HEIRLOOM

SPITFIRE AUDIO

CONTENTS

INTRODUCTION

From the mind, heart and soul of acclaimed artist Keaton Henson comes a compositional toolkit of unique, modern scoring sounds, bestowed to enhance your sonic fingerprint with a beautiful human touch.

Heirloom features delicate strings, raw woodwinds, an inspiring piano and haunting guitars captured in London's stunning Church Studios (Adele, The XX. Nick Cave and the Bad Seeds) This library was conceived with humanity in its DNA, and the lingering human moments that bleed and seep their way into recorded musical performances. Inherently contemporary and perfect for emotive writing, this sound library is the audial equivalent of the worn away seat of your father's favourite chair. Traces, marks and imprints left behind by those who are perhaps no longer with us. Gone, but never forgotten.

QUICK SPECS

MAC SYSTEM REQUIREMENTS
Mac OSX 10.13 - Mac OS 12
Minimum: 2.8GHz i5 minimum (quad-core), 8GB RAM.
Recommended: 2.8GHz I7 (six-core), 16GB RAM.
Intel and M1 Macs supported
64-bit DAW required (32-bit DAWs not supported)
Machine must be connected to the internet during install

PC SYSTEM REQUIREMENTS
Windows 7, Windows 8, Windows 10 or Windows 11 (latest Service Pack, 64-bit)
Minimum: Intel 2.8 GHz i5 (quad-core) or AMD Ryzen 5.
Recommended: Intel 2.8 GHz i7 (six-core) or AMD R7 2700.
64-bit DAW required (32-bit DAWs not supported)
Machine must be connected to the internet during install.

• Library size: 34.18 GB

• Dedicated plugin (AU, VST2, VST3, AAX)

WELCOME

COMPLEX EMOTIONS MADE SIMPLE

Heirloom is perfectly poised to express emotions that are hard to put into words, capturing the contemplation of complex existential feelings, the human condition and the passing of time.

The quality of the performances captured is pure and expansive in character, lending themselves to enhanced emotive scoring. This expansive character provides endless inspiration, via sounds that will slot into any composer's signature sound palette and compliment without taking over.

Heirloom has a strong sense of home comforts, with a beguiling familiarity that allows the composer to feel comfortable using the sounds in a stripped back setting. Beautiful raw woodwinds, delicate strings, an inspiring piano, rich guitar tones and textures - these were all selected by Keaton Henson to hone in on that humanity, the subtle artefacts of these kinds of recordings.

This collection of sounds is the ideal starting point to begin composing, or to simply add a new dimension to your sound palette with some inspiring, versatile new material.

WRITE BETWEEN THE NOTES

The unique beauty of this library can be found in its imperfections. It is between the notes that you will feel those human moments that stop you in your tracks. The natural sounds of the players and their instruments captured during a performance.

Capturing new and alternative expressive techniques creates a great foundation for this sound library, but Spitfire Audio have also expertly captured a selection of small, exquisitely performed moments that can be found in the studio section, including swells and "chimes" (chime-like tones). These focused elements will make compositions sound even more real, and even more human.

Heirloom features 8 string players (3 violins, 2 viola, 2 cello, 1 bass), woodwind including a Contrabass Clarinet and a Tubax, an achingly beautiful Piano (the beating heart of the library), and Guitar. All intimately recorded by the highly talented Fiona Cruickshank at London's atmospheric Church Studios.

The ensemble has been kept small and recorded close, never playing too loud. This allows the composer to achieve an emotionally epic sound, without losing the intimacy of the playing.

PAST PRESENCE FUTURE

All musicians know that recording studios are sacred spaces. The Church is quite literally so, a beautiful, old place of worship in north London, whose stone walls and stained glass have for 170 years reverberated with the sound of prayers and some of the greatest music ever made. To record at Church Studios today is to play a part in music history that has included Adele, Bob Dylan, Radiohead, Florence + the Machine and Nick Cave and the Bad Seeds.

Now Keaton Henson (Supernova, Six Lethargies, as well as 7 acclaimed solo albums) continues that lineage by acting as a medium between the decades of musicality shared there and Spitfire Audio — shaped through his own artistic lens and reverence for the beauty in imperfections. And despite meticulous planning, through the true nature of collaboration, Heirloom has ultimately surprised even its creators in its reality and versatility and will continue to do so — as it is woven in and out of stories for years to come.
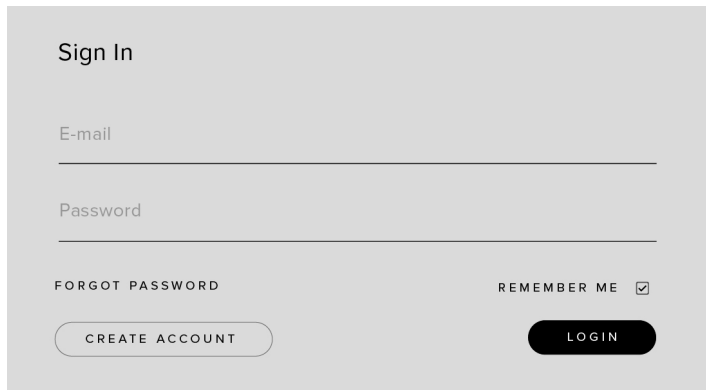
DOWNLOADING & INSTALLING

Thank you for buying Heirloom. 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:
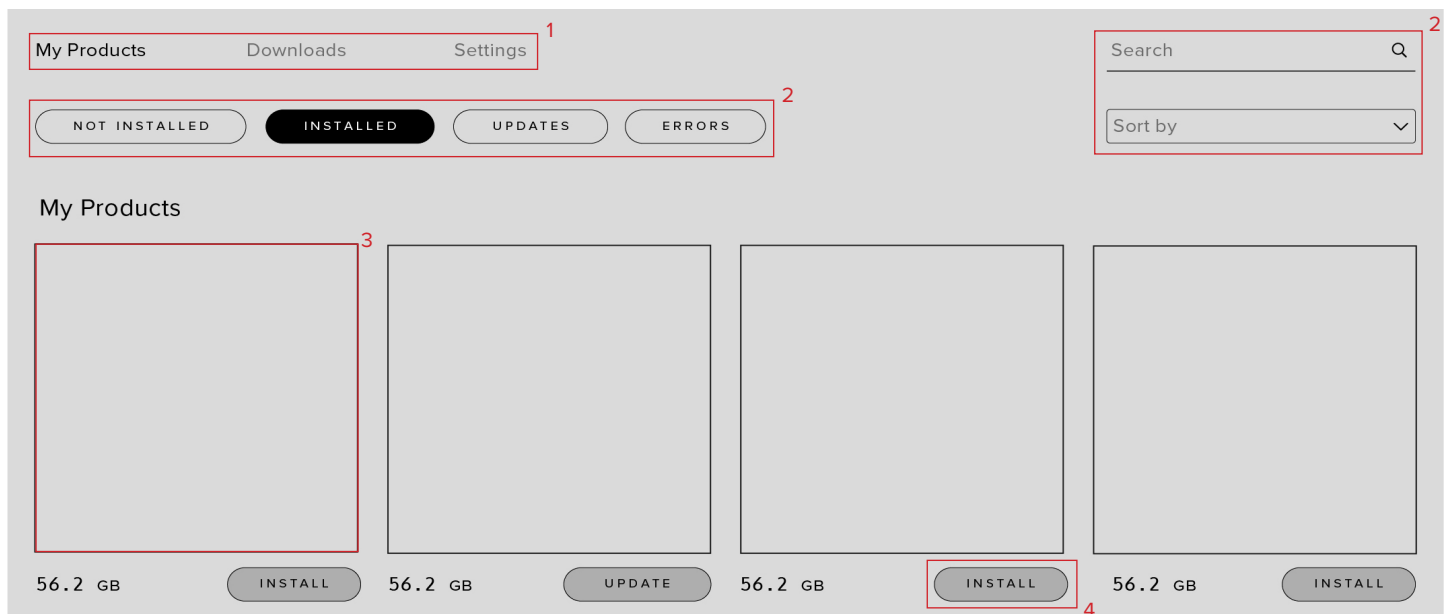

