

DJI Care & DJI Care Refresh – Overview, Differences and How-to-activate

The main difference lies in the DJI products, these various ‘insurance-plans’ are available and valid for. DJI Care is for older drones, DJI Care Refresh is for newer drones, DJI Shield is for Enterprise drones and payloads. There are different damage protection plans and coverings for its resp. product groups.

Common for all DJI damage protection plans:

Valid 12 months from purchase date or from 2 days after shipping. It is bound to aircraft and gimbal serial numbers. Only brand-new products or ones that have been activated less than 48 hours will be covered. - No deductibles. Free shipping both ways during valid period and if you are shipping from within an area of DJI Care coverage.

What scenarios are covered?

- Operator Error – Every pilot’s mistake during normal use
- Signal Interference – Crash due to signal loss during normal use
- Collisions – Every collision your drone suffers during normal use
- Accidents – All sorts of accidents that happened during normal use
- Drop Damage – If you accidentally drop your drone and it crashes
- Water Damage – NB only covered by *DJI Care Refresh* – not by *DJI Care*.

NB: Both DJI Care and DJI Care Refresh **DO NOT** provide the damage protection plan if the UAV is lost.

DJI Care [Info](#) - [TERMS OF SERVICE](#) - [Coverage](#) - [Exclusions](#) - [Check Remaining Coverage Amount](#)
Available only for Phantom 3 (Adv, Pro, 4K), Phantom 4, Inspire 1 (Pro, V2.0).

Covers all out-of-warranty repair fees and related costs for accidental damage to your DJI aircraft, gimbal or camera during normal use. DJI Care provides you an amount of coverage or credit that is specific for your aircraft. This credit is reduced for every non-warranty repair that is performed on your aircraft by the DJI repairs team only. No deductibles. No additional payment is required. There is no limit to the number of repairs. You can repair your drone until the total amount of the repair fees exceeds the coverage amount, except in cases where the aircraft is completely damaged.

DJI Care workflow:

Accident Occurs > Online Repair Request > Send the drone to DJI Repair Center > Coverage Amount Deduction (*see a scenario in detail) > You get your drone back, free shipping!

DJI Care Refresh [Info](#) - [TERMS OF SERVICE](#) – [Coverage](#) - [Exclusions](#) - [Check status and remaining period](#)
Available for Mavic Pro (Pro, Platinum), Mavic 2 Pro/Zoom, Mavic Air, Spark, Phantom 4 (Pro, Advanced), Phantom 3 SE, Inspire 2, Zenmuse (X4S, X5S, X7) including lens.

Basically, DJI Care Refresh is there for pilot’s mistake accidents, which are not covered by Warranty. Products that suffer water damage are covered and can be replaced under DJI Care Refresh. The main difference from DJI Care is that you don’t have free repair coverage/credit. You can choose – either to pay for the repair fee and just get your product repaired. Or - instead of paying for the repair fee, it offers up to two full replacements for a small additional fee for the first and a small increased fee for the second replacement. See the fees for your product [Click HERE](#)
VIP Phone support by DJI product experts, delivering prioritized support and skilled advice whenever you need it.

DJI Care Refresh workflow:

Accident Occurs > Online Repair Request > Send the drone to DJI Repair Center > Pay Repair or Replacement Fee (** see more advantages) > You get your drone back, free shipping!

DJI Care Refresh+ - NB: the plus version is NOT yet available in EU - until further only in USA
Offers one additional replacement service within an additional 12 months DJI Care Refresh. Extends the warranty with one more year. Supports Express and VIP phone services.

(*) **Scenario for DJI Care – valid within 1 year:**

- 1) You buy a DJI drone for RRP or market price f. ex. EUR 700 together with a DJI Care
- 2) DJI Care Coverage Amount will be EUR 700 to start with.
- 3) Crash – DJI Repair quotation is EUR 400 – will be deducted from EUR 700 = remaining EUR 300
- 4) Repaired drone sent back to you for free shipping. – remaining DJI Care Coverage Amount = 300 EUR left.
- 5) Crash / malfunction – DJI Repair quotation is EUR 200 – will be deducted from EUR 300 = remaining EUR 100
- 6) Repaired drone sent back to you for free shipping. – remaining DJI Care Coverage Amount = 100 EUR left.
- 7) Etc. you can use unlimited repairs within 1.year as long as you do not exceed the rest of your Coverage Amount.

III. Coverage Amount

The coverage amount is the retail price of the equipment at time of purchase (not the promotion price, price of extra accessories not included). If the retail price differs from the coverage amount shown on the DJI Care product page, the coverage amount shown on the DJI Care product page at time of purchase, namely the coverage amount noted in the Service Agreement sent to you, shall prevail.

Find more Terms and FAQ's for DJI Care on

<https://www.dji.com/dk/service/djicare/info#terms>

(**) **Advantages with a DJI Care Refresh.**

By purchasing DJI Care Refresh, you can decrease waiting times and avoid additional repair fees.

If damage occurs accidentally to your product due to dropping, crashing or damage by water, DJI Care Refresh offers up to two replacement units for a small additional charge and allows you to skip the damage assessment and quotation process to get your replacement drone sooner.

You can also enjoy VIP phone service and both way shipping fees are covered by DJI.

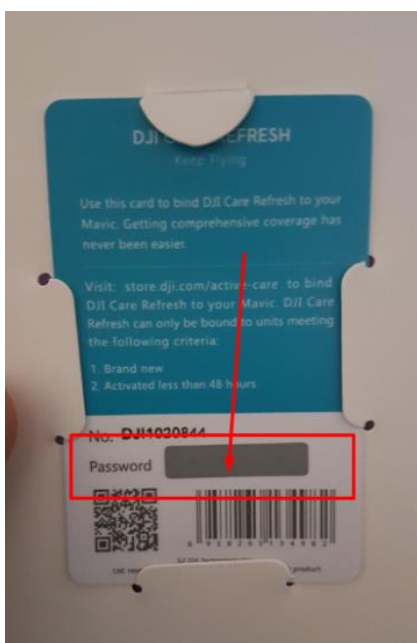
HOW to activate your DJI Care Refresh when purchasing the blue Activation Card.

If you purchase a "DJI Care " or "DJI Care Refresh" activation card, you need to enter your **Activation code** and **SN of the product** through <http://store.dji.com/active-care> to activate your DJI Care or DJI Care Refresh.

See how to do on https://youtu.be/p0J_RJUs548

NB: The Activation code is NOT the cards SN (Serial-Nr). But you can find it inside the envelope.

The 16 digits **Activation code** is the **Password** - it will reveal once you scratch it.



Help and DJI CARE related inquiries: mail to djicare@dji.com