

Trouble Checklist for RYZE TELLO drone. End-user guide

Before applying for a DOA or Warranty service please check and fill out this form – updated pr. 23.09.19

Dear Tello customer.

Thanks for choosing RYZE Tello. Your product- and service satisfaction is our top priority. If there are any problems with your product, we want to help as fast as possible. But before sending your Tello drone to service, please check first and fill out this Trouble-Shooting-list below.

Many known malfunctions are due to mechanical reasons or wrongly attached or damaged propellers. Others due to a weak or defect battery. The most known problems can also be solved by a FW (FirmWare) Update or/and a Re-Calibration of the drones IMU and CG. Sometimes even by a re-installing of the App and/or Resetting the TELLO craft to factory settings: Switch on, when LEDs flashing fast yellow press ON-button 8 sec.

Please check, confirm and notify for every check-point below		Done	Remarks
Tello SN:	Purchase date:		
Propellers: With the drone cam pointed forward and the battery pointed to you the props have to be mounted the following way in order to lift the drone by spinning and blowing downwards: Right Back and Left Front = CW (ClockWise) Left Back and Right Front = CCW (CounterClockWise)			
Vibrations: To spin without vibration the propellers have to be balanced in symmetric shape and without physical damage.			
Motor not spinning: Check for a not too tight prop-mounting, the mounting and shape of the prop-guards, evt. find other mechanical reasons (dust, hair, etc.)			
Drone does not lift but is tilting: One motor stuck ? Wrong prop or guards mounted ?			
Is your Tello APP the latest Version ? update or de- and re-install the App			
Is your Tello Craft updated to latest FW version ? The App will prompt you if a FW update is required, just follow the instructions in the APP.			
Drone flies unstable or is drifting: Downward sensors clean and not covered ? At startup keep the craft away from strong magnetic fields. Do a Re-Calibration of the IMU/Compass and evt. also the CG (Center of Gravity) In the App go to Settings – More – tap the square with the 3 dots. Activate the calibrations manually and follow the instructions in the App.			
Battery does not charge: Can be due to a defect battery or a defect or dirty USB-cable/plug /port. Try to charge with another USB cable. When USB cable connected to the Craft for charging the battery: 1) LED should first blink fast 1x green + 3x red 2) LED blue blinking permanent = charging normally 3) LED solid blue = charging finished 4) LED Blue blinking 7x short + 1x long = defect battery When USB cable connected to the Hub for charging the batteries: 1) LED green blinking permanent = charging normally 2) LED solid green = charging finished 3) LED solid orange = battery waiting for charging 4) LED solid red = defect battery			
Drone does not start: Connected to WiFi ? Try with another fully charged battery. To 'waken up' a weak battery try to dis-and re-charge the battery 2-5 times.			

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What to do if this does not solve the problem ?

Contact your dealer to send in your Tello for repair. In order to get help as fast as possible, please always remember a Proof of Purchase (PoP) and the SN of the craft. The SN is found inside the battery tunnel of the craft and on the sticker outside the orig. Tello-box. **NB: Add this filled out Trouble Shooting List** and a fault description.

NB: If only 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. But still remember your PoP and the SN of the craft.

In Out-of-Warranty cases.

You still can get your product repaired but we will charge for the shipping, service and spare-parts. Contact your dealer to get a quotation.

Best regards - Your dealer