



TROUBLESHOOTING GUIDE

TROUBLESHOOTING GUIDE

USE

This document is intended to clarify and explain the most frequent questions regarding errors and issues with Suprabeam flashlights and headlamps.

We encourage you to read it in order to get familiar with possible issues. Feel free to come back to it as often as necessary, and to contact us in case you need any further assistance.

The Troubleshooting Guide is divided in to main product groups:

- **Torches/Flashlights:**

- Q-series

- **Headlamps:**

- V-series
- S-series

- **Multilamps:**

- M-series
-

BATCH CODE

An important information about the product is the “batch code” as it enables us to track the product that you are experiencing issues with.

All Suprabeam products are marked with a batch code. The batch code consists of two letters and one digit (Example: GK-1) and can be found on a white sticker when removing the battery.

You can find it inside the tube, or inside the battery pack

Headlamps:

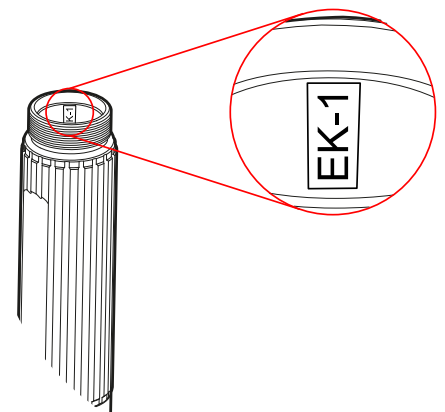
Open the battery pack and remove the rechargeable battery or the alkaline batteries to reveal the white sticker inside the battery pack.

Flashlights:

Unscrew the switch and remove the rechargeable battery or alkaline batteries. On Q3, Q3classic, Q3defend, Q4, Q4defend the white sticker is found on the side of the battery pack, on all other torches the white sticker will be inside the tube.

Multilamps:

Unscrew the endcap and remove the battery to reveal the white sticker.



Torches/Flashlights: Q-series

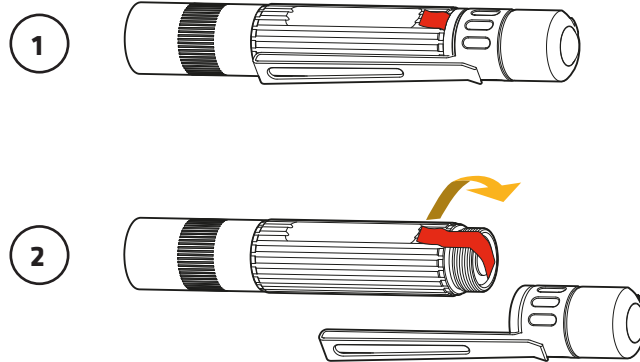
UNABLE TO TURN ON THE FLASHLIGHT / FLICKERING

This issue may be due to an incorrect contact between the battery and the contact points of the flashlight. Possible causes for this are:

SECURITY TAPE

Make sure that the security tape of the battery has been removed:

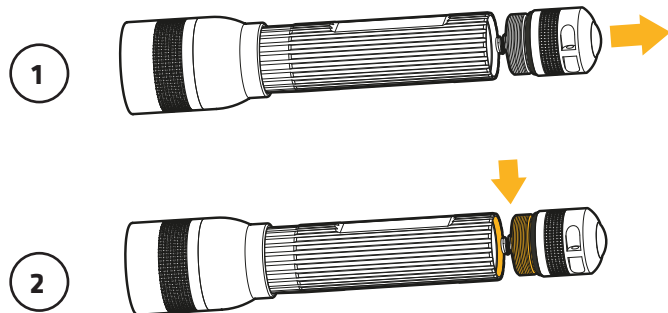
- 1) Check for any security tape on the flashlight.
- 2) Remove the tail cap, and then remove the tape protecting the battery.



DIRT

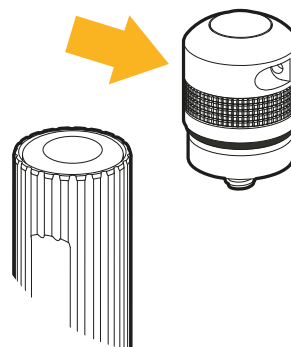
Please check that the flashlight is clean, particularly between the tube and the tail cap:

- 1) Remove the tail cap.
- 2) Make sure that the flashlight is clean, particularly around the highlighted area.



