www.spitfireaudio.com/about/>

First though, grab the 'Spitfire Audio App' from this link, this app will enable you to download the library: <http://www.spitfireaudio.com/info/library-manager/>

## THE SPITFIRE AUDIO APP

When you launch the app you will be prompted to login using the same details you use at our site. Then you'll see the page pictured below:

A screenshot of the Spitfire Audio App's sign-in screen. It features a 'Sign In' header, followed by input fields for 'E-mail' and 'Password'. Below these are links for 'FORGOT PASSWORD' and a 'REMEMBER ME' checkbox. At the bottom are two buttons: 'CREATE ACCOUNT' and 'LOGIN'.

**1. TABS** the default tab is My Products, which shows all of the libraries on your Spitfire Account. Downloads will show currently downloading products.

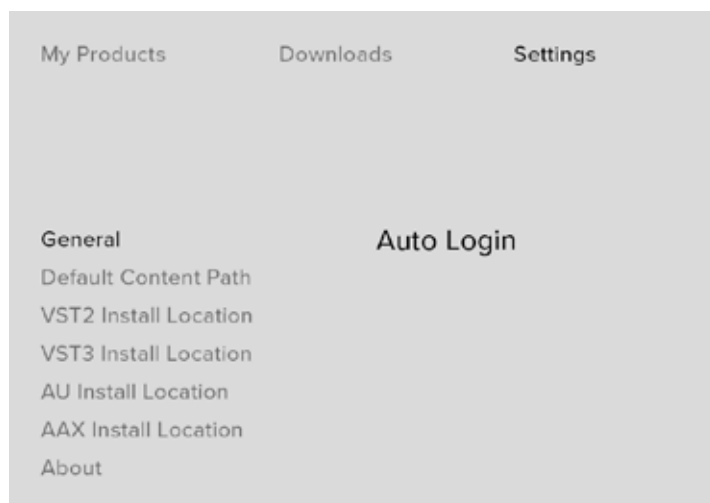
**2. FILTERS** Clicking these filters will quickly display products you've yet to install, those already installed, and any available updates. Clicking again will remove the filter.

**3. LIBRARY** All libraries and plugins in your collection will appear with their artwork on the My Products tab. Clicking this artwork will open the product page. This is a great place to find information such as system requirements and instructions as well as Reset and Repair options.

**4. INSTALL/UPDATE** buttons allow you to quickly start a download directly from the My Products tab, instead of clicking through to the Library. Next to the button the size of the download is shown.

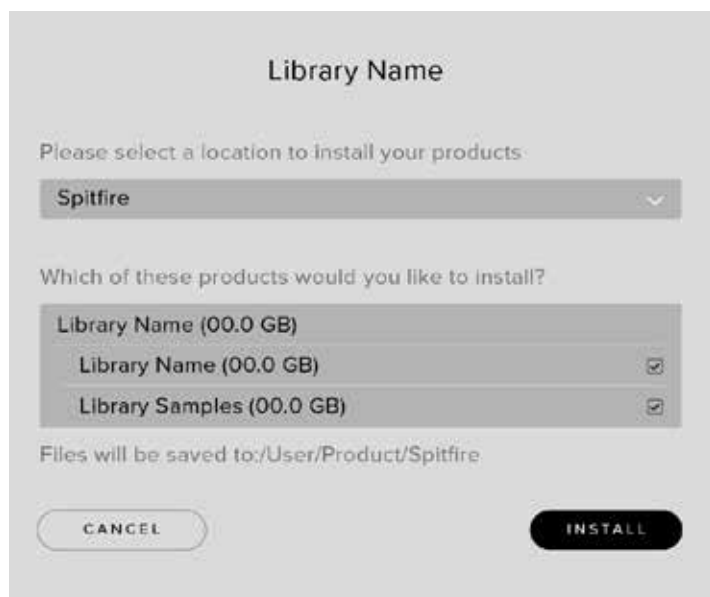


# THE SPITFIRE APP PREFERENCES



If this is your first time using the Spitfire Audio App for a download you may wish to first navigate to the Settings tab. Here you can set the Default Content location for where you wish to download your libraries. You can also you can set the default VST2 install location to the folder where your DAW expects to find VST files.

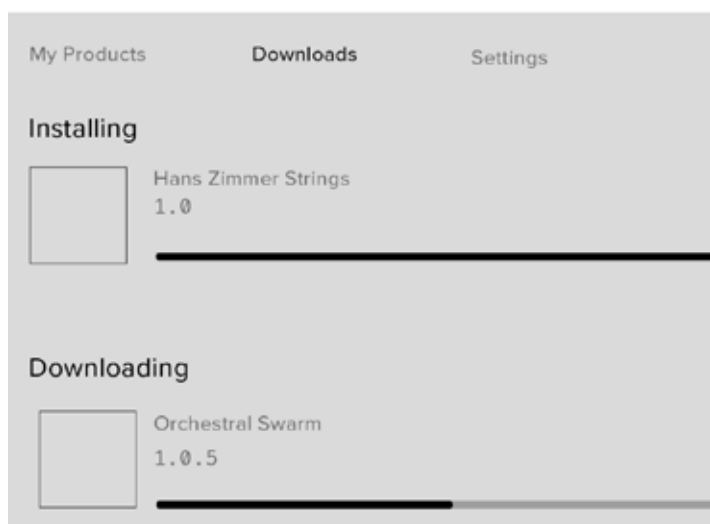
Here you can also enable Auto Login to save time in future.



