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.**

STABILITY & MOUNTING

Q: The tripod feels unstable or tips over with my phone.

A: Flexible tripods require proper positioning for stability.

- **Spread the legs wider** to create a stable base.
- **Keep the phone centered** above the tripod.
- **Avoid extreme tilt angles**, especially with larger phones.
- For heavier phones (such as Pro Max models), keep the phone **closer to vertical** for better balance.

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).

FLEXIBLE LEGS USAGE

Q: The tripod does not stay secure when wrapped around objects.

A: For best results when wrapping:

- Wrap the legs **tightly around the object.**
- Ensure **all three legs are supporting the weight.**
- Avoid wrapping on **very thin or slippery surfaces.**

BALL HEAD ADJUSTMENT

Q: The phone tilts down or will not stay in position.

A: This usually happens when the ball head is not fully locked.

- Turn the side knob clockwise until the ball head is firmly locked
- Adjust the angle **after mounting your phone** for best stability.

DEVICE COMPATIBILITY

Q: What devices can this tripod support?

This tripod is designed for :

- **Smartphones**
- **Action cameras (e.g., GoPro)**
- **Lightweight cameras**

For heavier DSLR setups, a **larger professional tripod** is recommended.

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