

Razer Lancehead Tournament Edition Support

My Chroma SDK supported game does not display lighting effects on my Razer Lancehead Tournament Edition. What should I do?

To display the Chroma SDK effects on your Razer Lancehead Tournament Edition as well as your other Razer Chroma-enabled devices, please ensure that you have the latest MS Windows hotfix "[Update for Universal C Runtime in Windows](#)" installed. Also ensure that "Chroma Apps" is enabled within Razer Synapse.

I'm not able to turn on Chroma Apps in Razer Synapse ?

To display the Chroma SDK effects on your Razer Lancehead Tournament Edition as well as your other Razer Chroma-enabled devices, please ensure that you have the latest MS Windows hotfix "[Update for Universal C Runtime in Windows](#)" installed. Now you should be able to turn on "Chroma Apps" within the Razer Synapse configurator.

What is Hybrid On-board and Cloud Storage?

A feature of the upcoming Razer Synapse Pro (Beta), Hybrid On-board and Cloud Storage enables you to save your customized profiles not only onto the Cloud, but also directly onto your Razer Lancehead Tournament Edition as well, so you can access them easily even on PCs that do not have Razer Synapse Pro installed or don't have access to the Internet.

What is the button on the bottom of my Razer Lancehead Tournament Edition for?

This button lets you cycle through up to four(4) on-board profiles stored on your Razer Lancehead Tournament Edition via the [Hybrid On-board](#) and Cloud Storage feature of the upcoming Razer Synapse Pro (Beta).

Can I individually set the color for each LED of the Razer Lancehead Tournament Edition?

Yes, the LEDs of the Razer Lancehead Tournament Edition can be customized individually via the "Advanced Chroma Configurator."

How do I adjust the DPI setting?

Out-of-the-box, you can make basic changes to the DPI of your Razer Lancehead Tournament Edition on-the-fly via the DPI buttons located behind the scroll wheel. Once you have installed Razer Synapse or the upcoming Razer Synapse Pro (Beta), you will have access to more DPI options. The Razer Lancehead Tournament Edition can track 1 DPI increments with a lift-off cut-off distance as precise as 0.1 mm.

My Razer Lancehead Tournament Edition is unable to function on white surfaces.

You may have calibrated the mouse on a different surface. Click "Calibration" in Razer Synapse to (1) recalibrate the mouse on the white surface or (2) untick "ON" checkbox to disable Surface Calibration.

My Razer Lancehead Tournament Edition is out-of-warranty and is not working?

Razer products are designed to work well beyond the warranty's expiration. However, if you feel your Razer Lancehead Tournament Edition is having issues, we first suggest trying the Razer Lancehead Tournament Edition on another system to ensure that the issue is with the mouse, and not the system. If you have narrowed the issue to your Razer Lancehead Tournament Edition, there are some basic external spare parts available at razerzone.com/store/gaming-accessories, however, there are no cost-effective repair centers nor are we able to supply any internal parts or repair guides. You can also clean the mouse sensor using a Q-Tip lightly coated with rubbing alcohol and then let the sensor dry for five(5) minutes before attempting to use it. It is rare, but a light shot from a can of compressed air can sometimes free debris that may be causing an issue.

How can I contact Razer?

If you were unable to find the answer to your question(s) in our FAQ, please don't hesitate to contact us [here](#) or call 1-888-697-2037.

How can I modify or disassemble my Razer product?

We cannot help you in modifying or disassembling your Razer product since that will void the manufacturer's warranty on the unit.

How do I request or purchase replacement parts for my Razer product?

For a complete list of our current spare parts and accessories, please click [here](#). If the item you need isn't listed, please don't hesitate to contact our Customer Support Team [here](#).

I have a coupon / promotional / gift voucher code for the Razer Store. Where can I enter the code so I can use it to purchase products?

From your shopping cart page on the [Razer Store](#), please check the box labeled "Enter Promo Code." Enter the code into the box and click "Apply Code." The total price after should reflect the discount.

I recently placed an order on the [Razer Store](#) and it still shows my order is "In Process." When will my order ship?

We are sorry if there are any delays in processing your order. The product may be out-of-stock or the order may be under protection/fraud review. Please don't hesitate to check your order status at the Razer Store page by entering your information at the Order Status page.

I think my Razer product is defective and would like an RMA / exchange.

If you were unable to troubleshoot and resolve any issues you are having with the knowledgebase (FAQ) and you feel your product is still defective, please don't hesitate to contact us [here](#) or call 1-888-697-2037.

I would like information on future Razer products.

Unfortunately, Customer Support has no information on future product or driver releases. For any information regarding future products, please visit our [website](#) or our social media outlets. One of the features of my Razer Product does not work.

If you're unable to find an FAQ article that helps resolve the issue, please contact our Customer Support Team [here](#). User guides and product manuals are also available on the support page.

What are some examples of a "Proof of Purchase" to provide when initiating an RMA?

A valid proof of purchase is defined as a dated sales receipt from an authorized Razer Reseller. The receipt must show the 1) product description and 2) price. Invoice slips and e-mail order confirmations can be considered on a case-by-case basis.

Why does Razer require a proof of purchase?

Razer must verify that the product is within the specified warranty period and that it was purchased from an authorized reseller. Products purchased from unauthorized dealers are often *used, counterfeit, re-boxed, defective* or *gray market* goods. These units may also not be designed and packaged to work in your country and may not meet all legal and safety requirements. Razer will not be able to honor a warranty on products purchased from an unauthorized dealer or that are out of the warranty period. If you purchased product from an unauthorized reseller, all support and warranty issues should be directed to that reseller.