Sign In

E-mail

Password

FORGOT PASSWORD   REMEMBER ME ☑

CREATE ACCOUNT   LOGIN

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1. TABS the default tab is My Products, which shows all of the libraries on your Spitfire Account. Downloads will show currently downloading products.
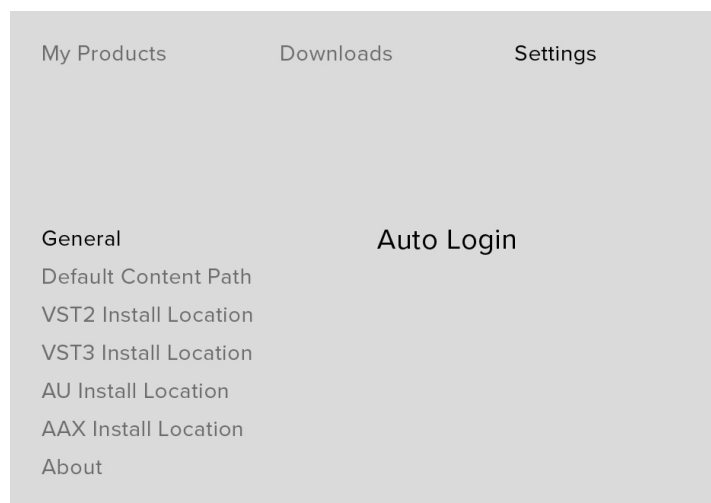
2. FILTERS Clicking these filters will quickly display products you've yet to install, those already installed, and any available updates. Clicking again will remove the filter.

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.
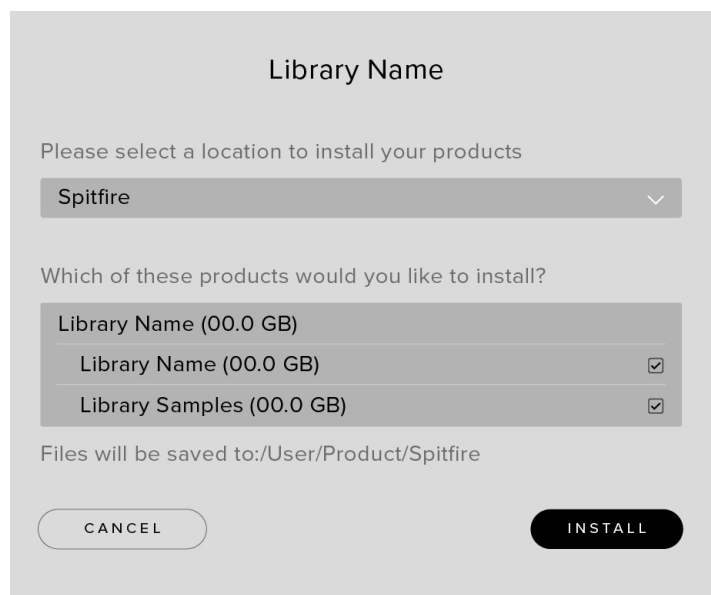
My Products	Downloads	Settings		Search 🔍

NOT INSTALLED   INSTALLED   UPDATES   ERRORS   Sort by ▾

My Products

56.2 GB   INSTALL   56.2 GB   UPDATE   56.2 GB   INSTALL   56.2 GB   INSTALL

THE SPITFIRE APP PREFERENCES

My Products   Downloads   Settings

General   Auto Login

Default Content Path

VST2 Install Location

VST3 Install Location

AU Install Location

AAX Install Location

About

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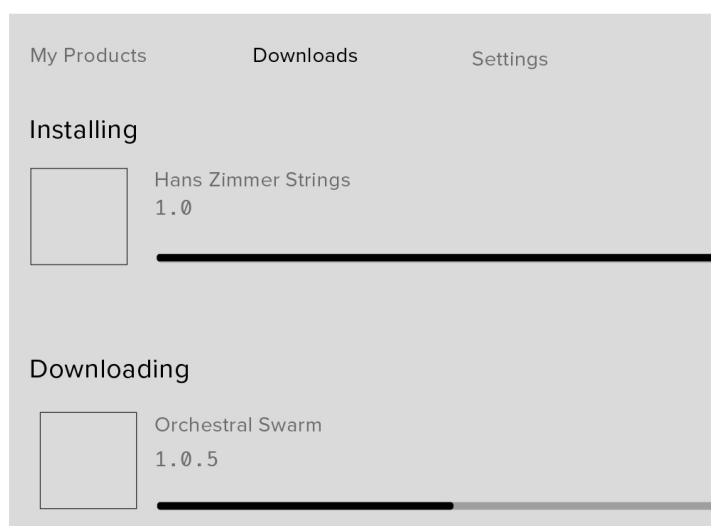
Here you can also enable Auto Login to save time in future.

Library Name

Please select a location to install your products

Spitfire

Which of these products would you like to install?

Library Name (00.0 GB)

Library Name (00.0 GB) ☑

Library Samples (00.0 GB) ☑

Files will be saved to:/User/Product/Spitfire

CANCEL   INSTALL

Once you are happy with your preferences, simply 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.

My Products   Downloads   Settings

Installing

Hans Zimmer Strings
1.0

Downloading

Orchestral Swarm
1.0.5

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

Unlike many Spitfire libraries, you don't need Kontakt Player or the full Kontakt to run this library. Heirloom is its own, self contained plugin built for VST, 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 > Heirloom.

CUBASE

• Right-click the track window and choose 'Add Instrument Track'

• Underneath the 'Instrument' dropdown, choose Heirloom.

• 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 the Heirloom plugin available as an option

