Global Technical Support Form

Instructions for repair of DJI products.

NEW!!!

Instructions for Out-of-Warranty repair (crash etc) of DJI products.

Please contact us on this mail: ff@boston.dk with a clear problem description and attached pictures/video illustrating the damage or fault. We will reply with a first view evaluation and quotation of a solution.

Make or get a copy of the end-user invoice / proof of purchase to include in the mail.

Instructions for Warranty repair of DJI products.

Either the end-user or the dealer can send the product for repair or replacement to the DJI Service Center.

This will ensure the highest level of efficiency and the shortest possible repair time.

Please complete these simple steps to get your product to service:

For all DJI Warranty RMA or DOA cases:

1. Download and fill out this DJI GTS-forms (last 2 pages of) http://www.boston.dk/gfx/pdf/DJI_RMA_EN_DK_SE_FI_2017.pdf

2. Scan a copy of the end-user invoice / proof of purchase to include in the mail.

3. Mail the filled out form and a scan of end-user proof of purchase directly to support.eu@dji.com
   DJI-support will reply your mail providing you with a CAS No. and a DJI shipping address.

4. Pack the complete product for repair as secure as possible (preferably in the original packaging).
   NB: please clearly state the DJI CAS Nr. outside the shipment – otherwise DJI will reject it upon receival.
   If problems shipping to DJI, forward the mail that you have received from DJI incl. the CAS Nr. and DJI shipping address to rma@boston.dk and ask for a label.

After completed service, DJI will send the repaired or replaced product directly to you

NB: DJI will only send mails confirming, quoting, shipment trace-nr. as well as the repaired or replaced item directly to the Company or Person mentioned in the 1st table of the filled out DJI GTS-form.

For status on repair, after DJI has received the unit, please follow this link
https://repair.dji.com/en/support/RepairTrace and put in your **DJI CAS Nr.**

In case you have any questions or further information regarding your repair, please contact the DJI Service Center directly via e-mail: support.eu@dji.com

Please always use the DJI CAS Nr. as reference in any correspondence with the DJI Service Center.

In case you have any question regarding this process, please contact us via e-mail: rma@boston.dk

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Important information - Before you send in a DJI product for warranty repair:

NB: DJI will not grant warranty if the only reason for a not working product is a defect battery or a missing FW upgrade. DJI will charge for repair, handling and/or return shipping. But – of course, If only the battery/charger/etc. is defect, then only send in those. If the latest FW upgrade is missing, DJI might also charge you for the upgrade service and shipping.

Please follow these steps for troubleshooting: (and fill out the questions in red)

0. PRODUCT ? _____

1. **Battery test**: press the battery's (ON) button for 2-4 seconds.
   If 1-4 LED lights = battery is charged 25 – 50 – 75 – 100 %
   If No LED lights and battery can not charge = dead battery.
   If 1-4 LED lights but battery can not charge = defect battery or defect charger.
   If all 4 LED lights but battery unstable / dropping Voltage during use = defect battery cells.
   NUMBER WITH Led-LIGHT ?_____

2. **Hardware test** (if applied)
   Cables AC, USB, use original cables from DJI, Apple, etc. evt. try with an other cable.
   USB-sticks and plugs clean and free of dust etc.
   TRYED OTHER HW YES /NO ?_____ WHICH ? _____

3. **APP – check**: Be sure you have the latest version of the App. DJI GO installed on your device.
   Evt. remove and reinstall the App.
   Check if the iOS/Android of your display device is compatible with the App. DJI GO(4)
   APP-VERSION ?_____

4. **FW – check:** Be sure your product has the latest FW (Firm-Ware) Version.
   Quick check: Connect your product with the App. On the App's start-screen for your product touch the Menu symbol (the '+' or the 3 little lines) for 10 seconds and see the current (and all available former) FW Version(s). From this screen you can directly download and install an upgrade to the latest Version. (or downgrade to former versions).
   See how to do via the App:: https://youtu.be/6rf0elzz52g?t=28s

   For drones the craft and the remote and all batteries have to be FW upgraded.
   Normally the App will notice you for the need of any FW update and guide you through the upgrading process. If the upgrade fails retry and if necessary downgrade to an earlier FW version before retrying again.

   See also the latest FW version of a product - plus Instructions for upgrading, manuals, documents, display device compatibility with IOS and Android, FAQs etc. in the DOWNLOAD site for your product. Go to https://www.dji.com/support/product select your PRODUCT and find the DOWNLOAD link on the chosen Products site.
   LATEST FIRMWARE-VERSION INSTALLED _____

5. **Fill in the DJI form** for request of CAS repair number.
   Print or copy this filled out form and add it as your proof for your pre-checking.

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Red Info is Required.

Customer Information & Return Address **Your RMA:**

Company/ Name Att:		DJI CAS-nr:	
Shipping Address			
Phone number		Country	
Email Address			

Product Information

Model type of DJI product						
Returned Parts	1	2	3	4	5	6
Serie-Nr						

Purchase Channel	Delivery Date	Order No.	
DJI Care	☐Yes ☐ No	Issue Date	
VAT-Number (if available)			

Service information Choose one and set 'X'

☐**Repair** (Repair under Warranty – within one year from end user purchase date)

☐**Exchange** (DOA replacement – 15 days from end user purchase date)

☐**Return to Home Failure** (Fly Away within warranty period)

DJI Account	*Email address*	Sync Flight record	☐Yes
Troubleshooting Date	*yyyy/mm/dd*	Accurate Time	
Description here			

You can trace repairing status at the following address: http://www.dji.com/support/repair-trace

1. If you need to return or exchange your DJI product or it failed returning to home, please contact DJI technical support to get a case number before we assist you to process further.

2. Please make sure you have already synced the flight record by following the steps below:

Connect your mobile device with WIFI or cellular data. Launch your DJI Go App.

Click the "aircraft" on the top left

Click the "cloud" on the top right, sync one month record and wait until it's 100% completed.

3. Please don't send batteries that leak, are swollen or seriously damaged.

4. Please don't send your SD card, propellers, remote controller back to us if not asked.

5. Please refer to relevant policies if you're returning or exchanging your DJI products. Please make sure you send back all the spares come with the aircraft.