

Here our procedures for RMA, DOA and Warranty service for

Ryze TELLO and ZeroTech DOBBY

pr. 09.01.19

Those 2 products can not be RMA registered at DJI support / service site.

They have to be sent to Boston RMA dept. att. Fritz F. (use the address in my signature)

NB. We do not credit but we replace or repair the defect product.

Please follow the instructions below:

- A) Troubleshooting by enduser or dealer. Be sure it is a real DOA or Warranty case.
Craft Updated to latest FW version ? Calibrated compass ? Props mounted CW-CCW-CW-CCW ?
Battery does not charge: due to a defect battery or a defect Charger (Dobby), USB-cable or USB plug / port.
Does not start: Most malfunctions are due to a weak or defect battery. De-and recharge the battery 5 times.
Motor not spinning: Check for Prop-mounting and mechanical reasons (dust, hair, etc)
Vibrating: Props damaged and/or out of balance.
- B) If the Battery is defect within 6 months from purchase: no need to send in– we send you a new one.
If the Charger is defect within 2 years from purchase: no need to send in– we send you a new one.
Send me a mail with your RMA ref.nr, a Proof of purchase and a picture or video-clip showing the malfunction.
We return with a RMA nr. and – when accepted the case - we send you a new battery / charger / etc.
- C) If the Craft is defect within 2 years from purchase: send the product to BOSTON att.: Fritz F.
Send a mail with your RMA ref.nr, a Proof of purchase and a picture or video-clip showing the malfunction.
We return with our RMA nr. and – when 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).
- D) 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 with your RMA ref.nr, a fault description and a picture or video-clip showing the malfunction.
We return with our RMA nr. and a cost proposal for the repair.
If you (or enduser) accept the quotation and cost, 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

Drones – Service – Repair - Consulting

BOSTON Distribution A/S

Lucernemarken 9 – DK 3520 Farum

CVR: DK 19196003

Tlf.: +45 48 10 48 74

Mail: ff@boston.dk