HAVE A LOOK AROUND

THE HEIRLOOM INTERFACE
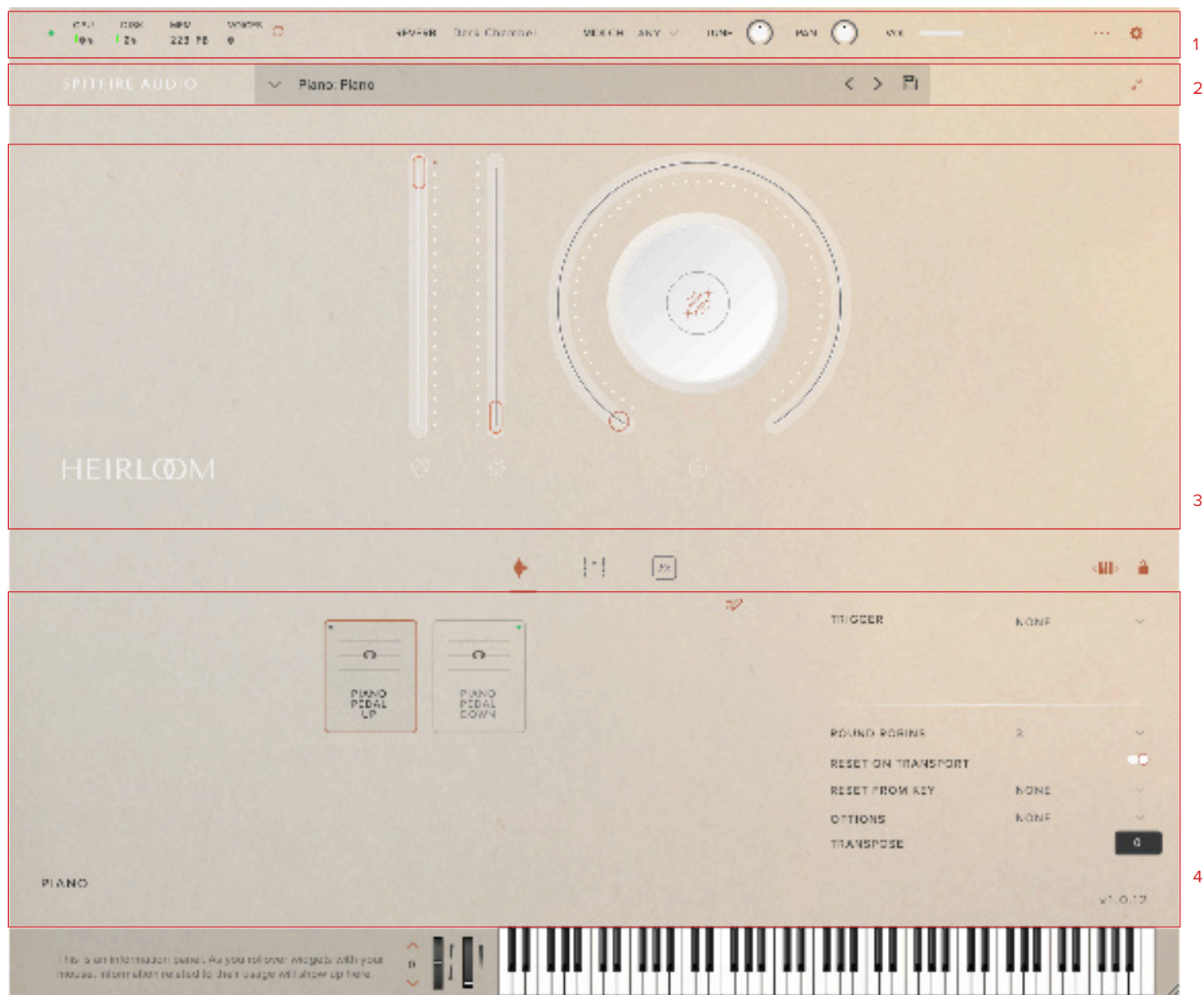
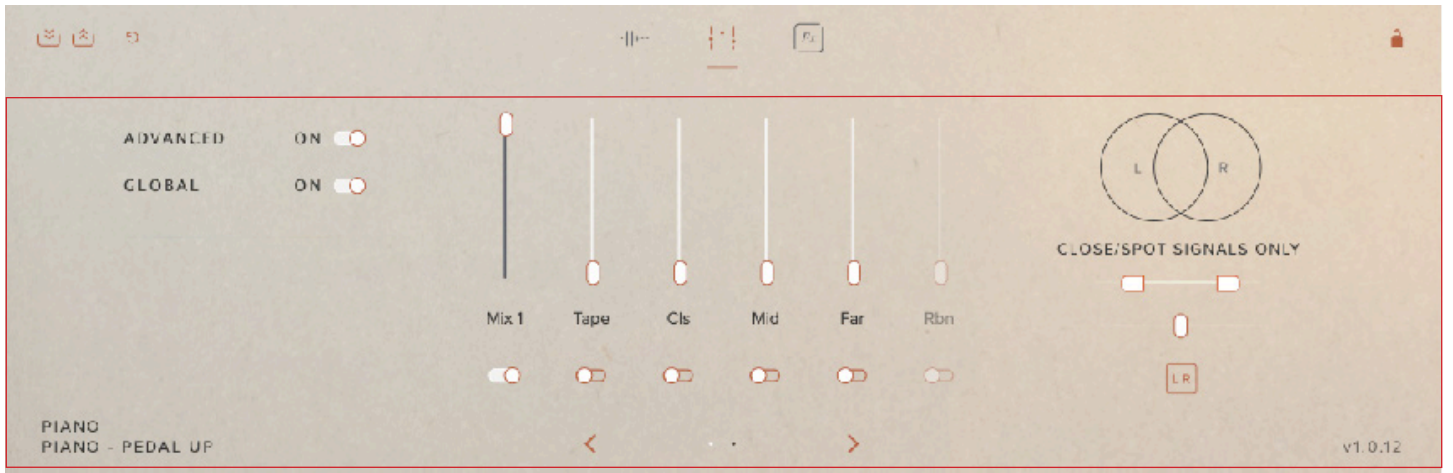## OPENING YOUR FIRST PRESETS

When you first open Heirloom, this is what you will see. It opens with the Piano: Piano patch.

