

Troubleshooting Steps.

Troubleshooting steps the customers can follow:

1. Please try updating your Mother Board BIOS to the newest version.
2. Please check your ATX power supply, most of our graphic card needs a 500 watt or better power supply, with one 6-pin PCIe power connectors. Certified power supplies are strongly recommended; for a list of certified power supplies, please see the following link <http://support.amd.com/en-us/recommended/power-supplies>
3. Please try to plug in the graphic card into another PCIe slot if your MB has another PCIe x16 slot.
4. Please check if your system has good airflow. I would suggest you to have at least 2 fans in your PC, one in the front that will suck air in, the other one put in the back which will blow air out.
5. Please use driver fusion to remove all previous graphic card drivers. <http://treexy.com/products/driver-fusion> then installing AMD WHQL driver from: <http://support.amd.com/en-us/download>
6. Check all system drivers, update them to the newest WHQL version if website has new version.
7. Please do a Virus and Trojan scan to check if your system is infected or not.
8. Clean up your profile: Whenever you install a program, it will move your profile into the system and become more and more cumbersome. You can find many free cleanup programs online. CCleaner is the current general common Windows login key cleanup program. Download link: <http://www.piriform.com/ccleaner/download/standard>
9. If possible, please do a fresh OS installing with only the necessary drivers. This is to rule out if it is a software issue.
10. If it still doesn't work, then you can rma your card. Please go to www.powercolor.com, sign up for VIP member, its free, before you apply for online rma form and upload a copy of your official invoice.