



NAO support



Questions - usage

- Can I tell which mode I'm in (REACTIVE LIGHTING or constant) when the lamp is on my head?

Yes, just put a finger over the sensor. If the brightness changes, you are in REACTIVE LIGHTING mode, otherwise, you are in constant mode.

- What does the OS by Petzl software do?

The lamp comes with a "multi-activity" lighting profile. A lighting profile corresponds to a set of parameters:

- power/battery life of each level,
- the distribution of power between the wide and narrow beams,
- the number of levels per mode.

The OS by Petzl software allows you to customize your lamp. You have the option to:

- select from existing profiles
- create profiles specific to your activities,
- modify existing profiles

- My lamp gets hot; is this normal?

Yes, it is normal. LEDs generate a lot of heat when used at full power. The product is equipped with a thermal regulator that helps prevent overheating. For optimal thermal regulation of the lamp, make sure that the holes in the part marked «NAO», as well as the «mouth» on the front part of the lamp are not blocked up.

- Can I change the reaction speed of the lamp in REACTIVE LIGHTING mode?

No.

- What is the LOCK position for?

The LOCK position prevents the lamp from accidentally switching on, but does not turn it off.

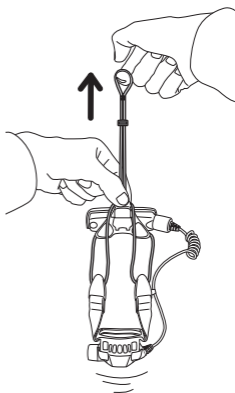
We recommend that you turn the lamp off and then turn the knob to the LOCK position, for example when you are putting it in a backpack. To lock/unlock the LOCK position, a little more effort than usual is required to turn the knob.

- Can I use my lamp while road biking?

Do not use the lamp in REACTIVE LIGHTING mode when road biking: the lamp can dim significantly when exposed to automobile headlights. Warning, this lamp is not certified for road use.

- How can I avoid getting the headband cords tangled?

Stow your lamp as indicated in the drawing below.



- The head plate of the lamp hurts my head: what should I do?

Loosen the headband. Use the top strap to allow the use of a looser headband.

- I can't put the lamp on my helmet: what should I do?

Mount the front of the lamp first, and then mount the battery box. Use your helmet's headlamp clips.

- My lamp won't turn off: what should I do?

At the end of the reserve mode, we prioritized light emission over the button's functionality and turning off the lamp. This is why the lamp will not turn off when the battery is almost depleted. If this happens and you want to turn off your lamp, you must disconnect the cable and recharge the lamp.

- How do I use my lamp in fog?

Try carrying the lamp at waist level to reduce glare - this should improve visibility.

- Does the energy meter work when using regular batteries?

No.

- Why are there multiple brightness levels for REACTIVE LIGHTING mode?

In order to best adapt the power delivered by the lamp, depending on your activity and your needs: trail

running, mountaineering, reading, ... This allows you to prioritize energy efficiency over lighting power. For your information, for each activity profile, you can adjust the power of each LED independently to obtain the desired lighting power: flood or spot beam, or mixed, all in REACTIVE LIGHTING mode.

- Is it normal that my lamp flashes?

Yes, there are four possible reasons:

- Two minutes before entering reserve mode, the lamp flashes as a warning.

- Just before entering reserve mode. Be sure to recharge your lamp soon.

In REACTIVE LIGHTING mode, when the sensor detects an area with sufficient light, your lamp will flash dimly for two minutes, then automatically turn off to conserve rechargeable battery life.

- When you access the profile change function, the lamp flashes «n» times to signal that you are in profile number "n".

-> Cf. How do I change profiles using the lamp?

- How long does reserve mode last?

About 30 minutes, this value also depends on the temperature.

- What precautions should I take on an airplane?

Be sure to disconnect the cable between the lamp and the battery case.

- My lamp doesn't work: what should I do?

Unplug and re-plug the battery case.

Charge the battery completely. If the malfunction persists, contact Petzl after-sales service.

- What should I do if fog or mist interferes with the lamp?

If it causes a problem, switch to constant mode.

- Can I immerse my headlamp?

No, the lamp is designed to withstand water spray and not complete immersion (IPX4 protection rating).

- How do I change profiles using the lamp?

- Do a 10 second long pulse (hold the knob for 10 seconds). Your lamp emits one or more flashes. The number of flashes corresponds to your lamp's current profile number.

