

This message is sent out by DJI to DJI distributors 11. March 2018

DJI dealer notice - An Announcement on the Warranty Period for Dealers' Stocked Batteries (Mainland China, North America, and European Areas Covered by ROs)

Dear dealers,

Since we have received many inquiries from dealers about the warranty period of unsold batteries, we will reiterate the warranty policy for dealers' stocked batteries below:

Intelligent Batteries will become over-discharged if they have been stored for a long period. To ensure that the stored Intelligent Batteries function normally, we recommend that you maintain your stocked batteries regularly. Please follow the guidelines below:

1. Sell batteries that have been stored in the warehouse for a long period first.

2. (For Mainland China, North America, and European Areas Covered by ROs)

Charge and discharge the batteries stored in the warehouse within 6 months from the date when they were shipped out from DJI. If any defects are found, send the battery back to DJI. After DJI confirms that the battery is malfunctioning, a new battery will be sent to the dealer.

(For Other Regions)

Charge and discharge the batteries stored in the warehouse within 6 months from the date when they were shipped out from DJI. If any defects are found, dealers need to report the case on the dealer system, and technical support specialists will analyze the case remotely. After DJI confirms that the battery is malfunctioning, a new battery will be sent to the dealer. There is no need to send back the defective battery.

3. This replacement service will not be provided for the unsold batteries that have been in storage for longer than 6 months of delivery.

Note that this warranty policy is for dealers' stocked batteries only. If end users request to repair or replace their Intelligent Batteries, they need to contact DJI Support within 6 months (12 months for customers in Europe) after receiving the battery.