

Loop360 Frequently Asked Questions

What does the price includes?

Platform, Hard case, 2pcs 12V 9800mAh battery with 110/220V charger, 2pcs Wireless RF controller with adjusting speed, 1/4 Ulanzi U-60 Ballhead, Touchpix App free for 1 month and Free shipping to many countries worldwide (see Shipping section on our website). We also add adapter to enforce the connection between extension pole and video rig/led ring (we recommend using it).

Do you offer shipping worldwide?

Yes, we offer shipping with our Logistics partner DHL, with the exception of certain countries. Please see Shipping section on our website. If the country is not on the list, please contact us at info@booth-workshop.com.

How many people can fit on the platform?

Usually 3-4, depending on their size.

Do you have spare parts in stock, which parts are most likely replaced?

Yes, we usually have all parts in stock. Most likely the camera extension pole breaks if somebody falls or steps on it, which could happen at events. Replacement is simple and fast, you can do it at the event. The price for the new pole is 30EUR/USD + shipping.

Why the battery doesn't charge?

The battery must charge switched ON! When indicator on charger turns green the battery is fully charged.

How long does the battery last and what happens if it runs out?

New battery has capacity for 8h of constant spinning. If it runs out, change the battery or plug it to a 12V charger 110/220V mains.

How long does the battery charge and where do I charge it?

The battery charges in about 4 hours with 2A charger or 8h with 1A charger. Simply disconnect the battery from the platform and plug it into the network with the included 110/220V, 12V charger. The battery must be turned ON when charging and when indicator on charger switches from red to green it is fully charged.

Is the spinning arm adjustable?

Yes it is. Min length: 54.5cm / 21.46in Max length 160cm / 63.19in

What happens if spinning arm hits someone?

It simply stops and starts spinning again when the obstacle is removed.

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Can I order new extension pole if it breaks?

Yes. We have extension pole in stock. We ship it ASAP. Replacement is fast and simple, you can do it at the event.

What can I do if motor stops working / spinning?

We built-in quality motors! We have them in stock and ship it ASAP, they are easily replaced. If the motor suddenly stops, you can easily switch it to manual mode (Loop360 2023 model only).

What happens if the RF controller stops working?

In that case use your 2nd remote, 2 wireless remotes are included.
Change the battery CR-3032 3V. You can also order a new one if you break it or lose it.

Do you offer video call for help in case of replacement parts?

In such case please contact us on WhatsApp number: +38641776625 to guide you through and send you short service videos, or make a video call.

How can I control the LED lights inside booth?

First scan QR code to download the app for any Android or iOS smartphone, then connect it via Bluetooth. The App name is duoCo strip.

What else do I need to get started?

- Camera: iPhone / GoPro / DSLR / Ipad
- Software: any software on the market, that suits your needs the best. For this option you need additional equipment (laptop to run the software). Software triggers camera, operator start/stop spinner with wireless remote.
- App: Touchpix – with NEW integrated switch! Automatically start/stop spinner. (1 month free Touchpix App subscription is included in the price). You can also use other apps like Snappic, Lumaboost, etc.
- Lighting: 4 Led lights (tubes) around the 360 setup.

Warranty

Warranty for the equipment is 1 year, please see section Terms & Conditions.