SWITCH

There could be a problem with the switch. In this case remove the tail cap completely and try with a new unit if available.

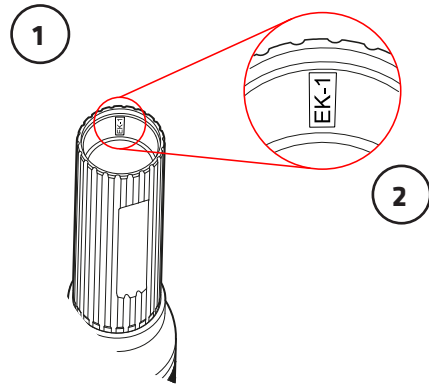


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OBSTRUCTING OBJECTS

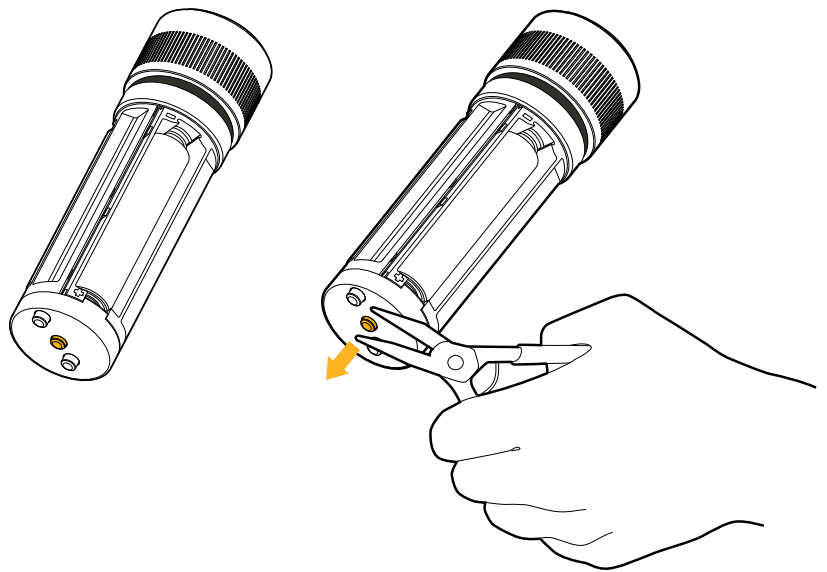
Control the interior of the tube for any object that may obstruct the contacts. Our flashlights have a "Batch nr." sticker located inside the body of the flashlight. In some cases this sticker may fall inside the tube.

- 1) Look inside the tube of the flashlight.
- 2) Make sure that the "Batch nr." sticker is placed properly and not fallen at the bottom of the tube. Look also for any other objects.



In some rare cases, it could happen that the pins of the battery pack (only found on some Alkaline products) get stuck or sunk. If this is the case, it is necessary to take them out to their normal position.

- 1) Check for any of the three pins to be stuck or sunk inside the battery pack.
- 2) Take the pin out with tweezers.

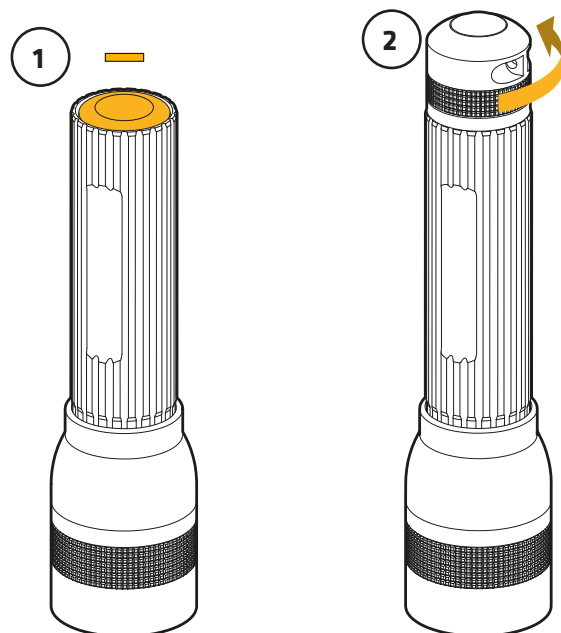


BATTERY

Check that the battery is properly placed and not drained from power.