1. TOP MENU

2. PRESET SELECTOR
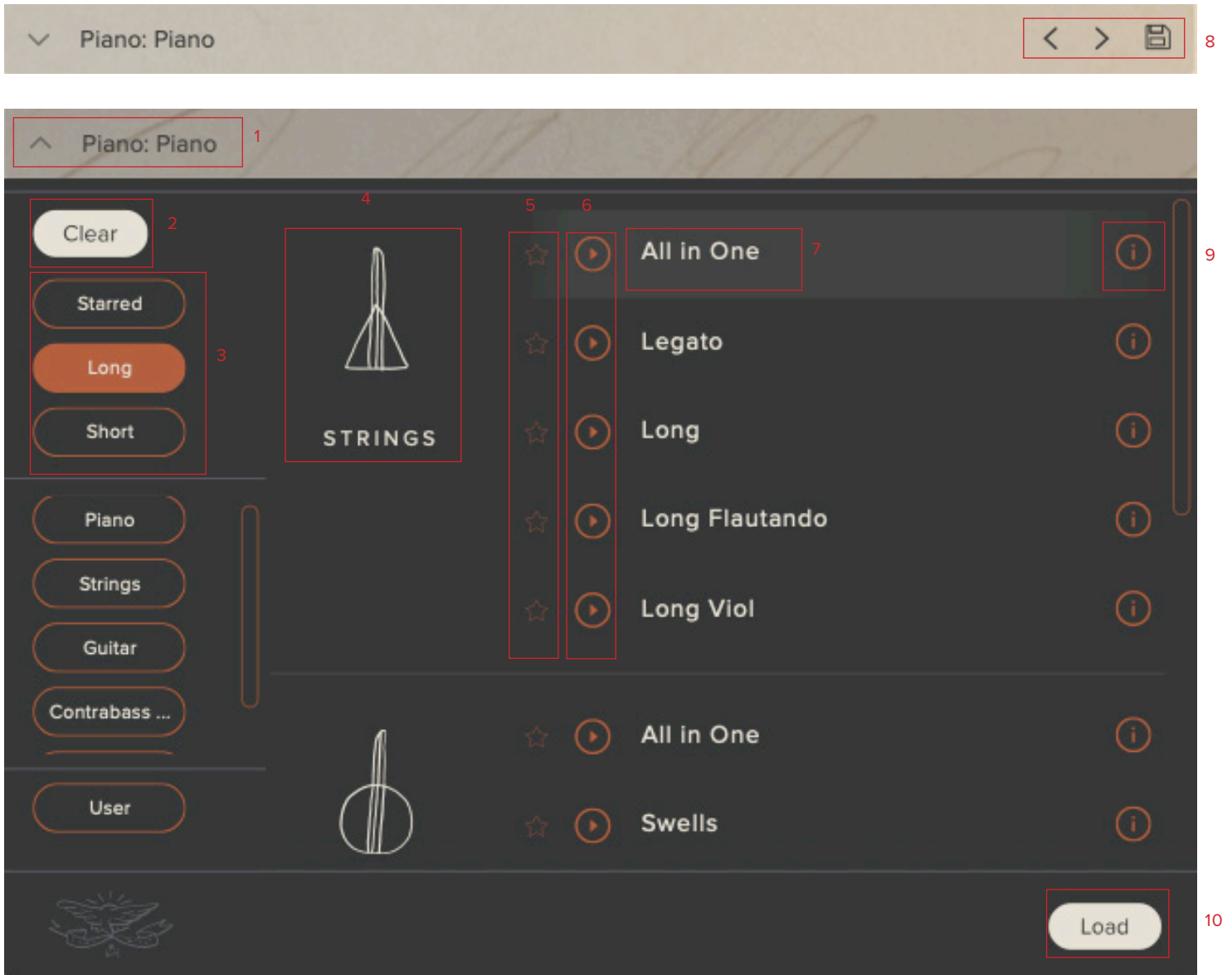
3. MAIN CONTROLS

4. TECHNIQUE SELECTOR

5

6

7

5. SIGNAL MIXER

6. CONTROLLERS

7. KEYBOARD & INFO

PRESET SELECTOR

1. PRESET NAME

Here you can see the currently selected preset.

2. CLEAR FILTERS

This button becomes available once filters are in use. Click here to show all instruments at once.

3. FILTERS

Click on a filter to only show those preset grouped by the filter.

4. INSTRUMENT GROUP

As you scroll through the available presets, the instrument group is displayed here.

5. STAR

Favourite to add to the "starred" filter.

6. PREVIEW

Play back a short example of the preset without having to load it! Enormously helpful when choosing a sound.

7. PRESET LIST

Scroll through the list of presets here. Double-click to load a preset or click the 'Load' button.

8. NEXT, PREVIOUS AND SAVE

With the presets view collapsed, you will be able to see the Next, Previous and Save icons.

Next and Previous will simply send you to the next available preset - if you have a filter enabled, you will scroll through the filtered set of presets.

Save allows you to save your own preset, click save, name the preset and it will appear under the "user" filter.

9. INFORMATION

Hover over on the "i" icon to see some information about the preset.

10. LOAD

Select a preset and then press "load" (or double-click the preset).

MAIN CONTROLS

1. EXPRESSION

Adjusts the level of the technique.

2. DYNAMICS

For long techniques 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 the inner ring will light up.

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. The reverb type is switchable in the Top Menu REVERB drop down.

RELEASE: Allows you to change the amount of release trigger you hear. Only applies to the Long patches.

TIGHTNESS: This cuts further into the note to make it tighter, but does reduce realism.

SIGNAL MIXER
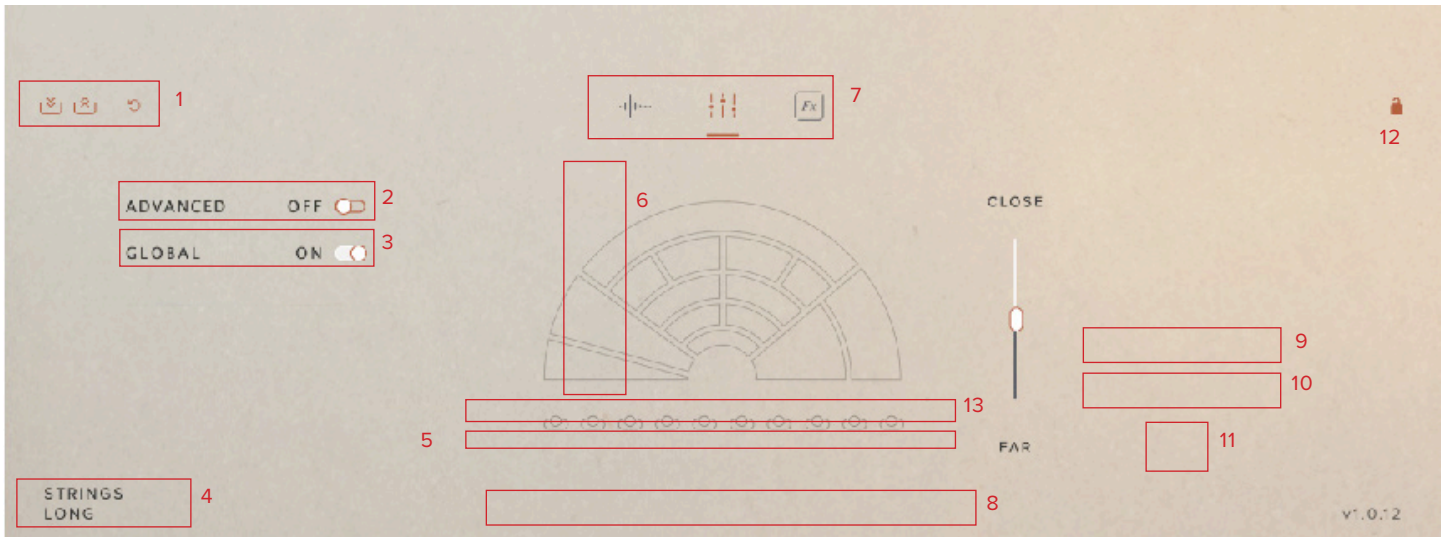
1. MIXER PRESETS

Load and save your own mixer presets here, this is a good way for you to share your mixes across different instruments and presets. Click on the down arrows to save and the up arrows to load.

To rename a preset after saving or delete a preset, browse to Heirloom > Presets > Mix in the finder and edit the .mpreset files.

2. ADVANCED

By default, the mixer will load up in the advanced view, toggle off for the simple view.

In this view, you can simply adjust how close the instruments sound with a single fader. Under the hood, this will adjust the Close, Tree and Ambient signals.

3. GLOBAL

By default, this is "on" and means that any changes you make to the mixer are replicated across any technique in that particular preset.

4. TECHNIQUE NAME
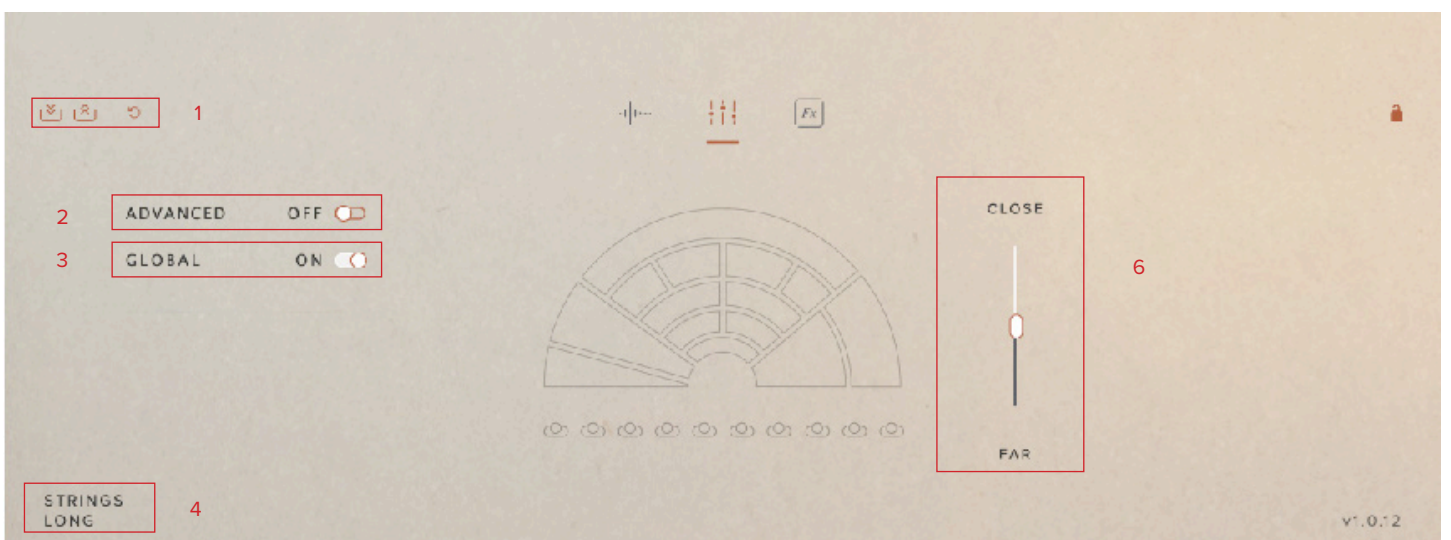
5. SIGNAL ON/OFF

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 Heirloom, 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.