Scan the different profiles by using successive short pulses. The number of flashes indicate the lamp's current profile number.

- When you reach the desired profile, do

a 10 second long pulse to select it (hold the knob for 10 seconds). The lamp flashes to indicate the profile is active.

Questions - lighting performance

- How does my lamp perform when using regular batteries?

If needed - for emergency use only - you can use two AAA - LR03 - 1.5 V lithium or alkaline batteries (Ni-MH and Ni-Cd rechargeable batteries are not compatible). Insert batteries only in the specified order. Warning, using regular batteries significantly reduces the lamp's performance (you may also lose REACTIVE LIGHTING mode). Battery life is 24 hours (non-regulated). The energy meter doesn't work.

- Does the lamp perform as well at very low temperatures?

No, at very low temperatures, the battery loses capacity and the beam doesn't project as far. On the other hand, the battery life increases slightly. The lamp recovers its full performance when returned to an ambient temperature of about 20 °C.

- How is the lamp's battery life calculated in REACTIVE LIGHTING mode?

The reported battery life is the result of structured field testing, done at night. One method was done to give the battery life for the different levels (high and economy) in REACTIVE LIGHTING mode.

- I'm not getting the battery life in REACTIVE LIGHTING mode that is indicated in the Instructions For Use

- Why?

The indicated battery life is for information only. In your use, the battery life can vary. Be sure the lamp is properly tilted when worn to optimize battery life. The lower the beam is tilted, the longer the battery life.

- Why does my NAO lamp perform poorly in cold temperatures?

We have observed some malfunctions of NAO lamps in use at low temperatures (from around -5 °C). Depending on the case, certain lamps may switch off unexpectedly. Others cannot be turned off with the switch.

If you have these problems in the field,

to help you out:

- If your lamp turns off unexpectedly, try to warm it, then turn it on in Maximum constant mode.

- If your lamp won't turn off, unplug the cable from the rechargeable battery.

If your lamp continues to malfunction, the only recourse will be to update it as described below or to contact post-sales support for your country.

The cause of these malfunctions is linked to the lamp's firmware version in certain production runs. To update your lamp's firmware, download and install the latest version of the OS by Petzl software on your computer, available at www.petzl.com/os. Once the latest version of OS by Petzl is installed, open it and connect your NAO lamp to the computer via a USB cable, then let yourself be guided by the application. Remember: rechargeable battery performance (and thus your lamp's) is reduced in cold temperatures.

- Why is lamp performance different with the KIT BELT?

With the KIT BELT, the cable between the battery and the lamp is longer, which results in a voltage drop to the lamp. The lighting performance is thus slightly less than with the battery on the head and a very short cable. On the other hand, the battery life increases slightly.

Only one LED is working - why?

The lamp is in REACTIVE LIGHTING mode. In this mode, the lamp adapts to ambient lighting. If you are in a well-lit environment, the lamp will not burn at maximum power. Switch to constant mode; if the second LED doesn't light, contact Petzl after-sales service.

Questions - rechargeable battery

- Can I change the battery without its battery case?

No, you can buy the NAO E35A10 battery case as an accessory. Use only a Petzl ACCU NAO rechargeable battery.

Using another type of rechargeable battery can damage your lamp.

Do not use another type of rechargeable battery.

- Can I use another type of rechargeable battery other than the Petzl battery?

No.

- What is my battery's charging time?

The charging time is:

- About 3-4 hours on the Petzl USB wall charger.

- About 5-6 hours on a computer, but it can take longer if several USB peripherals are connected at the same time.

- About 3-4 hours on the Petzl car charger.

- On other chargers (solar, non-Petzl wall charger), the charge time depends on the charger's output current.

Example: 1 A charger: 3-4 hours,

500 mA charger: 5-6 hours, 200 mA charger: 12-14 hours.

This Li-Ion battery is designed to be charged at a minimum current of 500 mA. Try to charge with devices that deliver at least 500 mA.

- I bought a second battery case. Can I change the batteries (cells only)?

Yes, it is possible, but be sure to do a complete charge to re-initialize the energy meter, otherwise it may give false readings.

- Can I recharge the battery case directly on a USB port, without using the USB cable?

Yes. However, it is a good idea to unplug the the case from the lamp to avoid overloading the USB connection.

This should only be done occasionally, as the battery case is heavy and can cause mechanical stress on the USB ports of the product and the computer.

Questions - generalities

- Why is this lamp not recommended for children?

