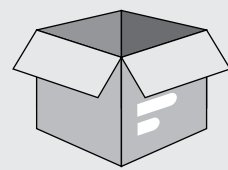


Troubleshooting & Performance Guide

Most common issues can be resolved quickly by following the steps below.

MISSING PARTS / DAMAGE



Q: What should I do if I receive the package with missing/damaged parts?

A: Please check all packaging materials carefully, as small parts may be packed separately.

If anything is missing or damaged, we're here to help:

- Email us at: customercare@ubeesize.com
Include your Amazon Order ID and a photo of the issue.
- We will mail the replacement parts to you via **Expedited Shipping**.

POWER & LIGHTING



Q: My light is flickering, flashing, or won't turn on.

A: This is usually a power supply issue, not a defective light.

- Check your adapter:** Ensure the power adapter provides **at least 5V/2A output**. Low-power computer USB ports or older phone chargers may cause flickering.
- Check connection:** Ensure the USB plug is pushed all the way into the port.
- Still not working?** Record a 5-second video of the flicker and contact our support team. We will ship a replacement light head within 24 hours.



Q: The USB plug feels hot. Is this safe?

A: Slight warmth is normal during extended use, but hot is not.

- If it's **too hot to touch**, unplug it. You are likely using a "High-Wattage Fast Charger." Switch to a standard 5V/2A adapter.
- If the issue persists, contact us for a **Safety Replacement**.

REMOTE & BLUETOOTH



Q: The Bluetooth remote is not working or cannot connect to my phone.

A: Please check the following:

- Turn on the remote:** Slide the power switch to the ON position. The indicator light should flash.
- Enable Bluetooth on your phone:** Go to your phone's Bluetooth settings and turn Bluetooth on.
- Pair the remote:** In the Bluetooth device list, select "UBeesize" to connect.
- Check the battery :** If the remote does not power on or connect, the battery may need replacement.
- Reconnect if needed:** Turn the remote off and on again, then reconnect in the Bluetooth device list.
- Note:** The remote is compatible with most smartphones(iOS 6.0 / Android 4.4.2 or above).

REACH OUT TO US DIRECTLY



Need further assistance? Our support team is ready to help with troubleshooting, replacements, or refunds if needed.

Email: customercare@ubeesize.com

Response Time: Within 24 hours on business days

Warranty: 12-Month Replacement Guarantee

STABILITY & MOUNTING



Q: The tripod head is wobbly, or my phone keeps tilting down.

- A:** This usually occurs when the ball head is not fully locked.
- Tighten the knob:** Ensure the large side knob is twisted firmly clockwise until it locks the ball joint.
 - Center the phone:** Ensure your phone is centered in the holder to balance the center of gravity.
 - Increase base stability :** If you have a Pro Max model, try extending the tripod legs wider at the base for maximum stability.

Q: Can I mount my Camera and the Ring Light together?

A: The tripod's 1/4" top screw is designed for **One Pro Device** at a time.

- Mode A:** Mount the **Ring Light** + included **Phone Clip** for the perfect selfie/vlog.
- Mode B:** Mount your **DSLR/Mirrorless Camera** directly for professional shots.

Note: The Ring Light's internal port is specifically designed for the phone clip to ensure stability and balance.

Performance Template Guide

Issue	Possible Cause	Recommended Solution
Blue indicator light is off	Internal circuit or LED failure.	Contact support for a Replacement Ring Light.
Flickering or unstable brightness	Power adapter voltage mismatch or instability.	Try a 5V/2A or higher adapter. If the issue continues, contact us for a Replacement.
Tripod/Stand damage	Hardware fatigue or transit damage.	Contact support for a Replacement Tripod or Full Set.
Ring light won't mount to tripod	Mounting thread depth issue.	Send a photo of the ring light base to support for a verified replacement unit.
Physical Damage (USB/Base)	Cracks or broken cable shielding.	Contact support with photos for a Replacement Component.