

SIGHT MARK[®]

TROUBLESHOOTING GUIDE

For full manual please visit www.sightmark.com



WRAITH HD
4-32x50
(SM18011)



WRAITH HD
2-16x28
(SM18021)



WRAITH 4K MAX
3-24x50
(SM18030)

UNIT TURNING ON ISSUES:

Unit will not turn on.

1. Confirm batteries are in the correct orientation.
2. Replace batteries with new batteries.
3. If above steps do not work unit may be defective.

Red Screen appears when I turn on the unit.

1. Remove batteries.
2. With Batteries out hold power button for 3 seconds and release.
3. Repeat step 2-3 times.
4. Replace batteries confirming orientation.
5. Turn on the unit.
6. If above steps do not work unit may be defective.

Green screen appears when I turn on the unit.

1. Unit most likely needs to be sent in for repair but follow the "Red Screen appears when I turn on the unit" instructions.

Screen Flashes when power is pressed to turn on screen and then the screen goes blank.

1. Follow the "Red Screen appears when I turn on the unit" instructions but also replace with new batteries.

Unit shuts off randomly and will not turn back on in the cold.

1. If the temperature is too cold or the unit is left off in extreme temperatures for an extended time it can cause the unit to shut off. Using lithium batteries that have better usage temperature range than alkaline batteries, may help.

RETICLE POSITION RELATED ISSUES:

Zero is shifting between shots/ Reticle is very off center/ Rifle cannot be zeroed.

1. Remove the riflescope from the firearm.
2. Remove the mount from the riflescope.



3. Clean any debris or residue off both the surfaces that seat against each other on the riflescope and mount.



RETICLE POSITION RELATED ISSUES (Continued):

4. Reattach the mount to the riflescope applying even pressure to both bolts.



5. Reattach the mount to the firearm applying even pressure to both bolts.
6. Re zero the scope. (<https://sightmark.com/wraith/zero/>)
7. It is expected that the reticle may not appear in the very center of the screen when at low magnification levels because the way digital riflescope adjust point of aim is very different from how traditional optics adjust point of aim.
8. If using on a crossbow or firearm with substantial bullet drop you may need to use a rail with built in MOA adjustment or shim the mount.

Reticle moves while zooming.

1. The reticle and image may shift together as you zoom, but the point of aim should stay the same. This is done to give you a better sight picture when zooming.

POI shift at different zoom levels.

1. Confirm the unit has been updated to the latest firmware update. (<https://sightmark.com/wraith/firmware/>)

PICTURE QUALITY ISSUES:

I cannot see at night/ the scope will not see past 75yds / 68 meters with stock IR.

1. Confirm the unit is in night mode.
2. While looking at a distance, push the IR left/right/up/down to adjust the point of aim.



3. Twist the front of the IR to adjust focus, for longer range you will need to focus the beam to a smaller size.



PICTURE QUALITY ISSUES (Continued):

4. It may help at this point to adjust the focus of the IR to the smallest size and realign to the center of the reticle by pushing the IR until the beam is pointing to the correct spot.
5. Once the beam is clearly in the center tighten the 2 bolts on the IR mount to lock the position.
6. If this does not work, see "Image is pink tinted during day or too dark at night".

Image is pink tinted during day or too dark at.

1. Switch between day and night with your ear near the objective lens and listen while doing that repeatedly.
2. It should make a click noise when going from day to night and then from night to day mode. If it does not, then the IR filter shutter may be stuck.
3. Place some sort of padding on a hard surface that will not be damaged.
4. Hold the scope over the padding with the objective down and the rubber cover on it.
5. Tap the objective down straight firmly but not extremely hard.
6. Switch the mode from day to night or from night to day and tap it again.
7. If this does not work the unit will need to be sent in for repair or replacement.

Focus goes out during recoil.

1. If in Night vision mode, confirm it is not smoke from the firearm being reflecting the IR. Simply wait or point the firearm in a different direction to check.
2. If the unit stays out of focus it will need to be sent in for replacement/ repair.

OTHER:

White screen after shot.

1. It is recommended that the IR is mounted towards the front of the rifle and on the underside if possible, this minimizes the amount of IR reflected off the normally invisible particulates and smoke released from the muzzle when you shoot a bullet.

USB breaks off into unit.

1. The unit will need to be sent in for replacement.

FW will not upload/ will be "updating" for hours.

1. The unit will need to be sent in for replacement.

FW will not show current version after completing the update.

1. Restart unit and update once again. Confirm the old firmware was removed from sd card and new firmware was added. (<https://sightmark.com/wraith/firmware/>)

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