

GLAMATIC

FAQ | Terms & Conditions

WHAT IS INCLUDED IN THE PRICE?

- Robotic arm: 700mm | 2.3ft reach, 3kg | 6.6lbs payload, 180°/s
- Linear motion: 700mm | 2.3ft length, speed up to 1000mm/s | 3.28ft/s
- Control box with built-in connectors
- Lightweight aluminum foldable stand, height: 950mm
- Tailored high-quality black nylon cover
- Ball Head camera mount
- Universal 1/4 screw for camera cage
- High-speed USB-C cable, 5m
- Hard case on wheels: L: 113cm/3.7ft, W: 66cm/2.1ft H:29cm/0.95ft, Weight: 60kg/130lbs
- Hard case for the control box: L: 57cm/1.9ft, W: 40cm/1.3ft, H: 27cm/0.9ft, Weight: 18kg/40lbs

WHAT ADDITIONAL EQUIPMENT IS REQUIRED?

- Camera GoPro 11 with excellent stabilization, also possible with some DSLR cameras with at least 120 fps option and good stabilization
- Camera/GoPro cage (While it is not mandatory, we highly recommend.)
- iPad USB power hub to power the GoPro and transferring large files (GlambotApp users)
- USB-C Multiport for GlambotApp users
- USB-C to ethernet adaptor for Snappic users
- iPad PRO M2/M1 for operating and faster processing

DO YOU SHIP WORLDWIDE?

Yes, we offer worldwide shipping with our Logistics partner DHL, with the exception of certain countries. Please contact us for more information at info@boothworkshop.com.

DO YOU HAVE SPARE PARTS IN STOCK?

Yes, we usually have most of the parts in stock, except for the robotic arm.

WHAT HAPPENS IF A ROBOTIC ARM HITS SOMEBODY?

The speed of the robotic arm can be high and impacts could cause serious injuries! This is a collaborative robotic arm, meaning it has a preset system safety shutdown. There is also a Stop button next to the device for the booth operator. In case of a shutdown, it is necessary to restart the system.

HOW CAN I ENSURE SAFE OPERATION?

The robotic arm has a built-in self-shutdown system in case it hits an obstacle. Notice: The field of the robotic arm must be secured properly to prevent the collision of persons and the potential risk of injury! Use of physical fences around the area where the robot arm operates, additional person is required to help to prevent people from running into the area of operation.

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HOW LONG DOES DELIVERY TAKE?

After your order is processed, we order equipment and ship the Glamatic within 20 days after receiving your order. When we have the robotic arm in stock, we ship it within 3 days. Shipping time depends from state to state, please see the »Shipping« section for reference. Customs usually take additional 3-5 working days.

DO YOU PROVIDE TECHNICAL SUPPORT?

Yes, we provide remote technical support. For the GlambotApp assistance, you will be able to contact technical assistance from the developer of the GlambotApp application. Technical assistance for more demanding users, such as programming new programs for system operation, will be available for an additional fee upon prior agreement.

WARRANTY

In the case of a system malfunction, we have remote technical assistance available via TeamViewer, and your computer connected to the control box. USB to ethernet connector is required for connection if you don't already have a built-in ethernet connector on your computer. If the system is found to be malfunctioning, the error is rectified remotely. In the event of physical defects on the stand, case, etc., we will correct the defect as soon as possible, or replace the damaged piece with a new one.

In the event that it is determined that the Glamatic system is working properly, remote assistance is also provided on the manufacturer's side to check whether the robotic arm is working properly.

If the robotic arm is found to be malfunctioning during the warranty period, the manufacturer offers you a free recall and repair at its headquarters in China.

If the robot arm is found to be damaged due to physical irregularities in the handling of the equipment, the manufacturer is not responsible for the shipping and repair costs.

RETURN POLICY

This item is non-refundable. If there are any issues with the Glamatic we offer technical assistance and if needed repairs/exchange under the warranty.