

Troubles checklist for RYZE TELLO for end-users

Before applying for a DOA or Warranty service

Dear Tello customer.

Thanks for choosing RYZE Tello.

Despite accurate quality control, technical problems can not be avoided 100%. We take your request very serious and want to help as quick as possible. Your product and service satisfaction is our top priority.

If there are any problems with your product, please check first the Trouble-Shooting list (a-h) below.

The most known problems can be solved by

- 1) a FW (FirmWare) update of the drone
- 2) a Compass calibration.
- 3) an update or a de- and re-installation of the App with the latest version.

Also, many known malfunctions are due to a weak/defect battery,
Others due to mechanical reasons or wrongly attached or damaged propellers.

Please, before sending your Tello to service, check the following below

- a) Is your Tello APP the latest Version ? – is your Tello Craft updated to latest FW version ?
- b) Calibrated Tello's compass ? – The App will prompt you if an update or calibration is required.
- c) Drone does not lift but is tilting: One motor stuck ? Props mounted CW-CCW-CW-CCW ?
- d) Motor not spinning: Check for prop-mounting and mechanical reasons (dust, hair, etc.)
- e) Vibrating: Props damaged and/or out of balance?
- f) Battery does not charge: Can be due to a defect battery or a defect USB-cable or USB plug / port.
- g) Drone does not start: Try with another fully charged battery.
- h) To 'waken up' a weak battery try to dis- and recharge the battery 2-5 times.

What to do if this does not solve the problem

If the Battery is defect within 6 months from purchase: no need to send in the craft, please contact your dealer to swap your defect battery to a new one.

Remember a Proof of purchase and the SN of the craft, found inside the battery tunnel of the craft.

If the Craft is defect within 2 years from purchase: please contact your dealer to send your Tello in for repair.

Remember a Proof of purchase and the SN of the craft, found inside the battery tunnel of the craft.

Also please provide the dealer with a fault description, a picture or video-clip showing the malfunction.

In Out-of-Warranty cases.

You still can get your product repaired but we will charge for the service and spare-parts.

Contact your dealer to get a quotation.

Best regards
Your dealer