- 1) Make sure that the battery is placed correctly. The minus - and + sides should be placed according to the indications on the battery or battery compartment.
- 2) Close the flashlight and tighten the tail cap firmly to ensure a proper contact.

NOTE: Replace the battery immediately in case it is damaged in any way.

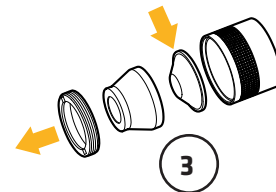
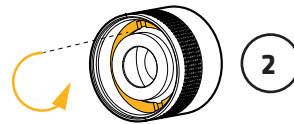
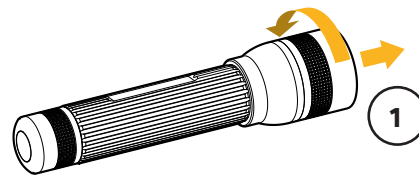
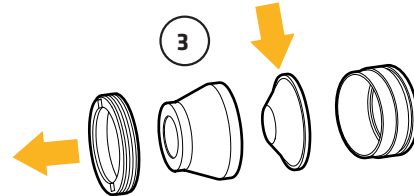
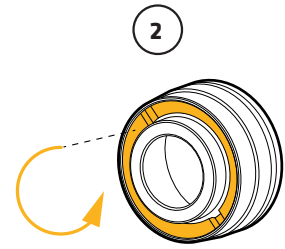
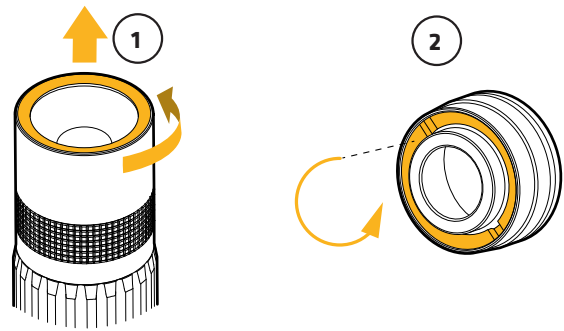


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REPLACING A DAMAGED LENS

Follow these steps in order to replace a lens:

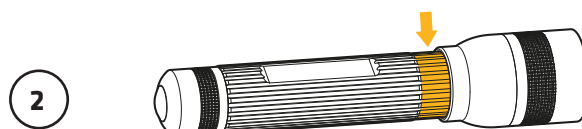
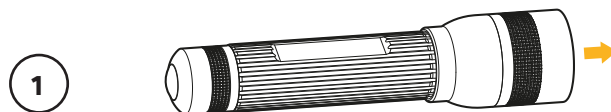
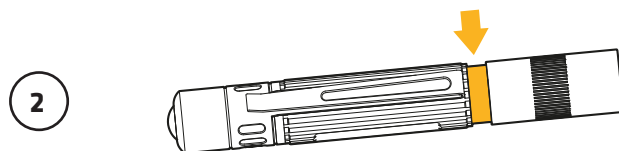
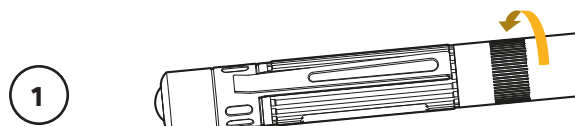
- 1) Unscrew the topmost part of the head.
- 2) Locate the security ring inside the head. Unscrew this ring for disassembling the head.
- 3) Replace the lens and reassemble the head firmly.



PROBLEMS WITH THE FOCUS

When it gets very difficult to use the focus, most of the time it is caused by insufficient cleaning. Make sure that the flashlight is clean around the area of the focus. Use a damp cloth to clean it.