Once you are happy with your preferences, click the Install button for the library. This is either directly on My Products tab under the library artwork, or it can be found by clicking on the library image and clicking the install button on the page that appears.

Clicking either of these will prompt you for a location, the default content location in your preferences will be suggested but you can select any suitable location. If installing from a hard drive, ensure that you choose the drive as the location.

Once you are happy with the location click Download.



After clicking install you will be directed to the Downloads tab where you can watch the progress if you like. You can of course leave the Downloads tab and start other downloads but at this point you should leave the Spitfire App open until the download completes.

# THE DEDICATED PLUGIN

Spitfire Ensemble is its own, self contained plugin built for VST3, AU and AAX, so once you've downloaded and installed you're ready to go.

## LOGIC PRO X

- On a fresh project, a track dialogue box will automatically pop up.
- Choose 'Software Instrument', and then look beneath the 'Instrument' dropdown.
- Select AU Instruments > Spitfire Audio > Spitfire Ensemble.

## CUBASE

- Right-click the track window and choose 'Add Instrument Track'.
- Underneath the 'Instrument' dropdown, choose Spitfire Ensemble.
- Select 'Add Track'.

## PRO TOOLS

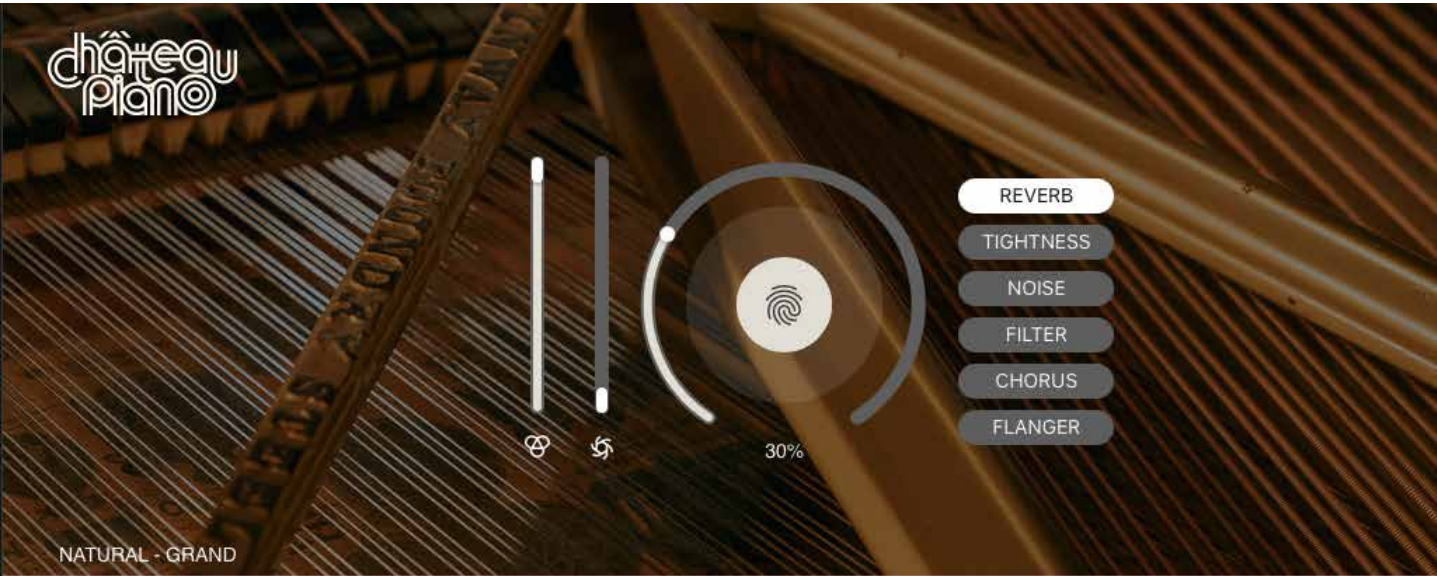
- Go to the 'Track' menu at the top of the screen, and select 'New'.
- In the pop-up, select Stereo and Instrument Track, and press 'Create'.
- In the first Insert slot, select multichannel plug-in and 'Instrument'.
- You should see Spitfire Ensemble available as an option.



