

# Warranty

DJI guarantees that, under the following conditions during the warranty period, 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:

1. During warranty period, product is normal used, as intended by the manufacturer.
2. No unauthorized disassembling, modification or installation has been performed.
3. Labels, Serial Numbers, waterproof mark, false proof mark, etc. show no signs of tampering or altering.
4. Valid proof-of-purchase, receipt or order number.

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

1. Crash or burning caused by non-manufacturing factors.
2. Damage caused by unauthorized modification, disassembling or shell opening which did not follow the instruction of official manuals.
3. Damage caused by improper installation, or incorrect use or operation despite of the guidance of manuals.
4. Damage caused by unauthorized modification of circuit, mismatch or misuse of battery and charger.
5. Damage caused by any flights which didn't follow the instructions of the manuals.
6. Damage caused by operation in bad weather (i.e. strong wind, rain, sand/dust storm, etc.)
7. Damage caused by operating the unit in an electromagnetic interference environment (i.e. mining area, radio transmitting tower, high-voltage wire, substation, etc.).
8. 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.).
9. Damage caused by operating the unit with a weight greater than safe takeoff weight.
10. Damage caused by forced flight when components have been aged or damaged.
11. Damage caused by reliability or compatibility issues when using unauthenticated third-party parts.
12. Damage caused by operating the unit with a low charged or defective battery.

**Location:** DJI NORTH AMERICA

**Service Line:** +1 (818) 235 0789

**Contact Email:** [us.support@dji.com](mailto:us.support@dji.com)

**Office Hours:** Monday to Friday, 9:00AM to 5:00PM (Pacific Standard Time GMT-8:00)