

DJI guarantees that, under the following conditions during the warranty period (see Chart), starting from the date product is purchased, warranty service will be provided.

Diagnostic, labor, materials, tests and return delivery are covered pursuant to DJI's service warranty.

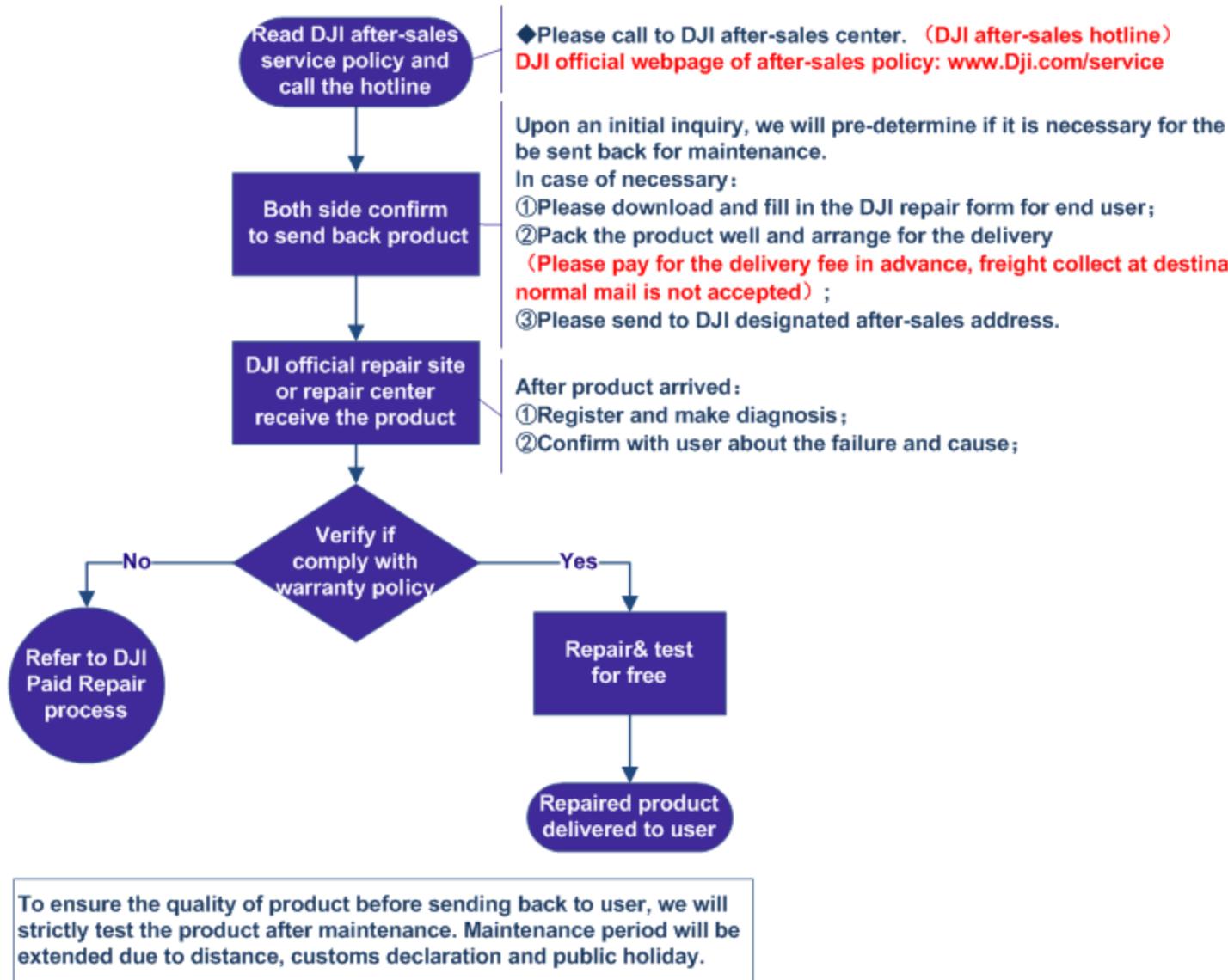
1. The following conditions must be met for warranty service:

- a. During warranty period, product is normal used, as intended by the manufacturer.
- b. No unauthorized disassembling, modification or installation has been performed.
- c. Labels, Serial Numbers, waterproof mark, false proof mark, etc. show no signs of tampering or altering;
- d. Valid proof-of-purchase, receipt or order number (DJI Direct Sales is provided).