# CHÂTEAU PIANO INTERFACE

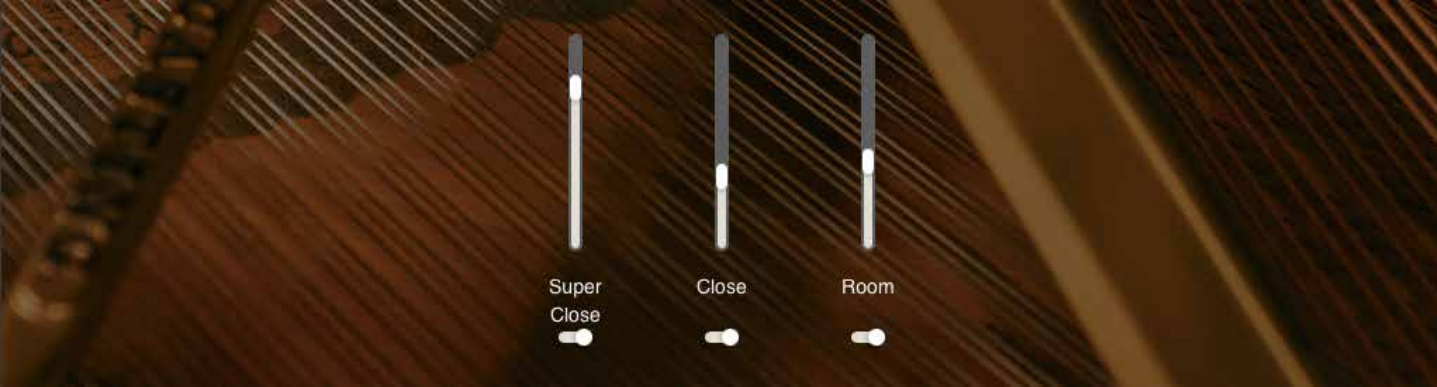


## MAIN CONTROLS





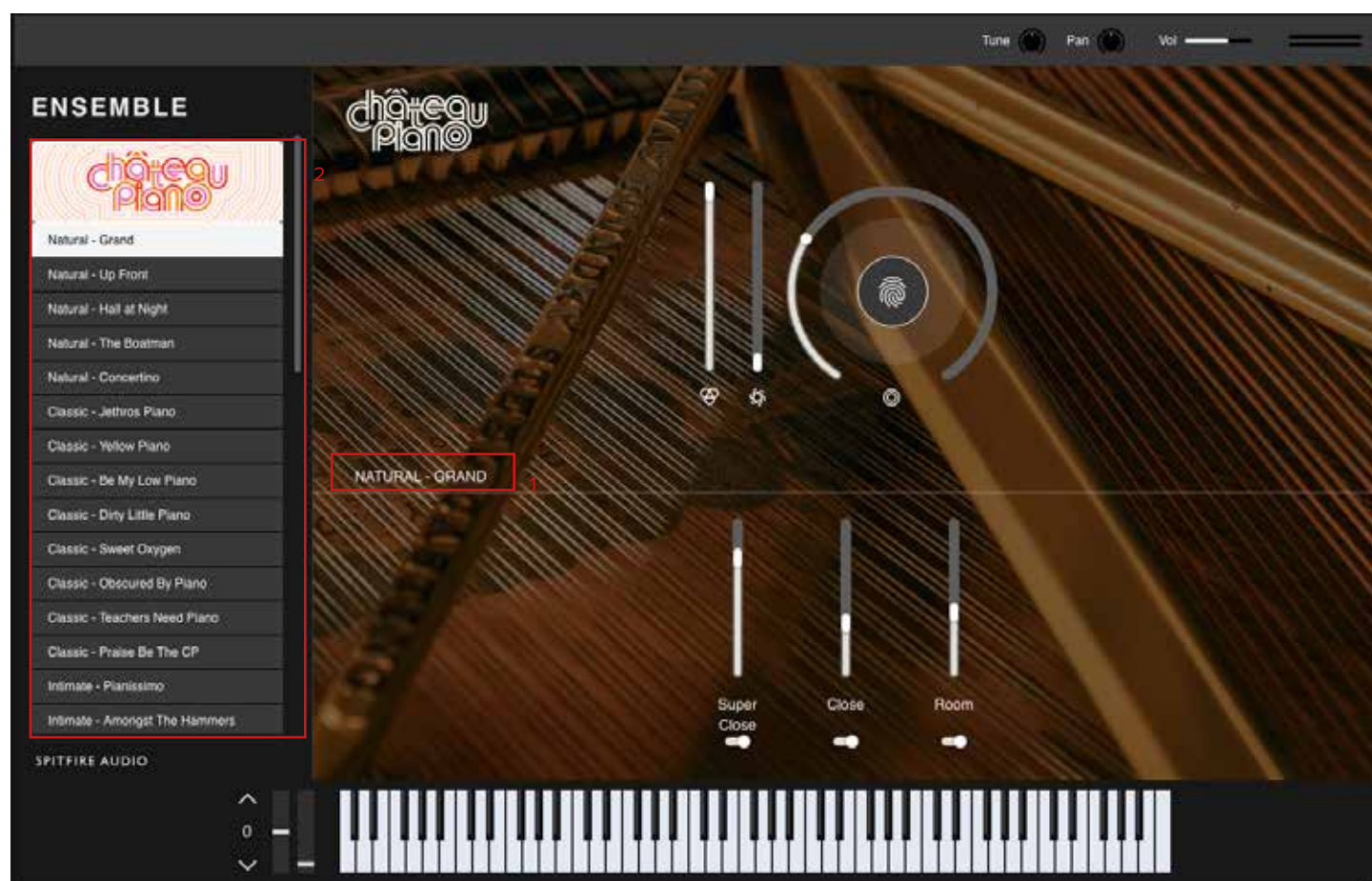
MIXER/MICS



KEYBOARD



# PRESET SELECTOR



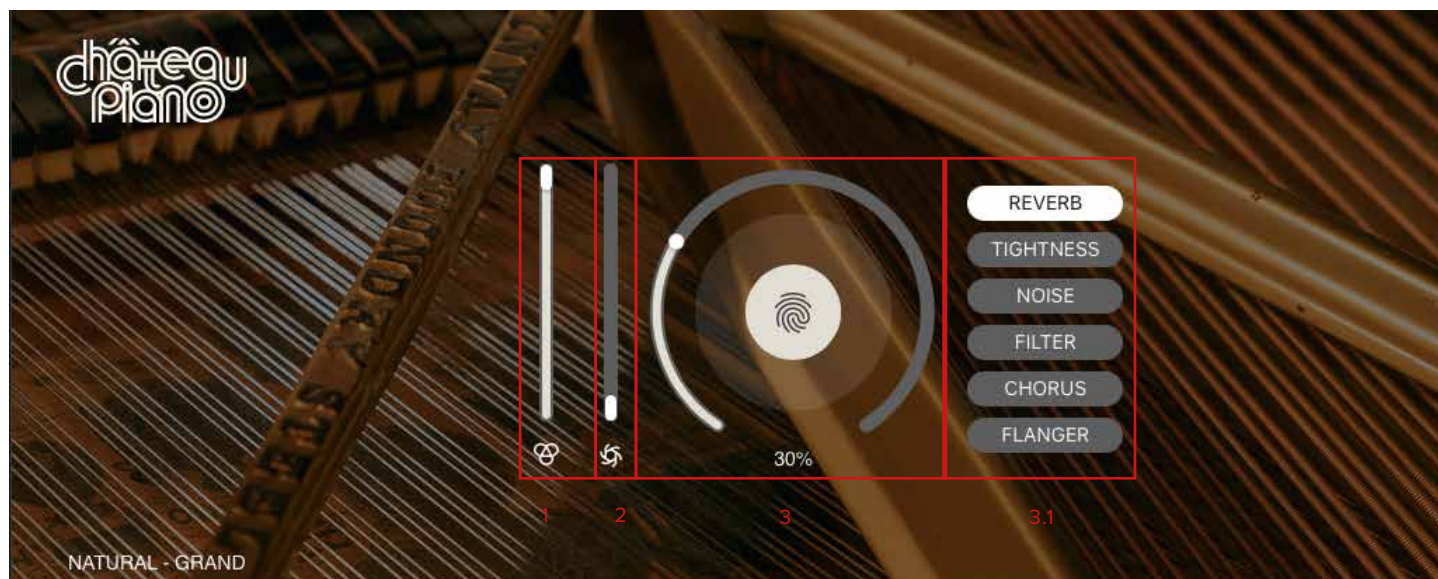
## 1. PRESET NAME

Here you can see the currently selected preset.

## 2. PRESET LIST

Scroll through the list of presets here. Then simply click on a preset to load.

# CHÂTEAU PIANO MAIN CONTROLS



## 1. EXPRESSION

Adjusts the level of the technique

## 2. DYNAMICS

This will increase or decrease the dynamic being played.

## 3. KNOB

The configurable knob allows you to control any of the other available parameters for the particular technique.

Hover over the knob and it will turn black.

**3.1 CLICK:** Click and you will be able to assign any of the remaining available controls to the knob.

Right click on any of these controls to assign them to a MIDI controller. Remember that if you assign a MIDI controller to a parameter via the knob, the MIDI controller will follow the parameter rather than being permanently assigned to the knob.

