Basic Troubleshooting of Camera Performance
and Operation Issues on the
Fluke Ti25-Ti10-Ti9-TiR1-TiR-TiRx-TiS-TiXB Thermal Imagers

If there is a concern on performance or operation on the above models, the following basic troubleshooting should be performed prior to requesting or issuing a Service Return to Manufacturer Authorization (RMA).

1. Check battery level and condition of internal NiMH Battery.
   Step 1: If battery level is low, please recharge before continuing.
   Step 2: If battery will not charge, check to see if camera will operate when connected to AC Power.
   Step 3: If the camera will operate on AC Power, but the battery will not hold a charge, please contact your local Authorized Fluke Sales Partner to order a replacement battery pack.

2. Refer to user manual to eliminate improper settings as a potential cause for the issue being reported.

   Does this resolve the issue? (If so, the issue was likely caused by one or more user settings on the camera. Please refer to User Manual for further operation and use of camera features.)

3. If the issue is still present, please consider contacting appropriate local Fluke Technical Support in your region who will try to provide further assistance and troubleshooting.