

Troubleshooting

The reticle is blurry and not in focus

Make sure the lens and the LED aperture (lens where the reticle projection exits from) are clean and do not have any film, fingerprints, or debris covering their surface. Blow off any debris or dirt covering the lens of lens aperture. Use a lens cloth or q-tip dipped in alcohol to remove any film or fingerprints.

The Sightmark Ultra Shot Pro Specs (SM14002/SM14003) are parallax free after 10 yards, the Ultra Shot (SM13005/SM14000) is parallax free after 25 yards. If you are testing the product at a close range, 5 yards or less, to verify its on/off operation the eye will accommodate and focus either on the sight's reticle or the target you are observing not both. Test the product beyond 5 yards so the reticle and the target are on the same focal plane.

The unit does not turn on

Try replacing the battery. Also check the battery polarity and follow the manual's instruction for correct installation. For SM14002/SM14003, make sure the unit is not turned on night vision mode. For SM14000 verify three (3) AG5 batteries are installed.

The unit does not turn off

The Ultra Shot Digital Switch, SM14000, requires the button be pressed for 3 seconds to turn the unit off. If your unit will not turn off, try replacing the battery. If this continues the unit should be returned for warranty service.

The reticle has a halo around it

Decrease the brightness level of the reticle. The halo is caused by excess illumination than is required for the current environment the sight is being used in. Halo is a common occurrence when the sight is being used in doors or on a cloudy day and the sight is set to the highest daytime setting. Decrease the brightness level of the reticle to make the reticle appear correct.

The unit is not holding zero

For SM13005 please double check that all mount screws are tight, and the sight has no movement when mounted. For SM14000, SM14002, SM14003 please double check that the sight has not fore and aft movement. If it does, the QD mount's tension needs to be increased. Instructions on adjusting the QD tension are found at the end of the section on mounting the Ultra Shot. It is recommended to use same manufacturer of ammo and grain when zeroing the sight. If the sight will still not hold zero please send the unit in for warranty service.

The unit turns off while firing

For SM14000, make sure three (3) AG5 batteries are being used. When using only two batteries, the batteries will shift from recoil causing a break in the circuit thus making the unit turn off or flicker. For SM13005, SM14002, SM14003 tighten the battery cap with a coin or flathead screw driver so the cap is fully seated. The arms on the contact under the battery cap may also be pulled up slightly in order to increase tautness so contact is ensured.