**REVERB:** Controls the amount of reverb being added.

**TIGHTNESS:** Controls the start point of the note being played.

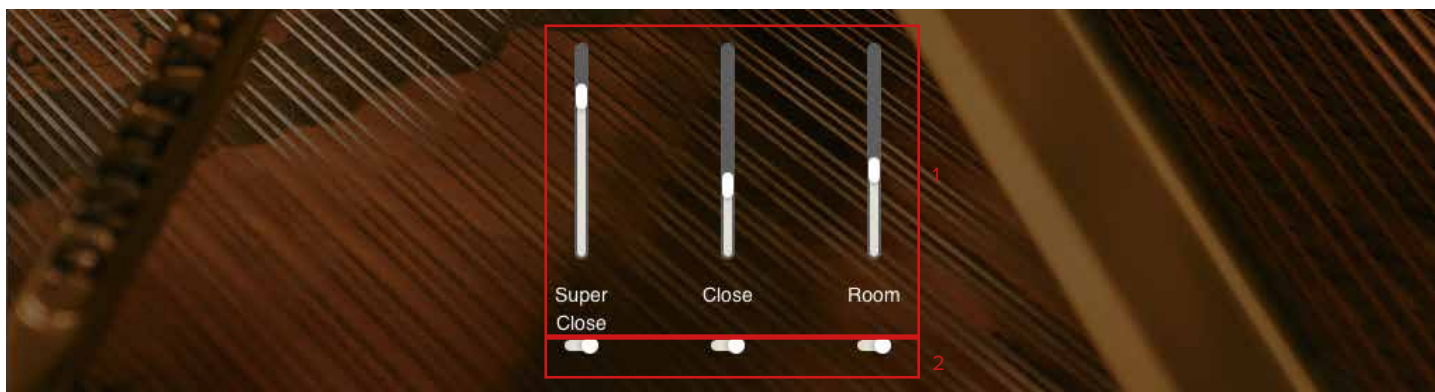
**NOISE:** Controls the gain of the Noise FX.

**FILTER:** Controls the amount of filter effect being added.

**CHORUS:** Controls the amount of chorus effect added.

**FLANGER:** Controls the amount of flanger effect being added.

# MIXER/MICS



## 1. SIGNAL FADER

Adjust the level of each signal here, right-click to learn MIDI cc# automation.

## 2. SIGNAL ON/OFF

Here you can turn signals on or off (you can also turn them on by fading them up). If you turn a signal on, pay attention to the LED in the top left of Impressionism, if it is flashing red, it means that the samples are still loading into RAM and you should wait before playing again to avoid glitches.

# TOP MENU



## 1. TUNE

Move this knob to tune in increments of 0.01 of a semitone. CMD/CTRL-click to reset to default.

## 2. PAN

Pan the signal left / right. CMD/CTRL-click to reset.

## 3. VOLUME

Control the overall volume of the instrument.

## 4. PLUGIN VOLUME METER

Visual representation of the overall output volume of the instrument.



# WHAT'S INCLUDED: (PRESETS, SIGNALS AND IRS)

To get you started, we've included 37 presets, grouped into 6 distinct categories for instant inspiration:

**NATURAL:** The pure, unadulterated, and stunningly authentic sound of the Steinway B, as it exists in the legendary Château. Perfect for delicate melodies and true-to-life performances.

**CLASSIC:** Evocative and emotional textures that effortlessly transport you back to the golden era, invoking the iconic sounds of the 70s and 80s records made in this very studio.

**INTIMATE:** Delicate and nuanced presets, designed for close-up, heartfelt expression. Perfect for subtle underscores, melancholic ballads, or gentle, reflective passages.

**LUSH:** Rich, warm, and expansive sounds with generous reverb and chorus. Dive into big, spacey textures that fill the sonic landscape with beautiful ambience.

**DRIVEN:** Bold and assertive sounds, leveraging the Distorted & Tape signals. These presets offer an overdriven, characterful edge, perfect for cutting through dense mixes or adding raw energy.

**EFFECTED (FX):** Explore heavily processed and creatively manipulated piano sounds, pushing the boundaries of the instrument with unique textures and experimental washes.

## **NATURAL:**

Grand  
Up Front  
Hall at Night  
The Boatman  
Concertino

## **CLASSIC:**

Jethros Piano  
Yellow Piano  
Be My Low Piano  
Dirty Little Piano  
Sweet Oxygen  
Obscured By Piano  
Teachers Need Piano  
Praise Be the CP

## **INTIMATE:**

Pianissimo  
Amongst The Hammers  
Gentle Gabriel  
Intimate Studio Soft Piano  
Dark Capstan  
Tape Bias Piano  
Tears In The Rain

## **LUSH:**

Dreamy Bright Piano  
Foreververb  
Progger Dreamscape  
Soft Underwater  
Space Ballad  
Studio Ultra Soft  
Dreamlike

## **DRIVEN:**

Bennies Piano  
77 Nightclub Ashtray  
Have Mercy Piano  
Hold The Pianoline

## **EFFECTED (FX):**

Mellow Tape Pad  
Resonance Sustains  
Radio Pianner  
VHS Colour Bleed  
Sample Rate Error  
Extreme Janglemeister

# WHAT'S INCLUDED: (PRESETS, SIGNALS AND IRS)

## SIGNALS

Captured with a collection of valve and condenser microphones, including a pair vintage Neumann U67s in the same positioning as the original Elton John recordings and in the “George Sand” live room, each patch contains a blend of three signals:

**CLOSE:** A detailed and intimate perspective, capturing the direct sound of the piano strings.

**ROOM:** A spacious stereo signal to blend the acoustics of the George Sand room with close mics for the perfect room balance.

