



After-Sale Service Manual

售后服务手册

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## Product Overview

Thanks for purchasing the GDU product. Please read this manual carefully before using , and keep your Warranty Card in a safe place, so that you can enjoy more satisfied service.

## Whereas Clause

- Any faults caused by product quality in normal use, GDU will provide free repair within warranty period.
- Users are afforded warranty service according to the date stated on their original proof of purchase or invoice. If the user can not provide original proof of purchase or invoice and warranty card, GDU will prorate the warranty period according to the products manufacture date to determine if warranty is valid and remaining coverage value. The manufacture date can be determined from the S/N number.
- Users are responsible for the safety of the data in aircraft. Please backup the data, such as videos and pictures, before asking for after-service. GDU will not take any responsibility for data corruption or loss.
- The replaced parts will be retained by GDU.
- The accessories are not covered under this warranty.

## Returns and Exchanges Policy

GDU promises that users will be afforded the returns and exchanges service within 7 working days after original purchase of NEW product(subject to the courier receipt date).

1. Users may ask for exchange service when fulfill one of the following situations:

- The damage occurs during transit.

- The product received is different from the description of purchased item.
- The product is defective from the manufacturer with NO SIGNS OF USE.

2. Users could ask for returns service when fulfill one of the following situations:

- Confirmed (via customer service ) manufacturer defects are found with NO SIGNS OF USE in 7 working days after receiving the product.
- Please verified (via customer service) , if there is reoccurring issues with replacement product.
- Users have not received the product within 5 working days after the date we promised.

3. Refund and Exchange are DENIED ,when the following situations occur:

- The damages occur during transit, but users do not make an inspection before signing for express delivery.
- The returns or exchanges request is raised out of 7 working days warranty.
- Could not provide verifiable ORINGINAL proof of purchase.
- The product is proved to have no quality problem after inspection of item by GDU technical support department.
- The problem caused by crash, burn, self-conversion, invasion of foreign matter (such as water, oil, sand), incorrect installation, improper operation or ignoring the guidance of the documentation and in-app tips provided .
- The manufacture tag, S/N, the false proof mark.

- The damage caused by external forces of nature or uncontrollable circumstance, such as fire, water damage, lightening, mishandling or improper storage ,or other reasons not related to manufacturing or proper explained in owner's manual or etc.

### Warranty Policy

1. Users are afforded free maintenance when the following situations occur:

- The verifiable (via GDU customer service ) fault occurs in normal use during warranty period.
- The fault caused by GDU during repairs, inspections , and other operations.
- The S/N, manufacturer tag and other documentation is in good condition and has no identifiable alterations, markings, or damages.
- Provide ORIGINAL proof of purchase invoice, or receipt, and warranty card.

2. Users will be DENID when the following situations occur:

- The product exceeds the warranty period.
- Purchase through unauthorized channel.
- The fault is caused by artificial factors and non-quality related problems.
- The fault is caused by incorrect operation and installation according toUser Manual.
- The fault is caused by self-disassembly and unauthorized modification.
- The fault is caused by outside forces or force of natural disaster.

- The fault is caused by reliability and compatibility of using third-party devices.
- The fault is caused by incorrect installation and operation, or using the product in extreme condition, such as high temperature, low temperature, high moisture areas, high altitude, and unstable voltage/current.
- The fault is caused by illegal use.
- The fault is caused by flying over a crowd, public places and dangerous regions, without proper qualifications and permissions.
- The product is not clean and has not bad routine maintenance.
- The fault is caused by accident, abuse (overload working), and misuse.
- The fault is caused by improper storage.
- The fault is caused by using self-complied or non-issued software.
- The fault is caused by repairing at unauthorized maintenance department.

#### After-Sales Service

Call the toll-free-service phone number of GDU after-sale center (400-040-0266), provide the S/N number, purchase date, your contact information, and the fault of product. If the fault is valid within the warranty guidelines, GDU will inform you the nearest service center according to your location give you the shipping instructions.

#### Main Parts Warranty Period

Module	Parts	Warranty Period
Aircraft	Fuselage	No Warranty
	Propeller	No Warranty
	Motor	3 months
	Battery	3 months
	Visual systeme	6 months
	Electron Components	12 months
	Gimbal Camera	6 months
Remote Controller	Battery	3 months
Charger		6 months

