

Procedures for RMA, DOA and Warranty service for RYZE TELLO

The RYZE TELLO drone can not be RMA registered at DJI Support / Repair Service site.

Until further it will be handled by Boston HQ / RMA dept. att. Fritz F. (use the address in my signature)

Log in and apply for a RMA-ordre in our Webshop www.bostonnordic.com (*) and send the defect Tello(s) to us.

NB. Unless other agreements we normally do not credit but we replace or repair the defect product.

Please follow the instructions below:

- 1) Troubleshooting by end-user or dealer. Be sure it is a real DOA or Warranty case.
 - a) Craft Updated to latest FW version ? APP latest Version ?
 - b) Calibrated compass ?
 - c) Drone does not lift but is tilting: 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: Most malfunctions are due to a weak or defect battery.
 - h) To 'waken up' a weak battery try to dis-and recharge the battery 2-5 times.

- 2) If the Battery is defect within 6 months from purchase: no need to send in – we send you a new one.
Log in and apply for a RMA-ordre in our Web-shop www.bostonnordic.com after reviewing your case, we send you a mail with our RMA nr. Return this mail with our RMA ordre-nr, your Service-ref.nr, a Proof of purchase, the SN of the craft and a picture or video-clip showing the malfunction.
If accepted the case - we send you a new battery. Collect and send the defect batteries to us on occasion.

- 3) If the Craft is defect within 2 years from purchase: send the product to BOSTON HQ/RMA att.: Fritz F.
Log in and apply for a RMA-ordre in our Web-shop www.bostonnordic.com after reviewing your case, we send you a mail with our RMA nr. Return this mail with our RMA ordre-nr, your Service-ref.nr, a Proof of purchase, the SN of the craft and a picture or video-clip showing the malfunction.
If accepted the case as Warranty or DOA - we send you a free label.
After receiving your product we repair or replace it and return it to you (dealer).

- 4) In Out-of-Warranty cases.
You still can get the product repaired but we will charge for the service and spare-parts.
Send me a mail your Service-ref.nr, a Proof of purchase, the SN of the craft and a picture or video-clip showing the malfunction. - We return with a cost proposal for the repair.
If you (or enduser) accept the quotation and cost, apply for our RMA ordre-nr and send the product to us on own expenses or order the missing parts.
After receiving your defect product we repair or replace it and return it to you (dealer) with an invoice.

Best regards **Fritz Feichtinger CTO - BOSTON Distribution A/S** Lucernemarken 9 – DK 3520 Farum – M: ff@boston.dk

(*) HOW to apply for a RMA-ordre at Boston.

- a. Log into your account on www.bostonnordic.com
- b. Choose RMA in the green Top-menu-bar
- c. Fill out one of the prompted fields to get a list of your product(s)
- d. Fill in the number of (the same) product you want to get a RMA nr for.
- e. Click on the green '+' button. This will add your product to the basket.
- f. NB: Don't mix products, only use ONE ordre for the same type of product.
- g. When finished choose RMA-kurv (basket) in the right Menu-column
- h. Fill out all 3 required fields for each product.
- i. Click 'Opdater denne' (actualize) for each product or 'Fjern vare' (remove)
- j. Click 'Opdater alle' and 'Fortsæt til Checkout' – you proceed to the next site
- k. Check Faktura adresse and fill out if needed – Click 'Fortsæt'
- l. Next site shows your registered product. Click 'Placer nu'
- m. Website confirms: Din RMA ansøgning er sendt til Boston Distribution...
- n. Check your mail for confirmation.
- o. After handling your request we send you a mail with our RMA ordre nr.
- p. Write this RMA orde nr outside the package when sending the product to us.