

The quickest way to get a DJI product handled as FLY-AWAY under Warranty

End-user Guide

NB: Every crash caused by 'drone got out of control' reasons are also considered FLY-AWAY's

Dear end-user. We are sorry to hear about your loss or defect product due to a FLY-AWAY, and we are here to help. There is no need to deliver your product to your dealer. We can offer you an easy and the quickest way of solving the problem with your FLY-AWAY loss or damages.

After reading this page it only takes a few minutes to register your product and get it handled by DJI support.

In case you have to send in the damaged parts, DJI will provide you with a free shipping label and you can get your replaced or repaired product directly back to your home address after a few days. All you need is a PC with internet, a printer for the label and ca. 10-15 minutes of your time. You can do the online registering from your home PC or together with (some help from) your dealer.

Please follow the step-by-step guidelines below.

1) Prepare the product registration at DJI with

- a) product-SN of all involved components. (*)
- b) proof of purchase (NB. valid for DOA within 14 days, Warranty within 2 years, Batteries within 1 year)
- c) put a JPG or PDF-copy of your proof of purchase in a folder on your PC, ready for uploading, evt. also
- d) pictures/video/screenshots etc. illustrating the problem (optional)
- e) a fault-description in English
- f) if the product is activated: your DJI account login (username or mail-address + password)
- g) File with flight-logs or synced fly-log-data in the App (**)

Additional information for all FLY-AWAY cases (obligatory and in English)

- h) Date + time of Crash/Fly-Away
- i) Description of your flight environment
- j) Description of malfunction
- k) Description on your RC operation when the malfunction occurred
- l) If possible: picture / screenshot / video from your tablet of the flightpath before the flyaway/crash

2) Register your lost or defect product online. Follow the instructions below

- a) Go to <https://www.dji.com/> > Support > Repair Services > Online Repair Request.
- b) log into your DJI account with your username/mail-address and password, you land
- c) on the 'Online Repair Request' site, click the blue button SUBMIT A REPAIR REQUEST.
- d) in a new pop-up-window choose Service Area 2- Europe and Your Country – click SUBMIT.
- e) now you land on the site where you can choose your product.
Choose from the list of your products which already are activated by you and bound to your DJI account.
If your product is not in this list, choose by model or SN. Click NEXT
- f) on Complete the Case information-site, choose 'Repair', in the HardWare section click on OTHER
- g) scroll down and fill out the field under 'Detailed description...' with FLY-AWAY and your info from pkt.1 h,i,j,k
- h) follow the instructions and the further process of the registration. (TIP. Be prepared as shown in pkt.1.)
- i) upload what you are asked for (***)

3) Filling out and finishing the online registration successfully will create a mail confirmation to your mail.

This DJI confirmation mail is containing a CAS-nr, and –

if you have to ship some parts to DJI - a return address and further instructions for shipping.

In most accepted Warranty cases DJI will send you a link to a free UPS shipping label. (***)

4) Prepare the shipping to DJI support (only if necessary and asked for)

- a) pack the defect product into bubble-plastic and use a smallest possible box.
- b) add a paper-copy of the confirmation mail into the package
- c) write clearly the CAS-nr. outside the package – otherwise DJI will reject it and send it back.
- d) print and attach the label to the package
- e) contact UPS to pick up your package
- f) always notify – or take snapshot of the UPS Track&Trace-nr. and get a proof of delivery (just in case)

5) For status on repair or treatment please follow this link <https://repair.dji.com/en/support/RepairTrace> and put in your DJI CAS-Nr.

6) DJI and UPS will notify you by mail when the replaced / repaired product is on the way back to you. (*****)

Contact In case you have any questions or further information regarding your repair, please contact the DJI Service Center directly via Mail: support.eu@dji.com Online Support: <http://www.dji.com/support#after>
Tel: +31 20 654 5202 Please always use your DJI CAS Nr. as reference in any correspondence with the DJI Service.

In case you have any question regarding this process, please contact us by Mail: rma@boston.dk

Best regards **Fritz Feichtinger CTO**

Drones – Service – Repair – Consulting

BOSTON Distribution A/S Tlf.: +45 4810 4874 Mail: ff@boston.dk

(*) TIP: Please carefully check and fill out the right SN of the product.

NB note the SN which is on the product – not on the box or the products emballages. The product might have been swapped to a new one in a former service and thus will have a different SN.

Be aware of the numbers '0' (zero) not to be mixed up with the capital letters 'O'

This might lead to the misunderstanding that the product has been purchased in an other Region/Continent, and DJI might refuse to treat your product under DOA or Warranty.

(**) How to Sync your flight-logs

In the DJI GO App connect your mobile device with WIFI. 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.

In the DJI FLY App for Mavic Mini - Go to: Profile > Settings > Sync Flight Data + Auto sync Flight Records >=> On

(***) NB: Providing DJI with additional info will decrease expedition time at DJI-support.

After successful registering you get a confirmation mail from DJI with a CAS-nr, their contact information and further instructions and maybe some questions. If necessary export the internal flight-logs from your craft or RC (*****)

After DJI's fly-data-analysis and accept, DJI will repair or replace the product for free and send it directly back to the end-user.

(****) DJI Label Policy

DJI provides free shipping labels to (EU) endusers in all DOA and Warranty cases, and cases with valid DJI-Care.

DJI provides free shipping labels to (DK,SE,FI,NO) dealers – but only in DOA cases (i.e. not in Warranty cases)

That means in DK, SE, FI, **Warranty cases have to be registered and sent to DJI by the enduser.**

Otherwise shipping is on own expenses.

(*****) In Out-of-Warranty cases or if DJI for some reason does not grant Warranty.

DJI will send you a mail with the Quotation and a reason why Warranty is not granted.

This Quotation includes a PI – Proforma invoice, you can choose to pay by PayPal or by Bank Transfer.

After receiving the payment DJI will send you the repaired or replaced product.

Not reacting or paying the PI within 30 days will result in DJI returning the defect product to you unrepaired.

(*****) How to export the intern flight logs from your CRAFT or RC using the DJI Assistent 2 SW.

Get Assistent 2 SW from your products Download site.

F. eks. For Mavic 2 EP: <https://www.dji.com/mavic-2-enterprise/downloads>

To export the flight logs in your CRAFT, see how to do, with f.ex. a Phantom 4: <https://youtu.be/SMb1RD5pPOg>

To export the flight logs in your Radio Controller, see how to do, with f.ex. a Mavic RC <https://youtu.be/reRVldRx9Rk>

If you want to look deeper into the flight logs: <https://forum.dji.com/thread-114810-1-1.html>