

Basic Troubleshooting of Camera Performance and Operation Issues on the Fluke Ti55-Ti50-Ti45-Ti40-Ti35 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. Perform “Restore Factory Defaults” within camera settings menu.

Navigate to: MENU>Camera Settings>Save>Restore Factory Defaults

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.