**SUPER CLOSE:** An even more up-front pop sound, with microphones placed left and right on the hammer end of the piano.

**MIX:** A beautifully balanced, production-ready mix, scooped and brightened for instant shine.

**TAPE:** Analogue tape effect for classic warmth, saturation, and subtle compression.

**COMPRESSED:** Parallel compression to add weight, power, and aggression.

**CHORUS:** A lush, wide signal processed through a vintage Roland Dimension D for an instant 80s-style shimmer.

**DISTORTED:** A gritty, characterful signal driven through outboard gear for texture, harmonics, and bite.

## IRs (baked in, per preset)

**Non-Linear** (Slapback, super short)

**Small Plate**

**Studio Amb(ience)** (800ms room, diffuse)

**Hall** (Big Hall, Grand Toasty TC6000)

**Stadium** (Lexicon 224 or 300, huge predelay (Simple Minds))

**Padify** (Blackhole/Supermassive)

**Spring** (Fender)

**Long Plate** (Really nice longer plate, EMT250)



# WHAT'S INCLUDED: (PRESETS, SIGNALS AND IRS)

3 signals available per preset

Display Name	Signal 1	Signal 2	Signal 3	IR (baked)
Natural - Up Front	Superclose	Close	Room	Small Plate
Natural - Concertino	Superclose	Close	Room	Long Plate
Natural - Hall at Night	Superclose	Close	Room	Studio Amb
Natural - Grand	Superclose	Close	Room	Studio Amb
Natural - The Boatman	Superclose	Punchy	Room	Studio Amb
Classic - Jethros Piano	Close	Room	Tape	Studio Amb
Classic - Yellow Piano	Close	Room	Tape	Hall
Classic - Be My Low Piano	Punchy Comp	Tape	Distorted	Small Plate
Classic - Dirty Little Piano	Punchy Comp	Tape	Distorted	Small Plate
Classic - Sweet Oxygen	Punchy Comp	Tape	Distorted	Spring
Classic - Obscured By Piano	Superclose	Room	Chorus	Spring
Classic - Praise Be the CP	Mix	Distorted	Chorus	Non Linear
Classic - Teachers Need Piano	Superclose	Room	Chorus	Hall
Lush - Foreververb	Superclose	Room	Chorus	Padify
Lush - Progger Dreamscape	Superclose	Room	Chorus	Padify
Lush - Soft Underwater	Superclose	Room	Chorus	Stadium
Lush - Space Ballad	Superclose	Room	Chorus	Long Plate
Lush - Studio Ultra Soft	Superclose	Room	Chorus	Studio Amb
Lush - Ultra Soft Dreamlike	Superclose	Room	Chorus	Long Plate
Lush - Dreamy Bright Piano	Superclose	Close	Tape	Long Plate
Driven - Bennies Piano	Superclose	Punchy	Tape	Hall
Driven - 77 Nightclub Ashtray	Mix	Distorted	Tape	Spring
Driven - Have Mercy Piano	Mix	Distorted	Tape	Small Plate
Driven - Hold The Pianoline	Mix	Distorted	Tape	Hall
Intimate - Gentle Gabriel	Superclose	Close	Chorus	Hall
Intimate - Amongst The Hammers	Superclose	Close	Tape	Spring
Intimate - Dark Capstan	Superclose	Close	Tape	Spring
Intimate - Pianissimo	Superclose	Close	Tape	Small Plate
Intimate - Tape Bias Piano	Superclose	Close	Tape	Non Linear
Intimate - Tears In The Rain	Superclose	Close	Tape	Long Plate
Intimate - Intimate Studio Soft Piano	Superclose	Close	Room	Small Plate
Effectuated - Mellow Tape Pad	Mix	Chorus	Punchy	Padify
Effectuated - Resonance Sustains	Mix	Chorus	Punchy	Padify
Effectuated - VHS Colour Bleed	Mix	Chorus	Punchy	Non Linear
Effectuated - Extreme Janglemeister	Tape	Chorus	Distortion	Spring
Effectuated - Sample Rate Error	Tape	Chorus	Distortion	Non Linear
Effectuated - Radio Pianner	Superclose	Punchy	Distorted	Spring

## APPENDIX A — FAQS AND TROUBLESHOOTING

### Q: WHAT ARE THE SYSTEM REQUIREMENTS?

#### MAC SYSTEM REQUIREMENTS

Mac OS 11 - OS 15

Minimum: 2.8GHz i5 (quad-core), 8GB RAM

Recommended: 2.8GHz i7 (six-core), 16GB RAM

32 bit is no longer supported. Apple Silicon / ARM is supported.