6. SIGNAL FADER

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

7. VIEW SELECT

Choose between the Technique Switcher, Mixer and Effects, the Technique Selector and Effects are covered in the following chapters of this manual.

8. SIGNAL NAVIGATION

Click the right arrow to access additional signals. Unused signals are greyed out.

9. STEREO WIDTH

Adjust the stereo width of the close and spot signals here. Right-click to assign to a MIDI cc#.

10. PAN

Adjust the position of the close and spot signals within the stereo field.

11. INVERT

Click to swap the left and right channels.

12. LOCK

Click to lock the Mixer. This will prevent further changes to the mixer, useful if you're happy with what you've done and don't want to accidentally change it. This will even prevent changes made by MIDI controllers, but beware, as soon as you unlock the mixer, the control will be active.

13. MULTIPLE OUTPUTS

If enabled in your DAW, here is where you can assign each signal to a different stereo output.

TECHNIQUE SELECTOR

1. TECHNIQUE SWITCHER

Click to select a technique. Shift-Click to select multiple techniques. The black dot in the top left shows which technique(s) will play, the black outline shows which technique will be affected by any changes you make to the other options in this page.

2. VIEW SELECT

Choose between the Technique Selector, Mixer and Effects. The Mixer and Effects are covered in different chapters of this manual.

3. KEYSWITCH ADJUST

Click and drag to move the keyswitches to the left or right on your keyboard.

4. LOCK

Click here to lock off the technique section and prevent any unwanted changes.

5. TECHNIQUE TRIGGER

With the technique trigger section you can choose to trigger techniques using various parameters:

KEYSWITCH: Pick a key on the keyboard that will select this technique. The selected keys will show up in green for unselected techniques and in orange for selected techniques.

CC RANGE: Choose a CC# and a range of values (or a single value) for the control that you want to trigger this technique.

VEL. RANGE: Switch technique based on how hard you are playing! You might want to trigger longs when playing softly and pizzicato when playing hard.

MIDI CHANNEL: Switch techniques based on the incoming MIDI channel.

SPEED: Switch technique based on the speed of playing. Specify the time interval between notes to switch to a particular technique.

PROGRAM CHANGE: Switch technique based on program change messages sent.

6. ACTIVATE

Choose between "NORMAL" and "LATCH" for your technique switching.

7. ROUND ROBINS

Round robins are a way to ensure that repeated notes don't sound robotic and unnatural. We record the same note multiple times and then cycle through them. Here you can choose to reduce the number of round robins that are being used.

8. RESET ON TRANSPORT

If you're worried about the effect of the round robins making each run through of your session sound different, you can choose to reset the round robins using the DAW transport.

9. RESET FROM KEY

You can also reset the round robins using a keyswitch. Choose that keyswitch here.

10. OPTIONS

NEIGHBOUR ZONE RR: Double the number of round robins by "stealing" notes from neighbouring notes and transposing them to match the pitch.

LAYER X2: Thicken the sound by layering round robins on top of one another. This option will play round robins 1/2 followed by 3/4, effectively halving the number of round robins.

LAYER X2 (NO SKIP): Same as above but this time you will be playing 1/2 followed by 2/3 and so on, meaning that you will not halve the number of round robins available.

LAYER +2: This option will play the round robins from the tone above the key played but transposed down so that it plays at the right pitch.

LAYER -2: This option will play the round robins from the tone BELOW the key played but transposed UP so that it plays at the right pitch.
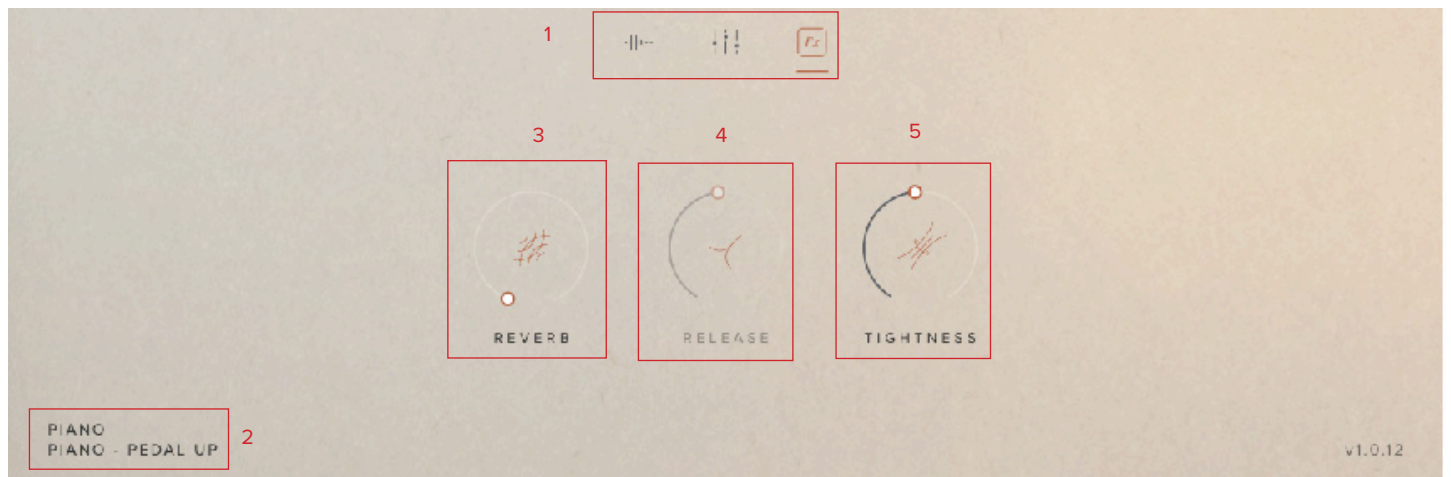
11. TRANSPOSE