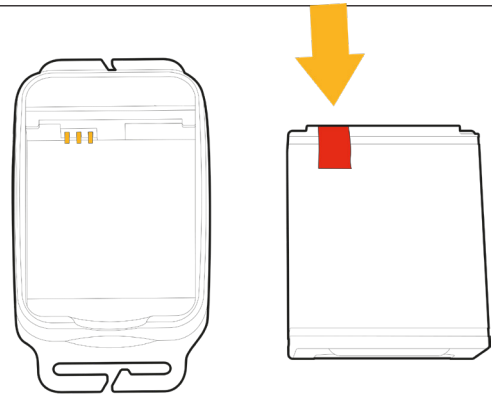
- 1) Turn the head to open the focus.
- 2) Make sure that the flashlight is clean, particularly around the highlighted area.



Headlamps: V-series

SECURITY TAPE

Make sure that the security tape of the battery has been removed.



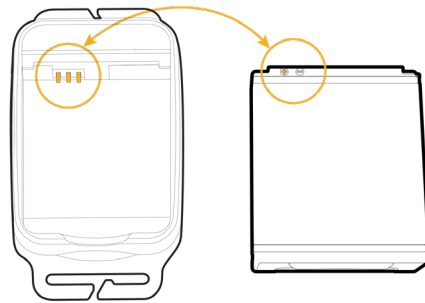
UNABLE TO TURN ON THE HEADLAMP

BATTERY

Make sure the battery is charged before using it. Place it accordingly inside the battery pack.

Make sure that the battery is placed correctly. The “+ -” symbols are engraved at the upper left corner of the battery. This corner should be in contact with the pins of the battery pack.

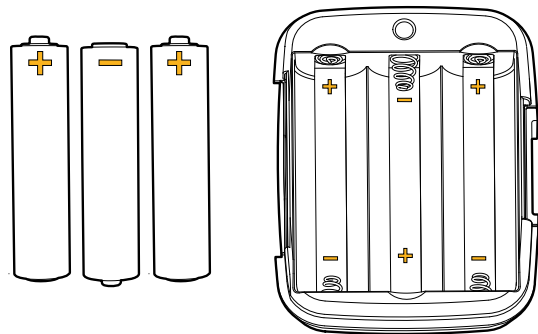
NOTE: Replace the battery immediately in case it is damaged in any way.



UNABLE TO TURN ON THE HEADLAMP

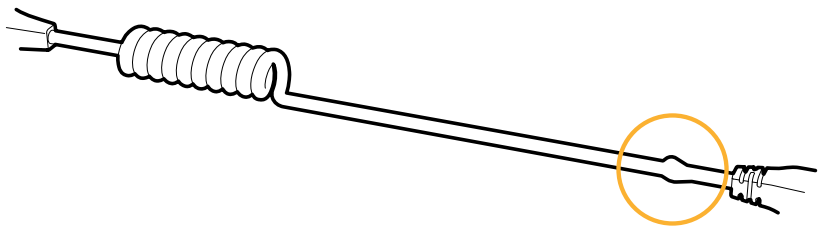
BATTERIES

Make sure that the batteries are not drained, and placed correctly. Follow the signs engraved in the battery pack.



DAMAGED CABLE

Check for any visible damages on the cable. If any, replace the cable.

