

Dear Yuneec User,

The purpose of this document is to describe in an easy to understand way the step by step procedure for reporting a repair to Yuneec. Before taking any action, please read this procedure carefully before taking any action as without it we may not be able to repair your impossible.

NOTE: Yuneec Europe GmbH is the Warrantor (that is, the entity that processes all warranty claims).

Yuneec Europe GmbH. They process only warranty claims, so if the equipment has been damaged through the fault of the user or the warranty period has expired, the repair should be reported to another location. See page 6 for more information on post-warranty repairs.

Warranty claims

Before starting the procedure, find your proof of purchase and warranty card (if (if enclosed). The warranty card describes the length of the warranty period. On the proof of purchase

Check the date of purchase on your proof of purchase and ensure that the equipment is still under warranty. A clear photo

or a scan of the proof of purchase will need to be attached to your online application.

In addition, if possible, take a photo or short video

showing the problem, error messages or other symptoms. This will help service to diagnose the problem. In some situations with a good description, pictures and/or video may allow us to resolve the issue without sending the equipment back. This may be the case, for example, with

Battery problems. If the charger shows a charging error, or the battery is

If the charger shows a charging error, or the battery pack is swollen, take photos/video of the problem and the serial number of the battery pack. If the service department recognises warranty remotely, you will receive a new battery without sending back the old one. Upon receipt of your request

Service will notify you whether or not the equipment needs to be sent back.

Please also note that the manufacturer's service checks the flight logs for diagnostic purposes. If it turns out that the cause of the problem was user's error, e.g.

If it turns out that the cause of the problem was user error, e.g. continuing the flight despite a very low battery, the manufacturer will reject the warranty claim.

1.Go to <https://rma.yuneec.de> . The website is available in the following language versions: German, English, French, Italian and Spanish. This manual This manual is based on the English version; you will also find translations of all the You will also find translations of all the fields of the form you need to fill in and phrases to help you describe your problem. If necessary

we recommend the free translation service [www.deepl.com](http://www.deepl.com)

2.Then fill in the fields concerning personal data. The address data will be used to address details will be used to send back the equipment. Your contact details (email) will be used to

to send you repair information.

-Service Contract Number - leave this field blank

-Customer number (Customer number): If you have a customer number from Yuneec Europe, you can enter it here. Otherwise, it will be assigned automatically automatically when your request is accepted. You can leave this field blank.

-Company name (optional field)

-Name

- Name
- Street
- House and apartment/premises number
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- Postal code
- City
- Country
- Email address
- Confirm email address (retype the same address as in the previous field)
- Confirmation of e-mail address (please re-enter the same address as in the previous field)
- Phone number (optional field)

3. After filling in your personal data, click on the "CONTINUE" button to go to the description of your problem

4. A page will open on which you must describe your product and its problem in the following fields:

- Article Number: The number (code) of the product. Click on the "i" icon to see where to find the symbol for your product. For example, for Breeze this is "YUNFCAEU", for Q500 4K "YUN4KEU"
- Actual Software Version: the firmware version of your hardware. Some technical problems may be caused by using an old hardware. Here you should enter what exact software version is installed on your device. If your model has multiple firmware components (separately gimbal, camera, Flight Controller etc), then enter all, that you can find.

-Serial Number (optional field). The serial number of your drone can be found on a small, oblong sticker with a barcode. You can find it on the drone or on the box. Picture of a sample serial number:

The serial number of your drone starts with YU. Batteries, control units or gimbals also have their own serial numbers, but they start with different letters.

-Article name: Name of the model (e.g. Breeze, Breeze FPV, Q500 G, Q500 4K, H, H Pro)

-Date of purchase: Date of purchase

-Point of purchase (company name): Place of purchase (company name)

-Error Description: Description of the problem - you can write it yourself, or match one (or more) of the descriptions in the table below. In case of doubt, contact the shop where you bought the equipment or the distributor.

NOTE: The description of the problem must be in English or German. When writing it you can use a free online translator, e.g. [www.deepl.com](http://www.deepl.com)

PROBLEM ENGLISH TRANSLATION

The drone is drifting away. It doesn't stay within

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despite a good GPS reception. a 1,5 meter radius despite a good GPS fix

The drone is drifting in uncontrolled circles in flight The drone drifts in uncontrolled circles

The drone does not turn on

The battery is not charging

The following error message appears:

<here rewrite the message that appears>.

There is a following error message: ...

The drone suddenly flew away in an uncontrollable way

Your mobile device is not detecting the WiFi network  
drone. I am using <insert mobile device model here

of mobile device>

My mobile device does not detect drone's WiFi.

I use <...>.

The drone connects to the Breeze Cam app, but does not want to take off

The drone is connected to the Breeze Cam app, but won't lift off

Gimbal does not stabilise the camera The gimbal does not stabilise the camera

The camera detects the camera but cannot connect to it connect with it

The controller detects the camera, but cannot connect to camera

The controller does not detect the camera

-Please remember to describe the circumstances of the problem as well. Examples circumstances can be found in the table below:

The problem occurred at the time of unpacking the drone

The problem existed from the moment of taking the drone out of the box

The problem started about ... days ago The problem started about ... days ago

The problem gradually worsened

It seems that the problem randomly appears and disappears

It seems that the problem randomly appears and disappears

The problem appears on average once every ... flights The problem appears on average once every ...

flights.

