


From: DJI support.us support.us@dji.com 
Subject: Re: chat
Date: July 7, 2016 at 8:56 PM
To: benbell@me.com

SD

Dear Ben Bell

Thank you for contacting DJI.

Please send your unit into our DJI repair facility in North America. The steps you must take to properly ship your product in are listed below.

Note: Failure to complete any step below may cause delays in your repair, and could require our logistics team to ship your product back without repair service provided.

1. Please fill out and print the Customer Information Sheet attached to this email/ticket. This is required for every RMA.

2. Please include a copy of your proof of purchase. Not including your proof of purchase will automatically categorize your repair as Non-Warrantied and you will be invoiced after analysis. Please keep your original proof of purchase for your records.

3. Please review the warranty terms for your product to see if you should expect an invoice or may potentially be covered by our manufacturer's warranty: <http://www.dji.com/service/warranty-service>

4. Do not ship swollen/punctured/visibly damaged batteries. If you do ship batteries in this condition, we are required to recycle them and cannot ship them back to you. If your battery was damaged in a crash and you would like to be considered for warranty replacement of the battery, you will need to provide proof of purchase and pictures of the damage and serial number(s) of each battery affected in the package you ship to us.

5. Please do not include any product accessories, such as batteries, propellers, chargers, tuning stands, micro SD cards, cables etc. If you choose to send in any of these items, you acknowledge that DJI is not liable for any of these products.

6. Please do not include any non-DJI equipment, such as aircraft accessories, hard carrying cases, SD cards, and third-party transmitters. If you choose to send in any of these items, you acknowledge that DJI is not liable for any of these products and that we are unable to test your DJI products with any third-party products.

7. Pack your equipment safely. Include protection such as bubble wrap and packing peanuts. Keep in mind that any product shipped just in the on-shelf packaging (i.e. white Phantom box) is not acceptable and will automatically qualify it for invoiced repair. You can always place the product box or case in a cardboard box, this is acceptable.

Inspire 1 is the exception to rule 6, please do ship it in its original hard case, packed safely inside of a cardboard box.

Once received by our North American repair facility your unit will be considered an active repair. The ETA for repairs is approximately 1-2 Weeks from the date it is checked in by our facility. On that day, you will be emailed. In the rare event that more than 1-2 Weeks have passed since your unit was checked in, please call 818-235-0789 for further assistance.

Once your unit has been checked in, and you have been provided a Repair Tracking number, you can check the status of your RMA here:

<https://repair.dji.com/en/support/RepairTrace>

8. Include DJI care info on Customer information sheet. Be sure to include all information requested for DJI care to be applied if you have a DJI care plan including a copy of your receipt emailed back to this ticket, showing your DJI care purchase. If you need assistance in locating your crafts serial number please use the DJI care FAQs: <http://www.dji.com/support/djicare> Please provide the DJI account you used to activate your unit for Phantom, inspire, OSMO and Ronin MX.

DJI Technology, LLC
23610 Banning Blvd
Carson, CA, 90745

RMA: 0708201611933318132(Please include this number on the shipping label and on the front and back of the package. Not putting this number on the outside of your package may cause delays in being checked in). By sending in your product for repair, you agree that you have read and accepted the repair terms as stated above. If you have any questions about this process, please reply to this email or call our phone support team. In certain circumstances DJI may as a courtesy provide a shipping label for those RMAs that qualify. Please allow approximately 24-48 hours for this label to arrive.

Thank you for contacting DJI. We look forward to servicing your product very soon!

On Thu, Jul 7 at 7:59 AM , Ben Bell <benbell@me.com> wrote:
Dear DJI:

When recently trying to use my Phantom, I got a message that I needed to upgrade something and then it upgraded it. I think it was the app but it may have been something on the Range Extender. Anyway, the upgrade proceeded, I tried to get everything ready for a flight, and then I got an error message that "Connection to Phantom Failed".

I did a lot of research on the issue and looked at all the message boards I could. The consensus seems to be that the automatic upgrade bricked the range extender, rendering it useless. People are pretty ticked off about it as there seems to be no good reason for the product no longer working.

Can you help?

My specs are:

First and Last Name: Ben Bell

Shipping Address: 4049 Purdue Avenue, Dallas, TX 75225

Phone number: 214/707-6668

Name of DJI Product: Phantom 2 Vision

Purchase date of product: December 2014

Dealer name or DJI Order Number: Don't know - it was a gift

Brief Description of damage or technical issue: "Connection to Phantom Failed"

Troubleshooting steps you have tried to fix the issue before contacting support: I downloaded

...troubleshooting steps you have tried to fix the issue before contacting support. I downloaded an older version of the app from my iTunes account, and I ordered a new Range Extender, since the message boards indicated that the update had probably bricked the RE. I got the RE yesterday, bound it to the camera hoping everything would be fixed. But nothing has changed - I still get the same message.

Thanks for your help.

Ben

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Ben Bell

<https://www.linkedin.com/in/benbell>

Mobile: (214) 707-6668

BenBell@me.com

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RMA Number

Full Name

Phone Number

Email Address Used with DJI

Return Address

**Issue with
Unit(s)**

Back Story

**Is your battery also physically
damaged?**

**If yes, reply to your support
ticket with pictures**

NO

☐

Date of Incident

I have DJI Care Protection: YES

☐

NO

☐

I Purchased DJI care on:

Craft Serial Number

Camera Serial Number: