Basic Troubleshooting of Camera Performance and Operation Issues on the Fluke Ti32-Ti29-Ti27-TiR32-TiR29-TiR27 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.**
   - **Step 1:** If the smart battery level indicates low, please recharge before continuing.
   - **Step 2:** Check for physical damage to smart battery pack and connection pins.
   - **Step 3:** If battery will not charge, and camera will not operate with battery, check to see if camera will operate when connected to AC Power.
   - **Step 4:** 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.**