

Tip: HOW to avoid delays and Warranty rejections

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Dear DJI - Dealer

Here 3 important updates for your handling of DJI RMA procedures
When receiving a defect DJI product from your endusers.

UPDATE 1

DJI drone batteries for Mavic 2 and also for other future DJI products have got a tremendous enhanced upgrade of the 'Intelligent' Battery Safety Mechanisms.

To avoid DJI batteries to be returned as defect but not being defect at all, your customer has to apply a little but important change in the test of a DJI battery.

The old way:

No LED when pushing the Switch-ON-button = Battery dead and has to be replaced.

The NEW way:

No LED when pushing the Switch-ON-button = Battery could be ok but just be shut down to

Hibernation Mode –

i.e. The battery will automatically switch off if the battery is inactive for 20 minutes.

If the battery level is less than 10%, the battery will enter its Hibernation Mode to prevent lasting damage to the battery. No LEDs will light when pushing the ON button. The battery needs to be charged to get out of this mode.

Procedure for dealers:

When being prompted with replacing a 'dead' DJI battery, not showing any LED lights after pushing the ON button.

Tell your enduser to first charge the battery for at least 30 min. or DIY.

See if the LEDs start blinking when charging.

If no battery LEDs light after 2 hours of charging – then the battery (or the charger) might be defect.

You can see other new enhanced DJI Battery Safety Mechanisms for Mavic 2 in the attached pdf.

UPDATE 2

To avoid delays with RMA or disappeared DJI products sent in for repair.

When registering a DJI product for any kind of repair or replacement please be aware of:

- 1) Always scan or copy the SN on the sticker ON the product – not the SN on the emballage or invoice.
- 2) Always print out the registration confirmation side and check if both the CAS-nr. and the products SN are on the same print. - Otherwise manually write the CAS-nr. on the printed side.
- 3) Always put this RMA form paper-print with the CAS-nr and the SN, problem description, etc. together with the product INSIDE the parcel.
- 4) Always write the CAS-nr. outside the parcel, if not already written on the label as reference nr.
- 5) After having sent the product to DJI, Always check the <https://repair.dji.com/en/support/RepairTrace>
Check, if the product has been registered as received by DJI. It should be there after max 5 days.
Otherwise react and contact DJI service for investigation.

UPDATE 3

To avoid rejection of Warranty treatment for DJI products sent in for repair.

ALWAYS ask your enduser to sync his/her flightlogs in the APP DJI GO(4) or PILOT

Regardless if it is a flyaway or an other reason for damage / defect etc.

IF DJI damage assessment team is in doubt and missing the flightlogs, they might quote the Case Out of Warranty, and will send a PI (Proforma Invoice) to pay.

it is easier and faster to be proactive instead of post deliver the flightlogs and ask to requote the case.

Best regards

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