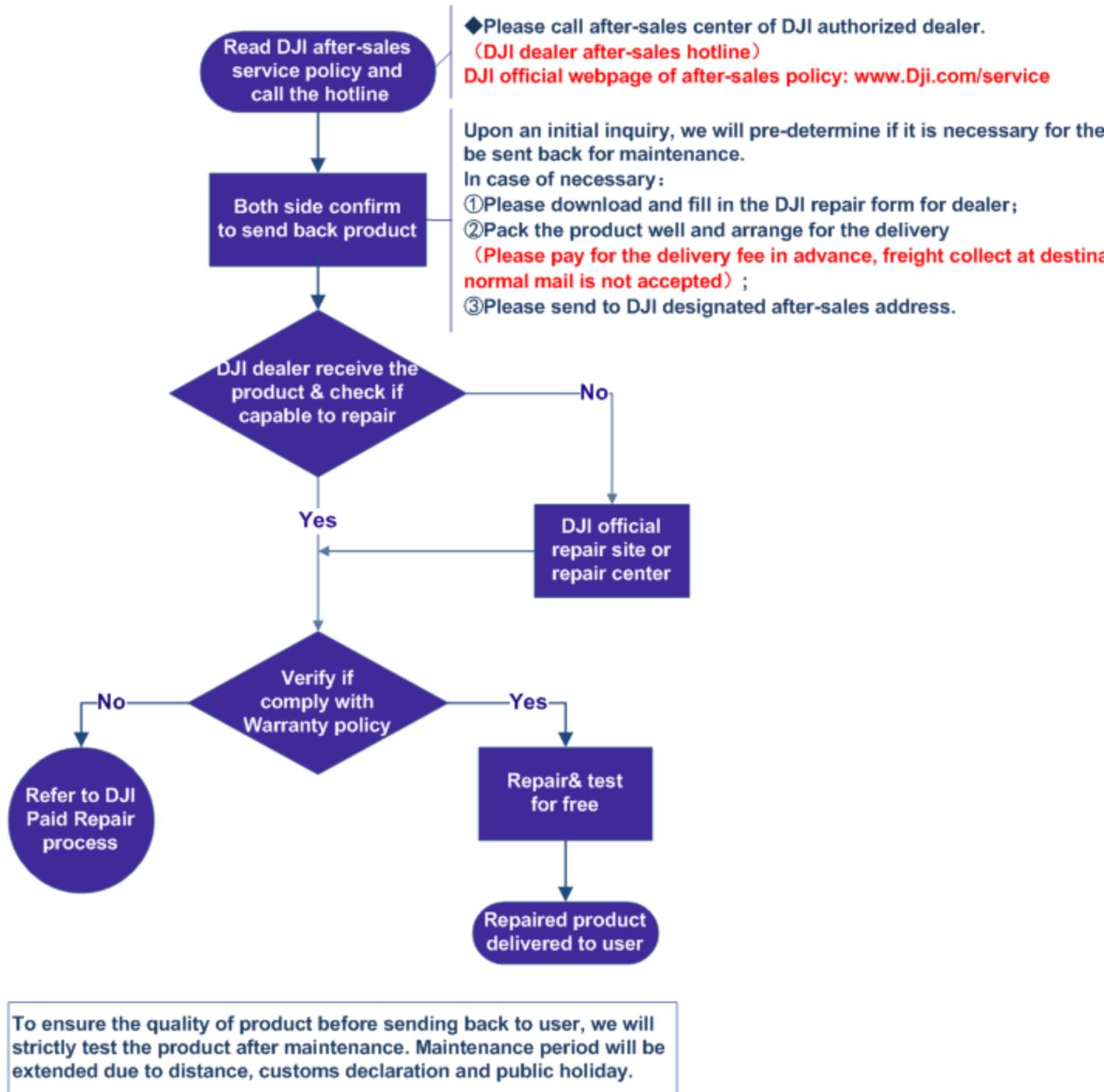
2. Following situations are not subject to warranty service conditions:

- a. Crash or burning caused by non-manufacturing factors.
- b. Damage caused by unauthorized modification, disassembling or shell opening which did not follow the instruction of official manuals.
- c. Damage caused by improper installation, or incorrect use or operation despite of the guidance of manuals.
- d. Damage caused by unauthorized modification of circuit, mismatch or misuse of battery and charger.
- e. Damage caused by any flights which didn't follow the instructions of the manuals.
- f. Damage caused by operation in bad weather (i.e. strong wind, rain, sand/dust storm, etc.)
- g. Damage caused by operating the unit in an electromagnetic interference environment (i.e. mining area, radio transmitting tower, high-voltage wire, substation, etc.).
- h. Damage caused by operating the unit in a known environment with interference with other wireless devices (i.e. transmitter, video-link, Wi-Fi signals, etc.).
- i. Damage caused by operating the unit with a weight greater than safe takeoff weight.
- j. Damage caused by forced flight when components have been aged or damaged.
- k. Damage caused by reliability or compatibility issues when using unauthenticated third-party parts.
- l. Damage caused by operating the unit with a low charged or defective battery.