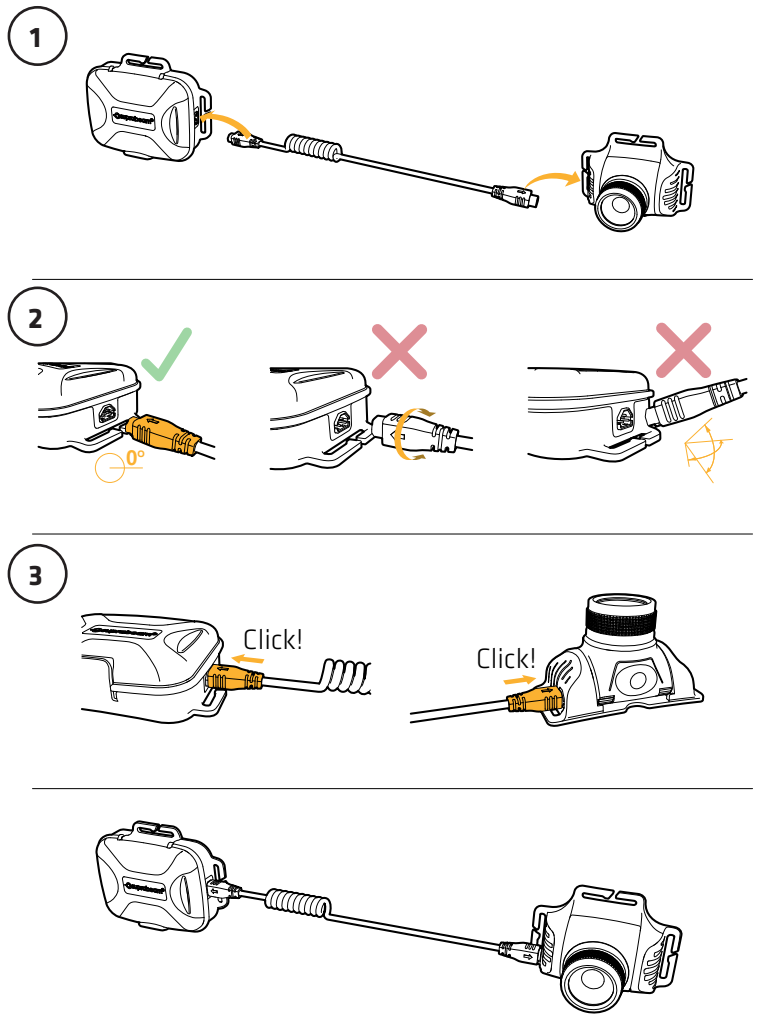


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REPLACING THE CABLE

Follow these simple steps for connecting the cable correctly:

- 1) The short side of the cable will be connected to the battery pack. The long side of the cable will be connected to the headlamp.
- 2) To avoid damaging the pins make sure to bring the cable as straight as possible to the port.
- 3) Connect the cable firmly, you may hear a light "click" when doing so.

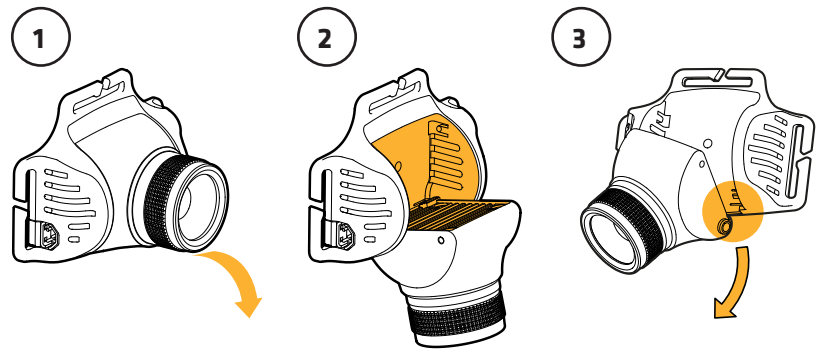


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UNABLE TO ADJUST THE ANGLE

When it gets difficult to change the angle of the head, most of the time it is caused by insufficient cleaning. Please check that the head of the headlamp is clean:

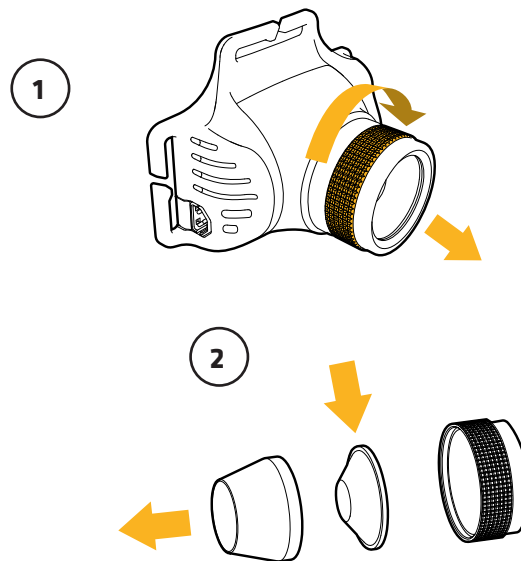
- 1) Rotate the head of the lamp to open it.
- 2) Make sure that the headlamp is clean, particularly around the highlighted area. Use a damp cloth to clean it.
- 3) The head can be partially removed to further clean its axis.