感谢您使用普宙产品，为了向您提供更满意的服务，在购买后请您认真阅读此条例并妥善保存您的产品保修卡。

### 条例说明

1. 凡属正常使用情况下由于产品本身质量问题引起的故障，在保修期内，普宙将负责给予免费保修。
2. 产品自购买之日起，凭发票、保修卡上填写的日期为起始日期享受相应的保修服务。如果不能提供有效购机发票及保修卡，普宙将按照您所购买产品的原厂出货日期来计算保修期限。原厂出货日期根据产品序列号（S/N）判断。
3. 用户应对其本机数据的安全性自行负责。在维修前用户需自行对视频、照片等信息进行备份，普宙不承担因数据损坏或丢失造成的责任。
4. 维修更换下来的备件，归普宙所有。
5. 赠品不属于免费维修范围。

### 退换货政策

普宙公司承诺符合以下情况，由产品售出之日（以快递网上公布的签收日期为准）起 7 个工作日内可以提出退换货要求，请客户直接联系之前的购买渠道咨询退换货事宜。

1. 符合以下条件之一时，可以要求换货：
  - 客户在收到货物签收时在送货员面前拆包检查，发现产品有运输导致的破损。
  - 实际收到的货物与订单的描述不符。
  - 产品拆包后根据说明书或在技术人员的指导下无法正常启动。。

2. 符合以下条件之一时，可以要求退货：

- 客户收到货物 7 个工作日内，未使用的情况下发现商品有明显的制造缺陷。
- 货物经过一次换货仍存在非人为导致的质量问题。
- 由于人为原因导致超过我们承诺到货时间 5 个工作日后仍未收到货物。

3. 以下情况我们有权拒绝客户的退换货要求：

- 货物因运输出现破损，未在收货时当场要求送货人员退回或换货。
- 超过 7 个工作日产品退换货期限后提出的退换货要求。
- 退换货时无法提供合法的购买凭证或单据，或对单据进行伪造、涂改。
- 货物经普宙公司技术支持部门检测，本身不存在质量问题的。
- 发生非本身质量问题导致的碰撞、烧毁，以及人为的私自改装、进异物（水、油、沙等）、不正确安装、未按说明书指引使用和操作所造成的产品质量问题。
- 撕毁、涂改标签、产品序列号、防伪标记等。
- 因不可避免的因素，如火灾、水灾、雷击、交通事故等不可抗力造成损坏的产品。

### 保修政策

1. 以下情况可以享受免费维修服务：

- 自购买产品在规定的产品保修期限内正常使用，出现非人为的性能故障的产品。
- 无擅自拆机、无非官方说明书指引的改装或加装、其它非人为引起的故障。

- 产品序列号、出厂标签及其他标示无撕毁、涂改迹象。
- 提供有效的购买证明、单据及保修凭证。。

2. 以下情形不属于保修范畴：

- 超过保修期限的产品。
- 非官方授权渠道购买的产品；
- 人为的、非产品本身质量问题导致的故障。
- 未按用户手册的规定进行操作、安装而导致的故障。
- 因擅自拆机、越权改装导致的故障。
- 零件的自然损耗及自然灾害而导致的故障。
- 使用第三方零件时，因可靠性及兼容性问题导致的故障。
- 因错误安装、操作，或在非产品所规定的工作环境下使用造成的故障或损坏（例如温度过高、过低、过于潮湿、海拔过高、电流或电压不稳定等情形）。
- 使用本产品进行非法活动时产生的故障。
- 在公共安全的场所、人群上方或危险区域飞行时产生的故障。
- 产品的清洁或正常维护。
- 因事故、滥用（包括超出工作负荷）、误用造成的损坏。
- 因保管不当造成的损坏。
- 因使用自编或非公开发行软件导致产品不能正常使用的损坏。
- 因非官方授权的维修机构进行维修造成的损坏。

送修方式

请先拨打官方售后服务中心免费客服电话（400-040-0266），告知您的产品故障现象、机器序列号、购买的时间、您的姓名和联系方式。若判断是保修范围内的故障，客服人员将会根据用户的所在地，建议

用户就近进行维修。

主要部件保修期限表

模块	主要部件	保修期限
飞行器	机壳	无保修
	桨叶	无保修
	电机	3 个月
	电池	3 个月
	视觉模块	6 个月
	电子器件	12 个月
	云台相机	6 个月
充电器		6 个月
遥控器	电池	3 个月

Warranty Card



Type: \_\_\_\_\_ S/N: \_\_\_\_\_

The Seller: \_\_\_\_\_ Purchase Date: \_\_\_\_\_

Your Name: \_\_\_\_\_ Cellphone: \_\_\_\_\_

Address: \_\_\_\_\_

Date	Phenomenon	Result



保修卡



型号：\_\_\_\_\_ 序列号：\_\_\_\_\_

经销商：\_\_\_\_\_ 购买日期：\_\_\_\_\_

用户名称：\_\_\_\_\_ 联系电话：\_\_\_\_\_

用户地址：\_\_\_\_\_

送修时间	返修原因	维修结果