Transpose the instrument up or down in 1 semitone increments.
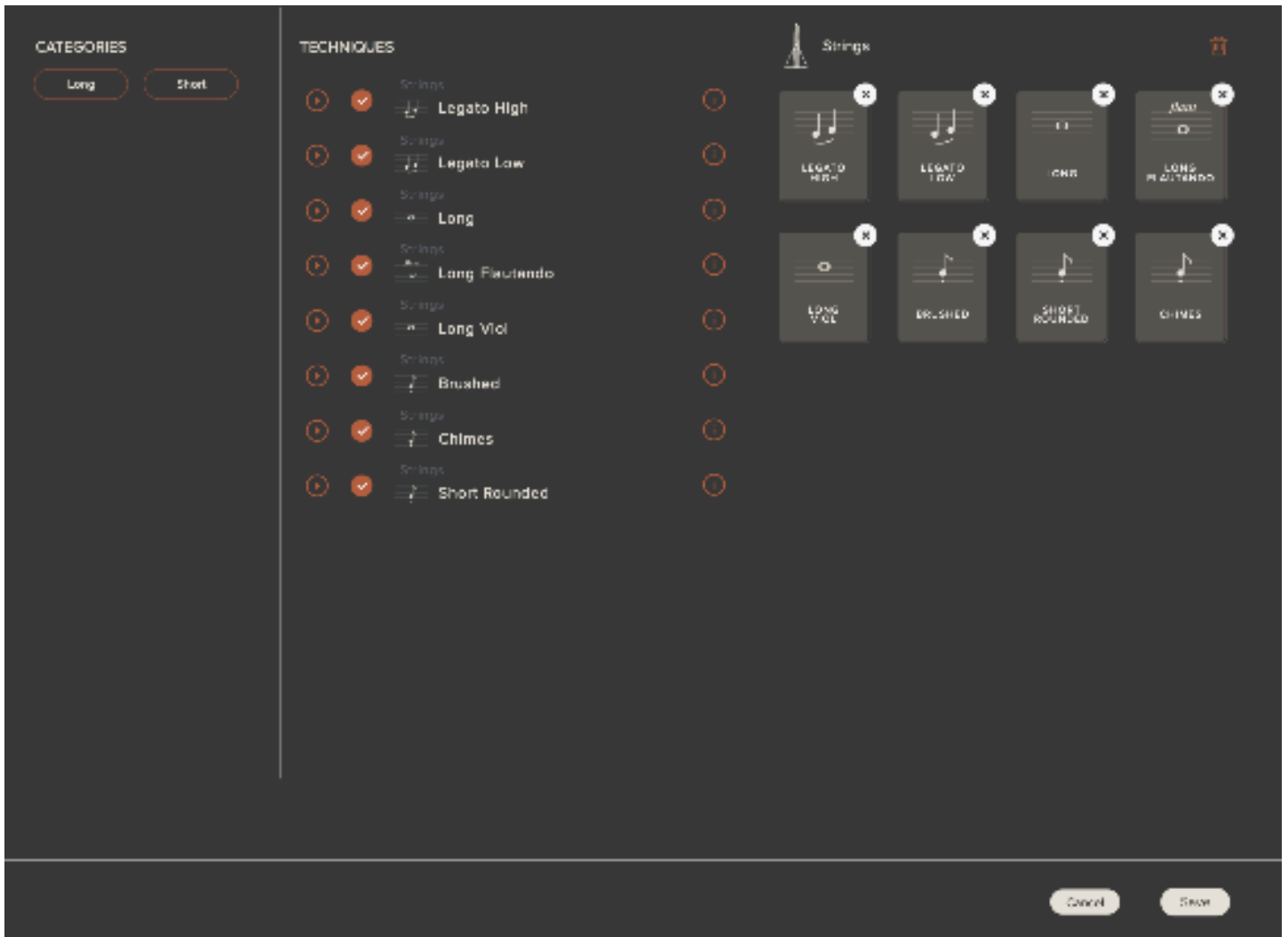
12. TECHNIQUE EDITOR

Opens the Techniques Editor, allowing you to customise and edit your preset (see pg. 18).

EFFECTS

TECHNIQUE EDITOR

The Technique Editor will allow you to both add and remove techniques from your current preset, as well as re-arranging the order of the techniques to your own personal preference. This is opened by selecting the pencil icon 📝 (see pg. 15).

• The left 'Instruments' panel allows you to filter between all available techniques for this specific preset.

• The central 'Techniques' panel shows all available techniques for each preset. Click the '+' to add techniques back into your current preset.

• The panel on the right is where your current articulations are displayed. Click and drag these to re-arrange the order. By selecting the 'x' in the top-right corners, you can remove a technique from your preset. Click the 'trash-can' in the upper corner to remove all techniques completely in a single click.

• Once you're done, click 'Save'. If you have made a mistake and don't want to save, choose 'Cancel' instead to go back to your previous setting.

TOP MENU

1. LED

Shows when an instrument is loaded by lighting solid green. If this is flashing, your instrument is not fully loaded yet.

2. CPU METER

Displays how much CPU is being used, maxing this out (when this indicator turns red) can cause dropouts and glitches.

3. DISK METER

If this is getting too high, get a faster disk or increase your Preload Size and/or Stream Buffer Size in Settings > Audio.

4. MEMORY

The amount of space taken on your RAM by instantly accessible data.

5. VOICES

How many streams of audio are being played at once.

6. REFRESH

Refresh the instrument,or alt-click to refresh the whole plug-in. This can be useful if you have hanging MIDI notes or have moved samples in your file system.

7. REVERB

Here you can change the reverb type.

8. MIDI CH

Set the MIDI channel that will control the instrument here. If in doubt select "ANY" so that the instrument will react to any incoming MIDI messages.

9. TUNE

Move this knob to tune in semitone increments, shift-click to move in increments of 0.01 of a semitone. Alt-click to reset to default.

10. PAN

Pan the whole plug-in left and right in the stereo field. Alt-click to reset to centre.

11. VOLUME

Control the overall volume of the instrument.

12. LEVEL

A visual indication of the level of the instrument.

13. PRESET SETTINGS

A — DYNAMICS   FULL VELOCITY RANGE ∨
B — VELOCITY   ∕ LINEAR VELOCITY ⟨ ⟩
C — CC MAPPINGS   RESET   CLEAR
D — SHORT RELEASES   NONE ∨
E — SYNC TO TEMPO   ON ⬤

A. VELOCITY MAPPED TO DYNAMICS

Different behaviours for the Dynamics fader.

1)   Full Velocity Range.
2)   Velocity Mapped to Dynamics.
3)   Compressed Velocity High.
4)   Compressed Velocity Low.

These settings will change how hard you need to hit the keyboard to trigger different layers. Velocity mapped to dynamics will allow you to control short note velocity with the mod wheel.

B. VELOCITY

Pick from 4 different velocity curves to suit your controller.

C. RESET CC MAPPINGS

Clicking on this will reset all of the CC mappings for this instrument to the defaults - useful if you've got yourself in a mess!

D. SHORT RELEASES

Dropdown for options to edit the release time of short techniques only:
Timed: will time the release trigger in line with the end of the note, regardless of when the note is lifted.
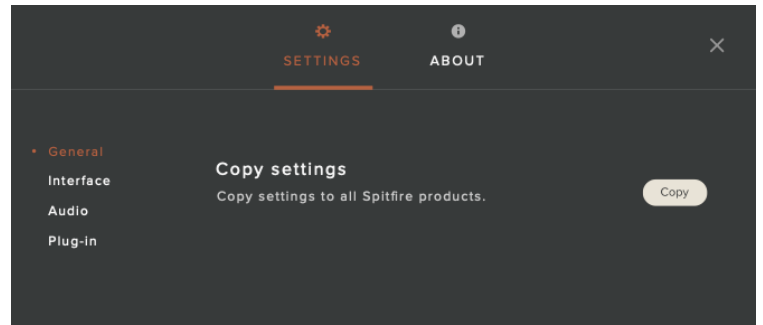
Untimed: Will allow you to define when the release is triggered.