The problem occurred when I took the drone on a trip

The problem started during travel

The problem started after the drone collided with ground/obstacle

The problem started after the drone hit an obstacle

The problem started after the drone got wet in water

The problem started after the drone got wet

The drone works fine with device <here insert smartphone type/model> but does not work with another device <insert type/model of second smartphone>

Drone works fine with this device: ... , but does not work with this device: ...

-If you have not done so already, please write what mobile device you are controlling the drone. E.g. "To control the drone I use a Samsung Galaxy S7" (applies to some

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models, including the Breeze, and the Mantis series)

-The last section is the attachments section. There are five fields where you can upload one attachment each. They look like this:

When you click "Browse..." a window will open in which you can select a file from your disk of your computer. First attach the log of the flight (or attempted flight) during which

during which you experienced problems. If you do not know how to download the logs from your drone or smartphone, please contact your dealer or distributor. If you think it is you need, attach more logs or photos in JPG or PNG format

5. Then tick the 'I'm not a robot' box and click 'SEND'. Congratulations, your submission has been sent! You will receive an email confirmation that your entry has been submitted.

and within 1 to 2 working days you will receive an acknowledgement from Yuneec Europe. of your submission within 1 to 2 working days.

6. The confirmation email will contain further instructions. The manufacturer may indicate a solution that you should check for yourself instead of sending back equipment (if the problem is suspected to be not a hardware issue but e.g. a matter of (if it is suspected that the problem is not a matter of calibration, software or external conditions, for example). In other cases in other cases you will be asked to send back the parts or the whole unit.

7. If the manufacturer deems it necessary to check the equipment at its service centre, it will send a so-called Service

Call. This is a PDF document containing relevant information about the repair. W top right of the Service Call is the number given to your case (also known as the RMA number). RMA NUMBER). Only if you have this number can you send the equipment back to the manufacturer! When sending the equipment

Mark it clearly with the RMA number. It must be visible on the outside of the parcel.

Remember that the warranty service must know the case number in order to deal with the equipment.

If the package cannot be attributed to any RMA number, the package will be returned to sender.

8. Attach the proof of purchase and a description of the problem as it was written in the application.

9. Attach to the package only those items of kit which are related to the problem problem. If the drone has an accident during the flight, include only the drone, the apparatus and the battery that was in the drone during this flight. If the problem is related to battery charging, send only the batteries, charger and power adapter. If you are using multiple batteries and the problem is only with one battery, send only that battery.

10. you are encouraged to use the shipping services of furgonetka.pl which offers preferential shipping conditions to EU countries. For a customer registering for the first time in the service has a 10% discount on the first shipment. Discount

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can be obtained by entering a unique discount code during registration: rp795dd36a7116f509

11. well secured and clearly marked with RMA number package should be sent to the address specified on the warranty card and in the Service Call, viz:

Yuneec Europe GmbH,

Technical Service Department

Nikolaus-Otto-Strasse 4,

24568 Kaltenkirchen,

Germany

eucs@yuneec.com

+49 4191 932620 (contact in English or German)

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After Warranty Service

All out-of-warranty repairs are handled by Yuneec Europe

GmbH service: Minitec BTD. The after warranty service is based in Hamburg, Germany.

It is the only officially authorized Yuneec drone service in Europe.

1.Go to <https://minitec-btd.de/yuneec-rma/> . The website is available in English and German language version. This manual is based on the English language version; you will also find here translations of all fields of the form. You will also find translations of all fields in the form you need to fill in, as well as phrases to help you describe your problem. If necessary, we recommend the free translation service [www.deepl.com](http://www.deepl.com)

2.Next, complete the form fields. Your address and telephone details will be used to send back the equipment. Your contact details (email) will be used to send you information regarding the repair, e.g. a quote. Below is a description of the form fields:

-Service Contract Number - this field should be left blank

-Customer number: If you have a customer number in Minitec BTM, you can enter it here. Otherwise, it will be assigned automatically after acceptance of your request. You can leave this field blank.

-Company name: Company name (optional field).

-Product: Model name (e.g. Mantis Q, Mantis G, H520, H PLUS, H3)

-Model: The number (code) of your product. The code can be found on the packaging. For drones it starts with "YUN", the next part defines the model (e.g. MQ stands for Mantis Q, TYHP means Typhoon H Plus) and version (not every model will have a version designation, as some were produced in only one variant), and the suffix identifies the target distribution area (e.g. EU).

-Serial number: The serial number of your drone can be found on a small, oblong sticker with a barcode. You can find it on the drone or on the box. Image of a sample serial number:

The serial number of your drone starts with YU. Batteries, control units or gimbals also have their own serial numbers, but they start with different letters.

-Error Description: Description of the problem - you can write it yourself, or you can match one (or more) of the descriptions translated in the table below. If in doubt, contact the shop where you bought the equipment or the distributor.

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