

Warranty and After-sales Service Policy

Effective Date April 2025

Version 1.0

I. Standard Warranty:

1. **Warranty Period:** If defects occur due to quality issues within the specified warranty period (as outlined in the Appendix: Accessories Warranty Period Table) under normal usage, and confirmed by our technical team, we will provide the necessary repair services.
2. **Warranty Coverage:** Throughout the warranty period, we will take responsibility for repairing or replacing any defective products. All required parts for the repair will be supplied at no additional cost.

*** Warranty service is only available within the respective DMR service regions where the product was purchased. **

II. Warranty Commitment during the Warranty Period:

If the drone purchased experiences a malfunction or damage (not caused by human error) within the warranty period, our company or its authorized service providers will offer free inspection and repair services.

*** Customers must provide valid proof of purchase (invoice, receipt, or order number) to obtain warranty service. **

*** We may attempt to resolve the issue through remote diagnosis or by guiding users through software updates where applicable. **

III. Conditions Not Covered by Warranty:

The following conditions are not covered by the warranty:

1. Damage resulting from external factors such as collisions, falls, or fire.
2. Damage caused by improper installation, unauthorized disassembly, or modifications not following the official manual.
3. Damage due to incorrect installation or use.
4. Damage from unauthorized modifications, or misuse of batteries and chargers.
5. Damage resulting from flying without following the user manual instructions.
6. Damage from operating in areas with strong electromagnetic interference (e.g., mining zones, wireless towers, power lines, substations).
7. Damage caused by exceeding the safe takeoff weight.
8. Damage resulting from continuing flight with damaged components.
9. Damage from using unauthorized third-party components that affect stability or compatibility.

10. Damage due to insufficient battery power or intentional use of faulty batteries.
11. Battery damage from over-discharge, overcurrent, overcharging, or exposure to chemicals, water, or improper use.
12. Remote controller damage from battery over-discharge, missing parts, water damage, or contamination.

*** Damage caused by operating the product in bad weather conditions (e.g., strong winds, rain, sand, or dust storms). **

*** Damage resulting from use in areas with wireless interference (e.g., transmitters, video links, Wi-Fi devices). **

*** Damage caused by operating with a defective battery or during low battery conditions. **

*** Damage due to missing or altered identification labels. **

Appendix 1: Accessories Warranty Period Table 1:

Drone System	Module Category	Warranty Period
Control System	Main Control Module	12 months
	Remote Controller	12 months
	KBOX Module	12 months
	RTK Module	12 months
	GPS Module	12 months
	Tail Indicator Light	12 months
	Terrain Radar	12 months
	Obstacle Avoidance Radar	12 months
	Power Module	12 months
	HUB Module	12 months
Power System	Motor	6 months
	ESC (Electronic Speed Controller)	6 months
	Frame	12 months
	Propeller Blade	2 months
Other Parts	Flowmeter	3 months
	Water Pump	3 months
	Battery	1 year or 700 cycles
	Charger	12 months
	Pressure Nozzle	6 months

Centrifugal Nozzle	3 months
Spraying Tank Assembly	6 months
Spreading Tank Assembly	6 months

Software Repair	Note
System Upgrade	\$300 (free for first two years)
Flight Control Maintenance	\$500
Parameter Adjustment	\$250
Fault Decoding	\$250

Hardware Repair	Note
Arm Repair (per unit)	1 labor hour (Labor cost: \$75)
Landing Gear Replacement (single/double)	1.5 labor hours
Body Repair	2 labor hours
Motor Repair	3 labor hours
ESC Repair	3 labor hours

Appendix 2: After-sales Repair Price List

*** [Pricing table currently under internal review and will be updated in a future version of this document.] **

Limitation of Liability

*** DMR is not responsible for any loss or disclosure of data, including confidential or personal information, contained in the product. **

*** In no event shall DMR or its affiliates be liable for any indirect, special, incidental, or consequential damages, including lost profits or revenue, even if advised of their possibility. **

*** Our total liability is limited to the amount paid for the product. **

Disclaimer of Additional Warranties

*** To the extent permitted by law, DMR disclaims all implied warranties, including merchantability and fitness for a particular purpose, except as explicitly stated in this warranty. **

Customer Rights

*** This warranty offers you specific legal rights. You may also have additional rights under the laws of your state or country, which may vary. **