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## Photo Village repair

Posted by stesm - 2007/10/19 01:21

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Anyone had repairs done at Photo Village? I have an R3A in need of a fix. I know they are an authorized dealer, just want an opinion of their service department.

steve

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## Re:Photo Village repair

Posted by Brian - 2007/10/19 03:11

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Actually, I had a family member (cousin) in Ohio send in a camera to them for repair recently. It wasn't a Voigt (it was an old Canon AE-1), but he got it back pretty quickly, clean, and in working order. :)

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## Re:Photo Village repair

Posted by stesm - 2007/10/19 04:52

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Thanks Brian, that's the type of report I was hoping to hear.

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## Re:Photo Village repair

Posted by stesm - 2007/10/20 17:54

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After a pleasant email exchange with Rich, the Bessa is packed and ready to go to PhotoVillage.

I'll explain the damage. The camera was working perfectly when shipped to an overseas buyer that claimed it arrived with a shutter fault. My theory is that the shutter was tested in Auto mode with the body cap in place, meaning when the shutter button was pushed the meter was keeping the shutter open. The advance was then cranked again and resulted in a stripping of gears or something. This possibility was confirmed by Rich who noted that the Bessa (and the M7)lacked a clutch to prevent it. I am surprised that I haven't done exactly the same thing by trying to shoot the inside of my lens cap:lol: If I actually used lens caps except for storage, I might have.

Another item to be aware of is that the insurance bought when shipping through USPS now puts the burden of claim on the recipient. I refunded my buyer and he shipped the camera back to me before I knew of this change. The repair costs are now out of my pocket. The claim may get paid, but it won't be to me.

After all this I will likely keep the camera. Initially, the gray paint was not my favorite, but it has grown on me. I can see an advantage (when using more than one Bessa) to having a different color. Different film, different lens,etc.

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