D. SYNC TO TEMPO

Sync to your host BPM. This is on by default and cannot be changed in this library.
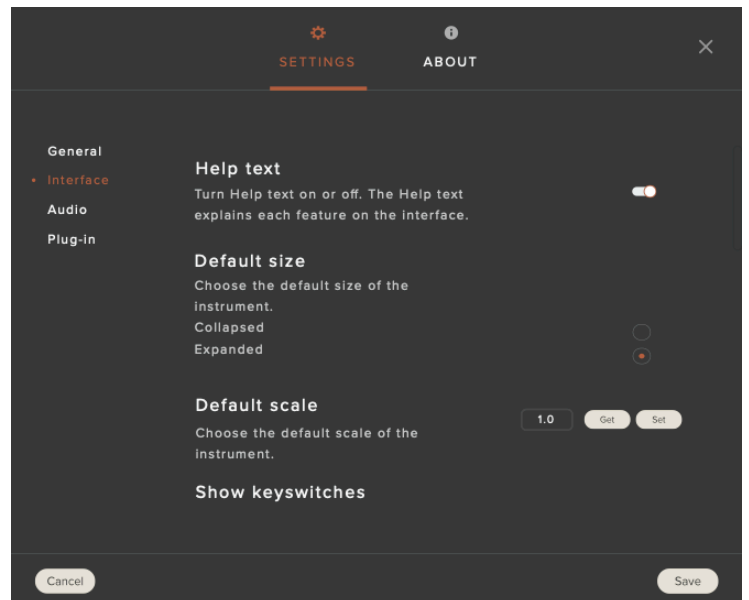
14. PLUGIN SETTINGS

GENERAL

COPY SETTINGS

Common controller values will copy to other Spitfire plugins.
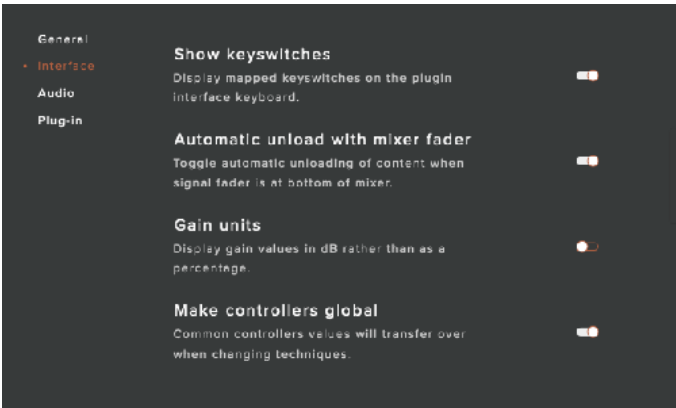
INTERFACE

HELP TEXT

Turn this on to display parameter information in the bottom left corner of the plug in.

DEFAULT SIZE

Set whether the instrument opens up collapsed or expanded by default.

DEFAULT SCALE

How big the plugin UI is when opened. Press "get" to set the current scale or type a value before pressing "Set" and "Save"

SHOW KEYSWITCHES

When this option is on, presets that have multiple techniques will show available keyswitches in red and the currently selected technique(s) in yellow.

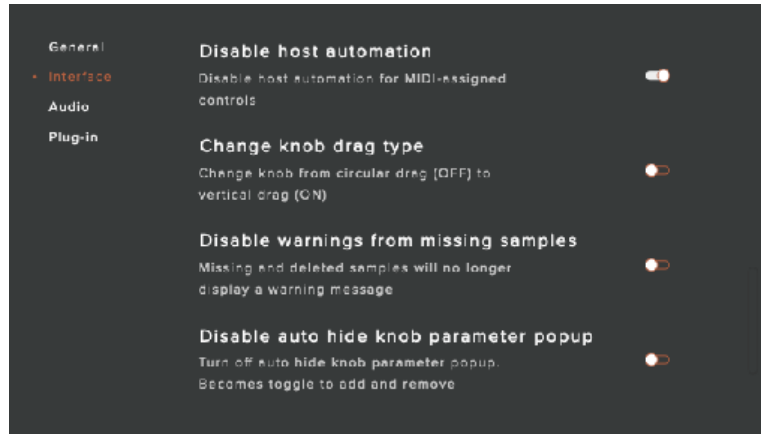## AUTOMATIC UNLOAD WITH MIXER FADER

Toggle this to unload data from RAM when fader is pulled down to the bottom.

GAIN UNITS

Toggle this if you want your gain to be displayed in dB instead of as a percentage.

MAKE CONTROLS GLOBAL

Common Controller values will remain when switching techniques.

DISABLE HOST AUTOMATION

Turn this on to enable the Host Automation from the DAW.

CHANGE KNOB DRAG TYPE

Change the mouse behaviour when dragging the Knob control.

DISABLE WARNINGS FROM MISSING SAMPLES

Hide an error in the plugin top left corner which is visible when the library is missing its content.

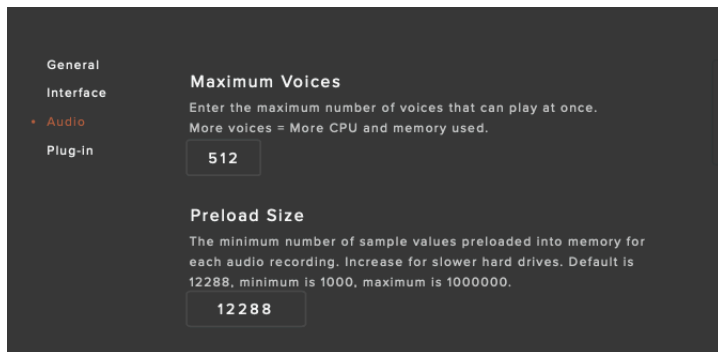## DISABLE AUTO HIDE KNOB PARAMETER POPUP

When enabled, clicking the knob will always shows the fx controls menu.
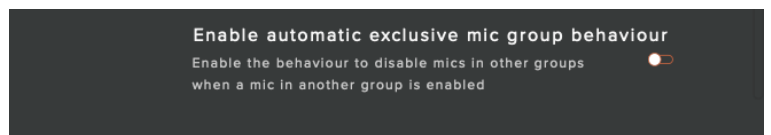
ENABLE AUTOMATIC EXCLUSIVE MIC GROUP BEHAVIOUR

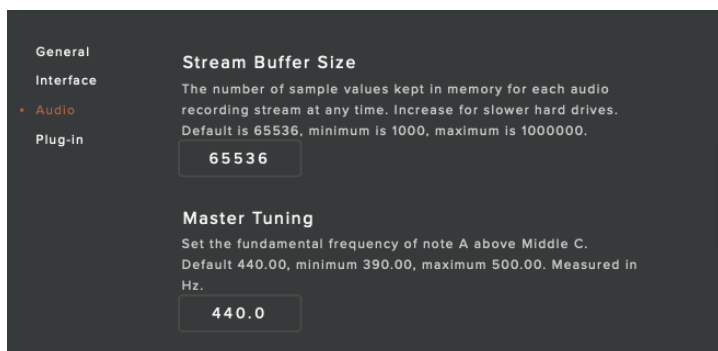Disable if you do not want mics to be grouped together.

AUDIO

MAXIMUM VOICES

Enter the maximum number of voices that can play at once. More voices = More CPU and memory used.

PRELOAD SIZE

The minimum number of sample values preloaded into memory for each audio recording. Increase for slower hard drives. Default is 1288.

STREAM BUFFER SIZE

The number of sample values kept in memory for each audio recording stream. Increase for slower hard drives.

