
Data Module Code: SPARTAN-AAA-00-00-00-00A-0000-A
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SPARTAN-ST

Troubleshooting

Security Classification: NO SECURITY RESTRICTIONS
Quality Assurance Status: First verification performed with drawings and on the component.

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References

No References

1. Troubleshooting

The procedures below will help address basic problems that may arise with the unit. If your equipment malfunction is not listed here, or the actions listed do not correct the fault, please contact Tonbo Support Staff at +91-80- 41999555/support@tonboimaging.com

Table 1: Common Troubleshooting Scenarios

S. No.	Problems	Probable Causes	Solutions
1	Not Powering On	Battery installed in incorrect orientation Battery is not charged or faulty Battery cap not properly closed Battery terminals oxidized/require cleaning. Lens cap on	Insert the battery as per polarity marking on the battery chamber. Recharge the battery or replace it with a new one. Close and secure the battery compartment cap by turning it clockwise until tight. Clean the battery terminals with a clean cotton cloth. Remove the lens cap and check the display on the unit.
2	No Video Output	Incorrect Image settings – Brightness set to very low, and contrast set to very high System Powered Off	Adjust brightness/contrast settings by navigating to Menu > brightness/contrast and check the display on the unit or Use load factory settings Power on the system using the power button
3	Image Freezing	NUC was performed without the lens cap Issue with brightness/Contrast configuration Issue with display brightness/contrast configuration	Cover the lens with the lens cap and press the Menu button twice to perform NUC. Adjust image clarity by navigating to Menu > Brightness/Contrast Adjust display brightness/contrast by navigating to Menu > Display > Brightness/Contrast

to be continued ...

4	Image Clarity Issues	Improper diopter adjustment Improper focus ring adjustment Check for dirt/grime on lens Check for physical damage or scratches on lens Excessive humidity and condensation	Visually check for cleanliness, scratches, cuts, tears, dirt, and foreign material. Check for proper cap fitting.
5	Menu not seen	Eye Guard	Visually check for cuts, tears, dirt, torn, bent or improperly fitting eye cup.
6	Battery drains quickly	Wrong control button used Battery age Reticle is disabled	Use the Menu button to display the menu. Replace battery with a new one Enable the reticle from the menu
7	Reticle not visible	Reticle color and subject in the scene are same – e.g. white reticle on white background Display brightness is set too high/low Lens cap on	Change the reticle color, if target and background are the same/similar color Adjust display brightness/contrast by navigating to Menu > Display > Brightness/Contrast and check the reticle visibility Remove the lens cap and check the display.
8	Display on but no thermal image	Focus not adjusted for the viewing distance NUC required Battery cap not secured tight	Adjust the lens focus ring to bring the scene in focus as per the required distance Cover the lens with the lens cap and press the menu button twice to perform NUC Close and secure the battery compartment cap by turning the compartment cap clockwise until tight.
9	Flickering display	Low battery Faulty display unit or connection	Check the battery percentage and recharge the battery or replace it with a new one. Restart the system and check

to be continued ...

10	Overheating of the system	Prolonged use in high temperature environment Battery issue	Avoid leaving the system exposed to direct sun / any high temperature environment and allow for cooling time. Replace the battery with a new one.
11	Unstable weapon mounting	A loose or incorrectly fitted weapon mount adapter on the weapon	Ensure weapon mount adapter is tightly secured.
12	Sight alignment problems	Sight not aligned properly with the weapon	Check mounting to ensure no loose mounts, which can affect accuracy. Also check reticle adjustment and zeroing before operation.
13	Display not moving in clip-on mode	Power On Inspection	Check sight configuration settings under advanced menu options and correct it to clip-on configuration.
14	Reticle is moving in clip-on mode	Incorrect parallax correction	To resolve this issue, do parallax correction in clip-on configuration as per instructions mentioned in section 3.2.2.