



PAUL C. BUFF, INC.
 PROFESSIONAL PHOTOGRAPHIC LIGHTING
 NASHVILLE, TN | 800.443.5542
 repairs@paulcbuff.com | paulcbuff.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)	\$35.00
Vagabond Mini™ Lithium (VM120)	\$35.00
Cyber Commander Remote (CC)	\$35.00
Digibee (DB400/DB800)	\$35.00
Einstein™ (E640)	\$45.00
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)	\$45.00
White Lightning™ UltraZAP Series (UZ800, UZ1600)	\$45.00

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:

TO:



PAUL C. BUFF, INC. | REPAIRS
2725 Bransford Avenue
Nashville, TN 37204



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.