MASTER TUNING

Change the default tuning of the plugin. For example A = 440hz or A = 432 HZ.
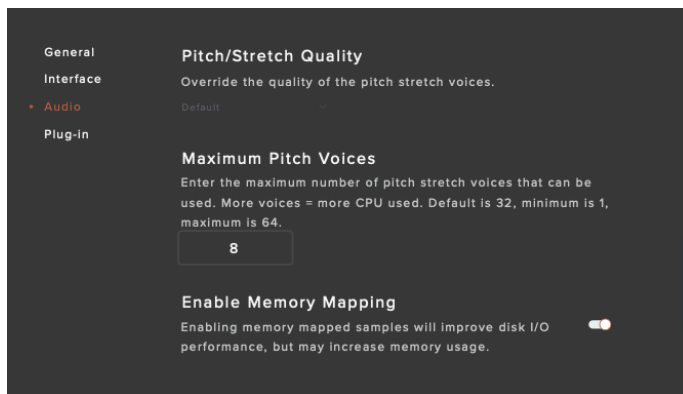
PITCH/STRETCH QUALITY

This option allows you to override the default pitch/time quality to improve performance or improve audio quality.

MAXIMUM PITCH VOICES

Limit the number of voices triggered at any one time. Lower values can aid CPU.

ENABLE MEMORY MAPPING

Turn off for windows machines for better performance.
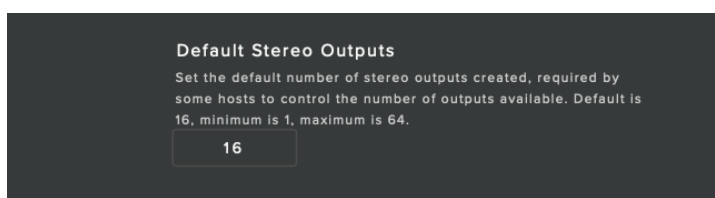
DEFAULT STEREO OUTPUTS

The default number of outputs for the Microphone routings.

PLUGIN

PLUGIN

Under this heading you can choose a default preset to load, simply click on the preset name and choose your preferred preset from the list.

MICROPHONE SIGNALS

MIX 1

A tight mix, tailored for each section to give a clean, present and balanced sound.

TAPE

A characterful, mix heavily processed through tape and rich in artefacts.

CLOSE

The close condenser mics, tailored to each section.

MID

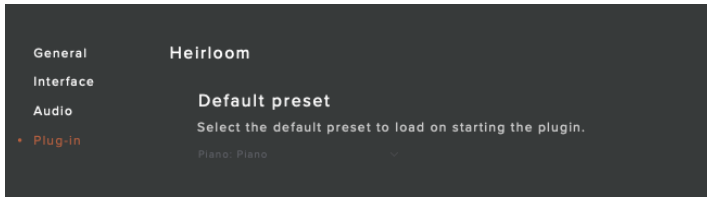The mid mics, useful for adding a little more room perspective to the close signal.

FAR

The far mics, the furthest perspective within the room.

RIBBON

A stereo ribbon pair in the conductors position.

LISTENER

A listener's perspective from another room, as if overhearing.

PLAYER

The player's perspective, close and intimate signature sound.

PEDAL

A condenser mic placed next to the pedal to pick up the physical sound of the pedal.

MICROPHONE GROUPING

The Microphone Groups are as follows:

SIGNAL NAME	UI SHORT NAME	MICROPHONE GROUP
MIX 1	MIX 1	A
TAPE	TAPE	B
CLOSE	CLS	C
MID	MID	C
FAR	FAR	C
RIBBON	RBN	C
LISTENER	LSTN	C
PLAYER	PLYR	C
PEDAL	PED	C

A group will become active when it has all its signals enabled. This is shown below for Group B.
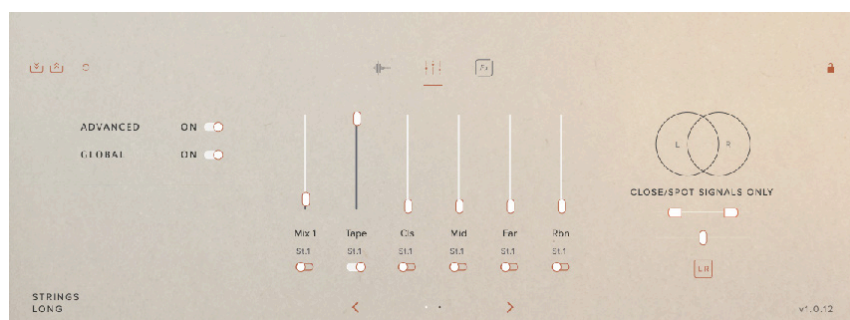
You can tell which are enabled by looking at the active ROM toggles below each signal.

If you then turn up any signal from a different Mic Group, for instance CLS from Group C, it will automatically disable all signals from Group B.

REVERB OPTIONS

BRIGHT ROOM:

A short, bright room for a tailored room sound.

ABRUPT PLATE:

A short, damped plate to add tight colour.

SILVER PLATE:

A longer plate, for extra ambience.

LARGE ROOM:

A room sound for matching recordings in larger halls.

LONG SPRING:

A long, characterful spring reverb.

DARK CHAMBER:

A large tail, with a darker timbre.

APPENDIX A - TECHNIQUES/MICS/MIXES

PIANO:

• Piano Pedal Up
• Piano Pedal Down

STRINGS:

• Legato High
• Legato Low
• Long
• Long Flautando
• Long Viol
• Brushed
• Short Rounded
• Chimes

GUITAR:

• Swells
• Shimmers
• Harmonics
• Plucked Bends
• Plucks

CONTRABASS CLARINET:

• Long
• Stab
• Air

TUBAX:

• Long
• Stab
• Air

MIXES:

Mix 1

MICROPHONES:

Tape
Close
Mid
Far
Ribbon
Listener
Player
Pedal

APPENDIX B —
FAQS AND TROUBLESHOOTING

Q: WHAT ARE THE SYSTEM REQUIREMENTS?

MAC SYSTEM REQUIREMENTS
Mac OSX 10.13 - Mac OS 12

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

Recommended: 2.8GHz I7 (six-core), 16GB RAM.

Intel and M1 Macs supported.

64-bit DAW required (32-bit DAWs not supported)

Machine must be connected to the internet during install

PC SYSTEM REQUIREMENTS
Windows 7, Windows 8, Windows 10 or Windows 11 (latest Service Pack, 64-bit)

Minimum: Intel 2.8 GHz i5 (quad-core) or AMD Ryzen 5.

Recommended: Intel 2.8 GHz i7 (six-core) or AMD R7 2700.

64-bit DAW required (32-bit DAWs not supported)

Machine must be connected to the internet during install.

Q: I WANT TO RESET MY HEIRLOOM SETTINGS TO THE DEFAULT

You can delete the Heirloom.settings file to reset the settings to default. This is located at Users/username/Music/Spitfire Audio/ Settings on a Mac and C:\Users\username\ AppData\Roaming\Spitfire Audio\Settings on a PC.

Q: MY LIST OF PRESETS IS EMPTY,

HOW DO I SOLVE THIS?

If you have moved your Heirloom 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 HEIRLOOM, 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 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 Heirloom, 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 HEIRLOOM ON A MACHINE NOT CONNECTED TO THE INTERNET?

It is currently not possible to authorise Heirloom 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. 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 simply 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 Amazon 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/.

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, eg. Black Friday), but 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 (though this would be a rare and exceptional case).

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. The message will come from do_not_reply@spitfireaudio.com if you'd like to add us to your whitelist.

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 Heirloom only supports Mac OSX 10.10 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/, 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 C —
DEFAULT CC MAPPINGS

Dynamics	1
Global Gain	7
Global Pan	10
Expression	11
Reverb	19
Release	17
Tightness	18
Mix 1	22
Tape	23
Close	24
Mid	25
Far	26
Ribbon	27
Listener	28
Player	29
Pedal	30

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