

# Here our procedures for RMA, DOA and Warranty service for

## ZeroTech DOBBY and Ryze TELLO drones

updated pr. 24.05.19

Those 2 products can not be RMA registered at DJI support / service site.  
After the obligatory Trouble-shooting tests and if still problems they can be sent to  
Boston Distribution - RMA dept. att. Fritz F. Lucernemarken 9 – DK 3520 Farum

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

### **Please follow the instructions below:**

Troubleshooting by enduser or dealer. Check date of purchase. Be sure it is a real DOA or Warranty case.

For Ryze TELLO please use and fill out the Tello-Trouble-Shooting form on side 2 of this document.

For Zerotech DOBBY use this Checklist:

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.

Charger is only ok if it performs this with a good (non defective) battery:

LED blinking green when connected to USB power supply

LED gets permanent orange when battery is inserted for charging.

LED gets permanent green when charging is finished. Also check if battery shows 4 LED when pushing the button.

Craft 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.

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.

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).

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

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Mail: [ff@boston.dk](mailto:ff@boston.dk)

# 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. 22.03.19

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.

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: <b>Right Back and Left Front = CW (ClockWise)</b> <b>Left Back and Right Front = CCW (CounterClockWise)</b>			
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 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. The crafts LED should first blink fast 1xgreen+3xred then slow-blink blue and when finished permanent blue.			
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.			

## 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 service and spare-parts.

Contact your dealer to get a quotation.