

Ultradot Troubleshooting

Troubleshooting	Possible Solution #1	Possible Solution #2
Sight won't turn on.	Replace battery or see that it is firmly placed within its housing.	Check battery is positive (+) side up and battery terminals are clean.
Dot flickering or only working intermittently.	Check battery or see that it is firmly placed within its housing.	Battery terminals clean / free of corrosion / terminal O-Ring intact.
Sight won't hold / achieve zero.	Ensure sight is securely mounted and aligned properly.	You may have exceeded the sights maximum movement.
No positive click when brightness control turned.	Worn out brightness control knob.	Must be repaired by service technician.
No positive click when reticle selector turned.	Worn out reticle selector knob.	Must be repaired by service technician.
*Poor dot shape / quality.	See information below.	

*Dot Shape and Quality	Possible Cause	Possible Solution #1
Poor dot quality.	Brightness control knob turned up too high.	Reduce brightness control. Turn up until you have a clean dot.
Poor dot quality.	You are focusing on your sight body and not dot.	Focus your eye on dot to see sight is functioning properly.
Poor dot quality.	Dirty lens.	Clean your sight using correct products / tools... <i>not your shirt.</i>
Poor dot quality.	Outdated prescription eyewear.	See your optometrist for possible solutions.
Seeing multiple dots or odd distortions.	User prescription eyewear.	If bifocals used, keep the dot away from transition on your lenses. If you wear corrective lenses for nearsightedness, you will require them to see the dot in focus.
Seeing multiple dots or odd distortions.	User vision.	Reticle is projected on a target plane. You must focus on it like you would any other object at that distance. Do not focus on the sight housing.
Seeing multiple dots or odd distortions.	User vision issues like astigmatism may be to blame.	Corrective eyewear may resolve.

Comments on this topic:

"Poor dot quality usually indicates an astigmatism problem. Even with 20/20 vision, you may still have astigmatism. Glasses will also cause problems with the dots clarity and shape. Try different powered glasses to determine if this is what is causing imaging problems. A simple test to see if the problem is with the sight or your vision is to rotate the sight while looking through it. If the distortion doesn't move with the rotation, than the error is not caused by the lens itself. Incorrect brightness settings will also cause the dot to flare. Always start with the lowest brightness setting first and then turn up until you reach the desired level of brightness and a clear shape. If it starts to distort, turn the knob back down. Please bear in mind, multiple dots, poor dot clarity or irregular shaped dots are rarely caused by the sight itself. The majority of issues of this nature are caused by: Poor user vision, glasses, readers, bifocals, trifocals or incorrect brightness settings. The dot is formed by an LED shining through an aperture onto a mirror; the mirror passes everything but the red light. There are no wearing parts that would change the dot. If your sights red dot looked good when you first bought it, than it should be the same even after years of service. The changing variable is user vision. This is not unique to Ultradot. All optics manufacturers are faced with this same problem and nearly all of them will make similar statements about user vision".