3. Warranty Service Flow - Products purchased directly from DJI:



4. Warranty Service Flow - Products purchased from DJI Authorized dealers:



5. Miscellaneous

- a. DJI requests that customers are responsible for shipping costs when sending their product(s) in for return, repair or exchange. Technical staff of after-sales service centers will examine the product to identify the problem and responsibility. If it is a quality problem of the product itself, DJI will accept

all the test cost, material cost, labor cost, and delivery fee when sending the repaired product back to customer.

- b. If DJI determines that the product(s) do not fall under the warranty, DJI will advise the customer of the cost of repair and return delivery prior to repairing or sending the product(s).
- c. If your issue is not subject to warranty or caused by non-manufacturing issue, then examination cost, material and labor cost will be charged according to the nature of the problem.
- d. You can call DJI authorized dealer or DJI after-sales service center for more information of maintenance process.

6. DJI after sale service center contact info

LOCATION	SERVICE LINE	CONTACT EMAIL	OFFICE HOURS
DJI NORTH AMERICA	+1 (818) 235 0789	us.support@dji.com	Monday to Friday, 9:00AM to 5:00PM (Pacific Standard Time GMT-8:00) Monday to Friday, 9:00AM-5:00PM (German Time GMT+1:00) *9 ct/min from the German fixed network, mobile telephone maximum price is 42 ct./Min. (9 ct/Min. aus dem deutschen Festnetz, der Mobilfunkhöchstpreis liegt bei 42 ct./Min.)
DJI EUROPE	+49 (0) 1803 354000*	support.europe@dji.com	*Tariffs may vary if you call from outside of Germany Monday to Friday, 9:30AM-6:00PM (Tokyo Time GMT+9:00)
DJI JAPAN	Coming Soon!	support.jp@dji.com	

Tip: If you bought your product from a DJI authorized dealer, we would recommend that you contact them first with regards to technical support issues.

7. Report your problem and ask for RMA here:

<http://www.dji.com/support/report-problem>

8. DJI product warranty period of main parts

* Warranty period may varies according to local laws and regulations.

Category	Main Components	Warranty Period
Flying Controllers for Multi-Rotor A2\WooKong-M	MC	12 MONTHS
	IMU	6 MONTHS
	GPS	6 MONTHS
Flying Controllers for Multi-Rotor Naza-M V2\Naza-M Lite	MC	12 MONTHS
	GPS	6 MONTHS
	MC	12 MONTHS
Flying Controllers for Helicopter Ace One\Ace Waypoint\WooKong-H	IMU	6 MONTHS
	GPS	6 MONTHS
	MC	12 MONTHS

Naza-H	GPS	6 MONTHS
	Frame	(No Warranty)
	MC	12 MONTHS
	Battery	3 MONTHS
RTF	Transmitter	12 MONTHS
Phantom 2 Vision +\Phantom 2 Vision	Motor	3 MONTHS
Phantom 2\Phantom FC40\Phantom 1	ESC	12 MONTHS
	Propeller	(No Warranty)
	Remote Control	12 MONTHS
	Camera unit	6 MONTHS
	Frame	(No Warranty)
	Motor	3 MONTHS
Flying Platform-Pro	ESC	12 MONTHS
S1000\S800\S800 EVO	Propeller	(No Warranty)
	Frame	(No Warranty)
Flying Platform-Hobby	Motor	3 MONTHS
F330\F450\F550	ESC	12 MONTHS
	Propeller	(No Warranty)
Zenmuse Gimbals	Zenmuse Gimbals	12 MONTHS
Z15-BMPCC\Z15-5D series\Z15-GH4\GH3\Z15	Gimbals Battery	3 MONTHS
series\H3-3D\H3-2D	Gimbals	12 MONTHS
Handheld Gimbals	Remote Control	12 MONTHS
Ronin	Smart Battery	3 MONTHS
	Gimbals Battery	3 MONTHS
Datalink	Transmitter	12 MONTHS
Lightbridge\2.4G Bluetooth Datalink\2.4G	Receiver	12 MONTHS
Datalink\900M Datalink		
Accessories	Accessories	12 MONTHS
IOSD MARK II\IOSD Mini\DT7&DR16 RC System		