See question «Is my lamp dangerous for the eyes?»

- How does the NAO behave with an avalanche beacon?

The NAO headlamp meets the requirements of the 2004/108/CE directive on electromagnetic compatibility.

Warning, an avalanche beacon in receive (find) mode can experience interference when in proximity to your

NAO headlamp. In case of interference (indicated by static noise from the beacon), move the beacon away from the headlamp.

- Does the lamp's sensor emit harmful rays?

No, the sensor is passive. It emits no radiation. It only analyses the available ambient light.

- Is my lamp dangerous for the eyes?

- There is a risk of retinal damage from the emission of blue light, particularly in children. The optical radiation emitted by the lamp can be dangerous. We advise you to avoid shining the beam into another person's eyes, and do not stare into the lamp. The NAO headlamp is classified in risk group 2 (moderate risk) according to the IEC 62471 standard.

- If the lamp is at a distance of more than 175 cm from the eyes, it goes to risk group 1 (low risk).

- If the lamp is at a distance of more than 208 cm from the eyes, it goes to risk group 0 (no risk).

- Is using the Li-Ion battery dangerous?

No, but you must follow some guidelines to avoid damaging it. See the Instructions for Use. Rechargeable battery temperature must be between 0 °C and 40 °C (between +32 °F and +104 °F) for the charge to be effective. Charging a Li-Ion battery whose temperature is 0 °C or less is not possible. The battery temperature during use must be between -30 °C and 50 °C (between -22 °F and 122 °F).

- What technology is used for the sensor?

Its a visible light sensor with sensitivity comparable to the human eye.

Why do I need to download OS by Petzl?

Like a Smartphone, your NAO lamp contains firmware that drives all the lamp's functions.

In the search for constant improvement, Petzl regularly offers firmware updates (performance enhancements, ergonomics, etc.).

To update your lamp's firmware, you must first download and install the latest version of the OS by Petzl software on your computer, available at www.petzl.com/os.

Once the latest version of OS by Petzl

is installed, open it and connect your NAO lamp to the computer via a USB cable, then let yourself be guided by the application.

Remember: OS by Petzl allows you to customize the performance of your NAO lamp and other compatible Petzl lamps. www.petzl.com/os.

- Where can I find the FAQ for OS by Petzl?

For all questions on using OS by Petzl, see the following page:

<http://www.petzl.com/en/outdoor/headlamps/compact-tikka-2/os-petzl-frequently-asked-questions-0>

- How can I update the lamp's programming?

Download the OS by Petzl software at the following address:

<http://www.petzl.com/fr/outdoor/lampes-frontales/polyvalentes/os-by-petzl>.

Questions - maintenance / storage

- What should I do if I don't use my lamp for several weeks or months?

For prolonged storage, recharge your battery until the energy meter has two bars lit, then unplug the battery case (repeat this every 6 months). Store it in a dry place at temperatures between -20 °C and 30 °C. After 12 months in these conditions without use, the rechargeable battery will be discharged. Avoid allowing your rechargeable battery to discharge completely.

- Can I carry my battery case without the protective plugs? Is my battery case waterproof?

No, because there is a risk of dirtying or damaging the various electrical contacts (contacts at the connector cable or USB connector). The protective plugs also help prevent water from getting into the case. If the battery case gets wet, you must properly ventilate and dry it before reusing the lamp.

- Can I grease the battery case seal?

If you want to grease it, grease only with Petzl reference E60750.

- What should I do if dirt blocks the battery case's «Protective membrane»?

Verify that the case is correctly closed, that the cable is locked on the battery case, and that the case is correctly

clipped to the rear plate (to protect the USB connection). Gently rinse the case in fresh water, without immersing it. Do not put a needle into the holes. Let the lamp dry in the open air.

Do not put the lamp directly onto a heat source.

- What should I do if my lamp has taken in water?

Unplug the cable from the battery case. Unclip the case from the rear plate, to ventilate the USB connector. Open the battery case and let the lamp dry in the open air. Do not put the lamp directly onto a heat source. Never dismantle the body of your lamp, as this voids the Petzl warranty.

- My lamp fell into sand: what should I do?

Clean the lamp with a soft cloth. If sand interferes with knob operation, hold it under water at low flow and pressure, while turning the knob several times. And let your lamp dry in the open air.

- How do I clean my lamp?

Clean the lamp with a soft, damp cloth. And let your lamp dry in the open air.

For all other questions, contact Petzl after-sales service.