#### PC SYSTEM REQUIREMENTS

Windows 10 and Windows 11. (latest Service Pack, 64-bit)

Minimum: Intel Core 2.8GHz i5 (quad-core) or AMD Ryzen 5, 8GB RAM

Recommended: Intel 2.8GHz i7 (six-core) or AMD R7 2700, 16GB RAM

### Q: I WANT TO RESET THE PLUGIN SETTINGS TO THE DEFAULT

You can delete the .settings file to reset the settings to default. This is located at:

Users/username/Music/Spitfire Audio - on a Mac

C:\Users\username\AppData\Roaming\Spitfire Audio - on a PC.

### Q: MY LIST OF PRESETS IS EMPTY, HOW DO I SOLVE THIS?

If you have moved your Ensemble Library folder, you can solve this problem by using the “Locate Library” feature in the Spitfire Audio App.

If this does not solve the problem, the library likely needs reauthorising, to do this, use the “repair” feature in the Spitfire Audio App.

### Q: I SEE A RED EXCLAMATION MARK IN THE TOP LEFT OF CHÂTEAU PIANO, WHAT DOES THIS MEAN?

This means that there is an error, you can click the exclamation mark to open a log with further details. It is likely that using the “Repair” and “Locate Library” features in the Spitfire Audio App will solve the problem but if not, contact our support team at [spitfireaudio.com/support](https://spitfireaudio.com/support) and attach the log.

### Q: CAN I INSTALL ON MORE THAN ONE COMPUTER?

With our products you have two licenses. This means that you are allowed to download and install on two computers you own, say your main rig and your mobile rig. If you have purchased the library on a hard drive, you should copy the contents of the drive on to the destination machine before completing the download with the Spitfire App. If you downloaded Château Piano, you can copy the library folder over to the second machine and then use the “Repair” and “Locate Library” features in the Spitfire Audio App.

### Q: I CAN'T SEE THIS IN THE KONTAKT LIBRARIES PANE AND WHEN I TRY AND LOAD IT INTO KONTAKT IT SAYS NO LIBRARY FOUND

This library does not run in Kontakt, it is a standalone plug-in that you can run in your chosen DAW.

### Q: HOW DO I AUTHORIZE CHÂTEAU PIANO ON A MACHINE NOT CONNECTED TO THE INTERNET?

It is not possible to authorise Château Piano on a machine not connected to the internet. Authorisation is done with the Spitfire Audio App and an internet connection is required.

## Q: HOW CAN I REDOWNLOAD A PRODUCT?

This can easily be done via your Spitfire Audio App. To reset both your entire library download or the latest update;

- Open up the Spitfire Audio App and log in with your account email and password.
- Select the product artwork you wish to re-download
- On this page is a “cog wheel”. Select this, choose “reset” from the menu. Then “Reset Entire Download” (for a full download) or (Latest Update) for the latest update.

This will reset your latest update ready for install again. You can repeat this process for any of the libraries you own.

Note that there is a limit to how many times you can reset your downloads in a certain time frame. If you do exceed your reset limit please get in touch.

## Q: DIFFICULTIES IN DOWNLOADING / INSTALLING

Customers may find that they have some difficulties in the downloading process. If you find that you are having some trouble, please check the list below for possible causes:

- The formatting of your drive, if it is FAT32 this will cause errors, because there is a maximum file size with this format of 4GB and our download files will exceed this limit. ExFat format is also not recommended due to possible permissions/decryption issues. To solve this problem, reformat your drive or use a different drive. We recommend NTFS on PC and Mac OS Extended on Mac. Other possible issues:
- Spitfire App freezes in the “Extracting” stage for hours. This may be because our libraries are often very large files, and this is the stage where the compressed files are extracted and placed in their final locations on the hard drive. There could be hundreds of GB of content to unpack, so it really

can take hours. If you’re unsure whether it has crashed or is extracting files, visit the installation folder you chose when you started the install. If everything is working normally you’ll see various files appearing in the folder (or one of its sub-folders).

- If your download gets stuck and is continually cycling and not resuming, please get in touch with us, giving us as much detail as possible about your set up. It would be helpful if you can tell us your operating system, where you are downloading from (your country, and also whether you’re at home or work), your ISP, and whether there are any proxy servers or firewalls between your computer and the internet.

## Q: I HAVE FAST INTERNET, WHY IS MY DOWNLOAD SLOW?

We have no direct influence on your actual download speeds, our libraries are hosted on S3 servers which are normally very quick but it may well be that at certain times of the day when traffic is particularly busy, your ISP may throttle your connection speeds.

