

IMPORTANT complementary Tips and Scenarios to DJI RMA DEALER Guide

How to handle DOA / Warranty / RMA –out-of-warranty for DJI products - latest update 23.05.19
How to get free shipping labels (only applies for EU countries – i.e. not for Norway)

- 1) Distinguish if the Case is
 - a. DOA = within 15 days from purchase OR Activation date (!) - follow pkt. 5
 - b. Warranty = 2 years (1 year for Batteries) from purchase OR Activation date (!) – follow pkt. 6
 - c. No warranty = older than 1 or 2 years from purchase OR Activation date (!) - follow pkt. 8
 - d. NB: Unsold unit, warranty starts from shipping date to dealer.
 - e. NB: Sold to customer unit, warranty starts from purchase date / activation date.

- 2) NB: Please Stop doing the old way of “paper”-registering (i.e. printing out the GTS form – filling out – scanning in and sending a copy to DJI-support –waiting for a mail from DJI with the CAS-nr. and promising you an other mail with a label within 2 days, and you chasing this mail, asking us at Boston, get back to DJI with a reminder, waiting again and worrying....etc.)

- 3) Please from now ONLY register ONLINE – use our [DJI-RMA-ENDUSER-Guide](#) from the Portal index site. – this procedure gives you the following advantages:
 - a. You submit all needed information one place – no papers and mails to store, look through and administrate.
 - b. After successful submitting you (i.e. the registered e-mail address) get a confirmation mail right away including a link to the free Label (if qualified * see pkt. 4)
 - c. NB: All dialogue, DJI’s info about shipping back, UPS - T&T nr. etc. is done by mail direct between DJI and the person’s e-mail who registered the case online.
 - d. Quick turn-over. The end-user gets the repaired or replaced product directly to his home address.

- 4) Label policy as it is now. WHO is getting free shipping labels from WHOM ?
 - a. Dealers / resellers get only a free label from DJI in all DOA cases (but not for Warranty cases)
 - b. End-users get a free label from DJI in all DOA and Warranty cases.
 - c. Dealers /resellers can only get a free label from Boston if DJI is refusing a free label to dealers having done the procedures described in pkt. 5 and pkt. 6.
How to ask see pkt. 7.

- 5) So, if you, the dealer, have to handle a DOA case on your own, you have 2 fast (a+b) and 1 slow (c) options:
 - a. The shop receives the defect product by post: collect the needed info, log into the DJI repair site and register online as Shop, get a free label by DJI online, send the package to DJI, get back a replacement, contact the end-user and send or hand it out to the end-user.

 - b. End-user shows up in person with the defect DOA product. (**)
Expedient in the shop please collect all needed info and register the case online TOGETHER with the END-USER, i.e. log in with the end-users DJI account username and password, fill out all the fields with the END-USERS name, address, tlf., mail address. Upload the end-users documents if needed.
NB: For drones Always ask the end-user to sync the flight-logs, to avoid the risk of denied Warranty.
After successful submitting the END-USERS mail address will get a confirmation mail with a link to the free label right away and while still being in the shop.
Ask the end-user to forward this mail to the shop to print out the label and send the package to DJI.
From here the case is out of the dealers hands.
DJI will send all info to the end-users mail and the replaced product DIRECTLY to the end-users home address.

 - c. See Pkt. 2 above. - very time consuming and worrying.....

- 6) So, if you, the dealer, have to handle a WARRANTY case, you have 2 fast (a+c), 1 easy (b) and 1 slow (d) options:
- a. The shop receives the defect product by post:
Call or mail to the end-user and collect the needed info (see a list in my tutorials)
NB: For drones Always ask the end-user to sync the flight-logs, to avoid the risk of denied Warranty.
Register the case online as if you are the end-user (follow the steps in Pkt. 5b above)
After receiving the end-users mail with the link to a free label by DJI, print the label and send the package to DJI.
From here you can forget the case.
The end-user will get back a repaired product or a replacement directly from DJI.
 - b. End-user contacts you or the shop concerning his defect and still under WARRANTY product.
Try to convince the customer to register and send in the product to DJI on his own.
Make clear the advantages for the end-user to get a very quick turn-over / swap of the product directly from DJI.
Registering and getting free label can be done online from the end-users home, no interfering with the shop.
Mail or hand out a copy of the step-by-step DJI-RMA-ENDUSER Guide to the end-user. (get it from the link on the index site)
Evt. provide the end-user with packing material, offer some tlf. support etc. if necessary.
 - c. End-user shows up in person with the defect under WARRANTY product INSISTING on you, the dealer, has to do the case.
Follow the steps in Pkt. 5b above.
 - d. See Pkt. 2 above - very time consuming and worrying.....
When DJI has promised to send you a free label in a separate mail, check your mailbox (i.e. the mail you registered the case with)
If there is no mail with the label, please send a reminder to DJI support by answering the 1st mail you got from DJI with the CAS nr. and claim for a label.
- 7) When asking BOSTON for a label solution please mail to rma@boston.dk and include:
- a. A copy of the entire mail which you / the dealer got from DJI together with the generated CAS nr. and the DJI address to send to, and include the originally attached documents i.e. proof of purchase and filled out GTS form.
 - b. A proof of your attempts to follow pkt. 5 or pkt. 6 plus a copy of your 'label-reminders' sent to DJI.
 - c. A copy of the mail received by DJI denying to provide you with a free label.
- 8) For all Out-of-Warranty cases:
Please contact us on this mail: ff@boston.dk with a clear problem description and evt. attached pictures/video illustrating the damage or fault. We will reply with a first view evaluation and suggestion of a solution.

Best regards

Fritz Feichtinger CTO

Drones – Service – Repair - Consulting

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Dear DJI - Dealer

Here 3 important NB's for your handling of DJI RMA procedures as pr. 08.10.19

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 end-user 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.

See and get the PDF 'Tip - Mavic 2 Battery Safety Mechanisms' from the index site.

UPDATE 2

To avoid delays with RMA or disappeared DJI products sent to DJI 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 attached to the product – not the SN on the box 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 end-user to sync his/her flightlogs in the APP DJI GO(4) or PILOT

Regardless if it is a flyaway or another 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 **Fritz Feichtinger CTO - BOSTON Distribution A/S** Tlf.: +45 48 10 48 74 Mail: ff@boston.dk