REPLACING A DAMAGED LENS

Follow these steps in order to replace a lens:

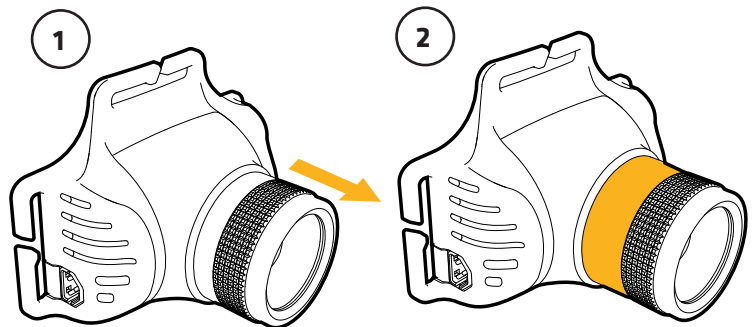
- 1) Unscrew the foremost part of the head.
- 2) Disassemble the head, replace the lens and assemble the head firmly.



PROBLEMS WITH THE FOCUS

When it gets difficult to use the focus, most of the time it is caused by insufficient cleaning. Make sure that the flashlight is clean around the area of the focus. Use a damp cloth to clean it.

- 1) Slide the head out to open the focus.
- 2) Make sure that the flashlight is clean, particularly around the highlighted area.



Headlamps: S-series

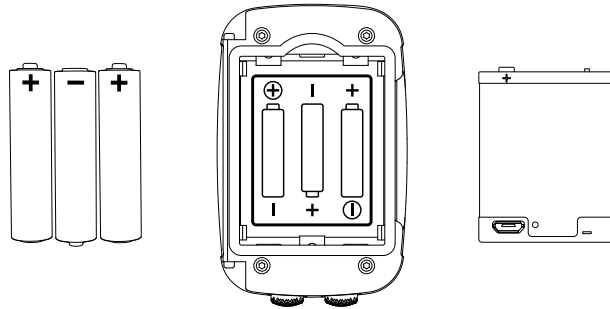
UNABLE TO TURN ON THE HEADLAMP

BATTERY

Make sure the battery/batteries are not depleted. Place it/them accordingly inside the battery pack.

Make sure that the battery/batteries are placed correctly. The “+ -” symbols are marked on the battery/batteries.

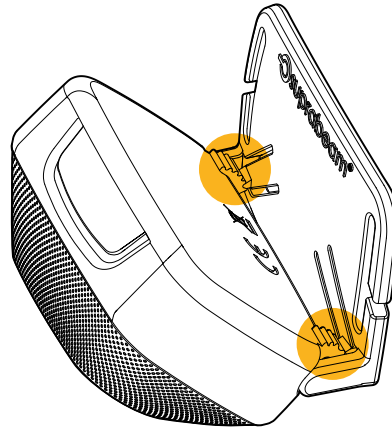
NOTE: Rechargeable batteries must immediately be replaced in case they are damaged in any way.



UNABLE TO ADJUST THE ANGLE

When it gets difficult to change the angle of the head, most of the time it is caused by insufficient cleaning. Please check that the head of the headlamp is clean:

- 1) Rotate the head of the lamp to open it.
- 2) Make sure that the headlamp is clean, particularly around the highlighted area. Use a damp cloth or old toothbrush to clean it.



Multilamps: M-series

UNABLE TO TURN ON THE MULTILAMP

TRANSPORTATION LOCK

Check if the transport lock is activated. Press the switch for more than 5 seconds, and see if the transport lock deactivates. This is indicated by the M6 with blinks. If the light blinks, then try turning on the M6 again.

BATTERY

Check that the battery is properly placed and not drained from power.

- 1) Make sure that the battery is placed correctly. The minus - and + sides should be placed according to the indications on the battery or battery compartment.
- 2) Close the flashlight and tighten the tail cap firmly to ensure a proper contact.

NOTE: Replace the battery immediately in case it is damaged in any way.

TAILCAP CONNECTION

Make sure the thread inside the tailcap and on the lamp it self is clean and free from dirt, grease etc.

There could be a problem with the connectivity inside the tailcap. Unscrew the locking ring inside the tail cap and turn it up and down in the thread several times. Then securely tighten the locking ring.

If you do not see a locking ring inside the tail cap, you have a newer version of the M6 and tightening is not possible.