We would advise you to leave your download running overnight as speeds should ramp up at less busy times. Our Spitfire App downloader aims to use as much of the available bandwidth as possible to give you the quickest possible speeds, and may take several minutes to reach its peak.

## Q: CAN I TRY BEFORE I BUY?

No - it is not currently possible to demo our products.

If you go to our Youtube channel you’ll see many walkthroughs containing detailed info about all our products -- you can hear them being played in real time with no smoke and mirrors!

## **Q: MY LIBRARIES ARE NOT SHOWING UP IN MY SPITFIRE APP**

A handful of customers may find that when they log into their Spitfire App, some of their previously purchased products do not show up in the 'Installed' section or in the 'Download Ready' section either. It may be that you have purchased these under another email address. Checking other possible email addresses for your previous purchases may help to find these missing products. If this is not the case, and these missing products were purchased a few years ago, please create a support ticket telling us your account email address, and any serial numbers you may have to go with these missing products. Our support team can also merge one or more accounts together if you'd like to consolidate all your purchases in one place.

The more information we have, the quicker we can get you back up and running!

## **Q: HOW DO I UPDATE MY PRODUCTS?**

The main premise of downloading our products is that our Spitfire App downloads into the folder you choose, so it is important to choose the folder above where you want the download to go. The best file path for our products is something very simple, a long file path will cause errors as there is a character limit on how far the Spitfire App can read. We advise a file path of something along the lines of: Samples Drive > Spitfire Audio

When it comes to downloading / updating - if you have a folder called 'Spitfire Audio' always point the Spitfire App to the folder Spitfire Audio - never go into this folder and choose the actual library in question.

## **Q: HOW DO I REDOWNLOAD THE LATEST UPDATE?**

With the continuous improvements to our Spitfire Audio App, we have incorporated the ability to reset your own downloads.

This can easily be done via your Spitfire Audio App.

Open up the Spitfire Audio App and log in with your account email and password.

- Select the product artwork you wish to re-download
- On this page is a "cog wheel". Select this, choose "reset" from the menu. Then "Reset Entire Download" (for a full download) or (Latest Update) for the latest update.
- This will reset your latest update ready for install again.

You can repeat this process for any other updates you wish.

If you do not see the option to reset your download in your Spitfire Audio App, we would advise to download the latest version of the Spitfire App from [spitfireaudio.com/info/library-manager/](https://spitfireaudio.com/info/library-manager/).

## **Q: I'VE BEEN WAITING AGES FOR MY DOWNLOAD LINKS?**

We run all our orders through a fraud checking process. The automatic fraud check takes 20 minutes (but can take up to an hour during a very busy period, e.g.. Black Friday) If your order gets caught at this stage, we run a manual order check, and this can delay the processing of your order for up to 24 hours.

You should however receive an order confirmation email IMMEDIATELY upon placing your order. This confirms that your order has successfully been logged in our system and that your payment was successfully taken. Please check your junk folders before contacting our support.

## **Q: CAN I DOWNLOAD ON A PC, THEN TRANSFER TO A MAC OR VICE VERSA?**

Yes, you can copy the library folder and plugin files over to the second machine and then use the “Repair” and “Locate Library” features in the Spitfire Audio App. Please note that although the majority of the download can be done on a separate machine, you will always need an internet connection to finish the authorisation process.

## **Q: HOW DO I DOWNLOAD PRODUCTS ON MAC OSX 10.9?**

The version of the Spitfire App needed to install Château Piano only supports Mac OS 11 and upwards.

## **Q: I HAVE FOUND A BUG**

In some cases we can't squash them all and bugs shamefully make their way through. If you think you have found a bug, please contact us with all the relevant information;

- A description of the bug you have found
- A screencast (video) of the bug happening, or an audio example
- The exact preset name (or presets) in question and also the library giving us as much detail as possible will help us get to the bottom of the issue.

## **Q: WHAT IS YOUR REFUNDS / RETURNS POLICY?**

If you have NOT completed the download / installation process, and bought within 14 days then we CAN refund / return your product, please contact support with your account email address and order number so we can handle this quickly. If you HAVE completed the installation process (even if you've not yet registered your serial number), please see our EULA in regards to why we do not accept refunds and returns. We can refund hard drive orders up until the point when the drive is dispatched from our office. This is usually 1-2 days after you order.

## **Q: I'VE FORGOTTEN MY PASSWORD?**

If you have forgotten your password, please see this link [spitfireaudio.com/my-account/login/](https://spitfireaudio.com/my-account/login/), and click 'Forgotten Password'. If at some point in the past you asked us to merge two or more accounts but have since forgotten, you MAY find that the forgotten password isn't working for the email address you asked us to merge FROM. In this case, please contact support with your name, and any email addresses you think we might know about, and we'll work out what has happened.

# APPENDIX B — DEFAULT CC MAPPINGS

Dynamics	1
Expression	11
Reverb	19

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MMXXV