



Global Technical Support Form

Important information - Before you send in a DJI product for warranty repair:

Visit and read the DJI After-Sales Service Policy: <http://www.dji.com/service/policy>

NB: DJI will not grant warranty if the only reason for a not working product is a defect battery or a missing FW upgrade. DJI will charge for repair, handling and/or return shipping. But – of course, If only the battery/charger/etc. is defect, then only send in those. If the latest FW upgrade is missing, DJI might also charge you for the upgrade service and shipping.

Please follow these steps for troubleshooting: (and fill out the questions in red)

0. **PRODUCT ?** _____ **SN ?** _____ **CAS-nr. ?** _____

1. **Battery test:** press the battery's (ON) button for 2-4 seconds.

If 1-4 LED lights = battery is charged 25 – 50 – 75 – 100 %

If No LED lights = battery could be in Hibernation Mode. **Charge to 'wake up' the battery.**

If No LED lights and battery can not charge = dead battery or defect charger

If 1-4 LED lights but battery can not charge = defect battery or defect charger.

If all 4 LED lights but battery unstable / dropping Voltage during use = defect battery cells = dead battery..

NUMBER WITH Led-LIGHT ? _____ **Tried to charge for at least 30 min ?** _____

2. **Hardware test** (if applied)

Cables AC, USB, use original cables from DJI, Apple, etc. evt. try with an other cable.

USB-sticks and plugs clean and free of dust etc.

TRIED OTHER HW YES /NO ? _____ **WHICH ?** _____

3. **APP – check:** Be sure you have the latest version of the App. DJI GO(4) or DJI PILOT installed on your device.

Evt. remove and reinstall the App.

Check if the iOS/Android of your display device is compatible with the App. DJI GO(4) or DJI PILOT

APP-VERSION ? _____

4. **FW – check:** Be sure your product has the latest FW (Firm-Ware) Version.

Quick check: Connect your product with the App. On the App's start-screen for your product touch the Menu symbol (the '+' or the 3 little lines) for 10 seconds and see the current (and all available former) FW Version(s). From this screen you can directly download and install an upgrade to the latest Version. (or downgrade to former versions).

See how to do via the App:: <https://youtu.be/6rf0elzz52g?t=28s>

For drones the craft and the remote and all batteries have to be FW updated.

Normally the App will notice you for the need of any FW update and guide you through the upgrading process. If the upgrade fails retry and if necessary downgrade to an earlier FW version before retrying again.

See also the latest FW version of a product - plus Instructions for upgrading, manuals, documents, display device compatibility with IOS and Android, FAQs etc. in the DOWNLOAD site for your product. Go to

<https://www.dji.com/support/product> select your PRODUCT and find the DOWNLOAD link on the chosen Products site.

LATEST FIRMWARE-VERSION INSTALLED _____

5. **Fill in the DJI form** for request of CAS repair number.

Print both filled out forms and when shipping add them to the product as your proof for your pre-checking.



Global Technical Support Form

Red Info is Required.

Customer Information & Return Address

Your RMA:

Company/ Name Att:		DJI CAS-nr: Very IMPORTANT	
Shipping Address			
Phone number		Country	
Email Address			

Product Information

Model type of DJI product						
Returned Parts	1	2	3	4	5	6
Serie-Nr						
Purchase Channel	Delivery Date		Order No.			
DJI Care	<input type="checkbox"/> Yes <input type="checkbox"/> No		Issue Date			
VAT-Number (if available)						

Service information Choose one and set 'X'

- Repair** (Repair under Warranty – within one year from end user purchase date)
- Exchange** (DOA replacement – 15 days from end user purchase date)
- Return to Home Failure** (Fly Away within warranty period)

DJI Account	<i>Email address</i>	Sync Flight record	<input type="checkbox"/> Yes
Troubleshooting Date	<i>yyyy/mm/dd</i>	Accurate Time	
<i>Description here</i>			

You can trace repairing status at the following address: <http://www.dji.com/support/repair-trace>

- If you need to return or exchange your DJI product or it failed returning to home, please contact DJI technical support to get a case number before we assist you to process further.
- Please make sure you have already synced the flight record by following the steps below:
Connect your mobile device with WIFI or cellular data. Launch your DJI Go App.
Click the "aircraft" on the top left
Click the "cloud" on the top right, sync one month record and wait until it's 100% completed.
- Please don't send batteries that leak, are swollen or seriously damaged.
- Please don't send your SD card, propellers, remote controller back to us if not asked.
- Please refer to relevant policies if you're returning or exchanging your DJI products. Please make sure you send back all the spares come with the aircraft.