



**FLITS & FLASH**  
 PROFESSIONAL PHOTOGRAPHIC LIGHTING  
 THE NETHERLANDS|0031(0)850601820  
 INFO@FLITSENFLASH.COM

# REPAIR FORM

**ITEM NEEDING REPAIR:**

**SERIAL NUMBER:**

**CUSTOMER NAME:**

**COMPANY:**

**DAYTIME PHONE:**

**EMAIL ADDRESS:**  
EMAIL ADDRESS IS REQUIRED!

**DIAGNOSTIC FEES**

AlienBees™ (B400/B800/B1600)  
 Vagabond Mini™ Lithium (VM120)  
 Cyber Commander Remote (CC)  
 Digibee (DB400/DB800)  
 Einstein™ (E640)  
\*For Einstein Flash Units with a serial number PRIOR to E64021779, please contact customer service prior to sending in your unit.\*  
 White Lightning™ X-Series (X800, X1600, X3200)  
 White Lightning™ UltraZAP Series (UZ800, UZ1600)

**FINAL REPAIR COST INCLUDES:**

Diagnostic fee, additional parts, and taxes/freight.

\*\*PLEASE NOTE, WE DO NOT PROVIDE ESTIMATES. REPAIRS WILL BE DONE IN FULL.\*\*

\*\*\*IF A UNIT IS LEAVING OUR FACILITY WITH BULB(S), AND WAS NOT SENT IN WITH A SHIPPING COVER, A SHIPPING COVER WILL BE ADDED TO THE REPAIR TICKET.\*\*\*

## BILL TO

**ADDRESS:**

**ADDRESS 2:**

**CITY:**

**STATE:**

**ZIPCODE:**

## DESCRIBE THE NATURE OF YOUR PROBLEM:

**CHECK ANY/ ALL THAT APPLY:**

- |                               |   |
|-------------------------------|---|
| FLASHES INTERMITTENTLY        | REPLACE IF FLASHTUBE ARRIVES BAD/BROKEN   |
| NOT FLASHING                  | REPLACE IF MODEL LIGHT ARRIVES BAD/BROKEN |
| OUTPUT LEVELS VARY            | ADD STANDMOUNT ASSEMBLY IF MISSING        |
| UNIT WILL NOT POWER ON        |   |
| HOUSING (OUTER SHELL) DAMAGED |   |

## SHIP TO

\*\*Items cannot be shipped to a P.O. Box.\*\*

**ADDRESS:**

**ADDRESS 2:**

**CITY:**

**STATE:**

**ZIPCODE:**

\*\*Once the repair service is complete, we will hold the repaired item for 30 days from the invoice date. After that date, if payment has not been received the item will be discarded without further notice.\*\*

FROM:

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TO:



**FLITS & FLASH | REPAIRS**  
**ELLEKOMSTRAAT 64**  
**2573 XG DEN HAAG**  
**THE NETHERLANDS**



### QUICK TROUBLESHOOT GUIDE

#### FLASH UNIT IS FLASHING INTERMITTENTLY OR NOT AT ALL

- TRY A NEW FLASHTUBE OR RESEATING YOUR CURRENT FLASHTUBE
- CHECK YOUR REMOTE SYSTEMS (THE ISSUE MAY BE WITH THE TRANSMITTER OR RECEIVER)
- CHECK ALL SYNC CORDS
- CHECK CAMERA SETTINGS

#### OUTPUT LEVEL VARIATION

- TRY A NEW FLASHTUBE

#### UNIT WILL NOT POWER ON

- TRY A NEW POWER CORD AND OUTLET

#### NEEDS A STANDMOUNT

- THIS IS A USER REPLACEABLE ITEM ON MOST FLASH UNITS.  
PLEASE CALL FOR ITEM DETAILS AND ORDERING.