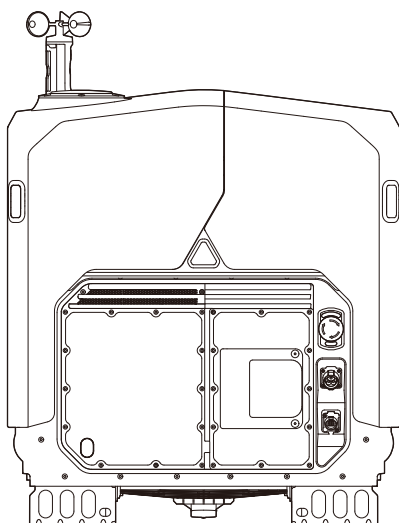
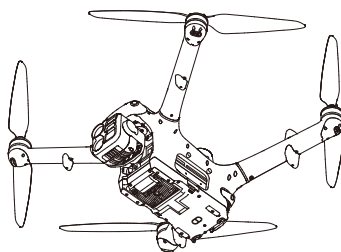


dji DOCK 4

Maintenance Manual

v1.0 2026.10





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In the event of divergence among different versions, the English version shall prevail.

Searching for Keywords

Search for keywords such as “battery” and “install” to find a topic. If you are using Adobe Acrobat Reader to read this document, press Ctrl+F on Windows or Command+F on Mac to begin a search.

Navigating to a Topic

View a complete list of topics in the table of contents. Click on a topic to navigate to that section.

Printing this Document

This document supports high resolution printing.

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1 Introduction

This Maintenance Manual offers guidelines to help you in the daily upkeep and maintenance of the dock and aircraft, and also provides after-sales service information.

This document will focus on the maintenance instructions and precautions during use. Read the User Manual and Maintenance Manual carefully to ensure safe and proper use. If you have any questions on the maintenance operations, contact official Support.

2 Safety Guidelines

Before use, read the Safety Guidelines, User Manual, and Maintenance Manual carefully. It is recommended to have the maintenance operations performed by an authorized service provider.

2.1 Operational Requirements

- Make sure to perform the maintenance procedure in accordance with the steps in this manual.
- Measure the voltage on the contact points of the conductors and make sure there is no risk of electric shock before touching any conductor surfaces or terminals. DO NOT perform any operation while the product is energized.
- To avoid electric shock, DO NOT use tools that are not insulated.
- Make sure to wear protective equipment when performing maintenance, such as a safety helmet, goggles, insulated gloves, and insulated shoes, and make sure the equipment is properly grounded.
- When inspecting and maintaining moving parts such as the fan, the dock cover, and the battery swapping module, make sure the dock is powered off and disconnected from the power supply, and that the parts are stationary, to avoid personal injury caused by unexpected activation of the equipment.
- Before performing maintenance, make sure there are no pending tasks in DJI FlightHub 2 and that the aircraft has returned to the dock. After entering the site, press the emergency stop button on the dock before performing any other operations. If you need to connect a phone for testing, connect the phone to the dock first, then release the emergency stop button.

2.2 Flight Restrictions

1. Connect the aircraft to the internet to update the GEO Zones database regularly. Consult the relevant local government agencies or governing bodies before flight to ensure you comply with all the relevant laws and regulations.
2. If flying in GEO Zones is required, apply for unlocking in advance:
<https://fly-safe.dji.com>

2.3 Firmware Update and System Calibration

Make sure the dock, the aircraft, the intelligent flight battery, and other accessories used with the product are updated to the latest firmware. If the update fails, restart the device and try again, or use DJI ASSISTANT™ 2 (Enterprise Series) to update the firmware.

Contact official support if the issue persists. It is recommended to perform aircraft calibration every six months to keep the aircraft in good condition.

Aircraft calibration categories:

1. IMU Calibration
2. Compass Calibration
3. Gimbal Calibration



- Visit <https://enterprise.dji.com/dock-4/downloads> and refer to the User Manual and Installation and Setup Manual for more information on aircraft calibration.
 - Aircraft calibration can be performed using the DJI Enterprise App. Make sure that DJI O4 Ground Station is linked to the aircraft during calibration.
-

3 Recommended Maintenance Interval

It is recommended to perform inspection and maintenance regularly following the listed standards to keep the dock and the aircraft in a good condition and reduce safety risks.

- 
- The product must not be modified or disassembled without authorization and must be free of water damage. Otherwise, the product is not eligible for the DJI Maintenance Program.
 - The above maintenance services may be adjusted accordingly in different areas. Please contact authorized dealers or official support for the latest information.
 - If the dock is installed in coastal areas with high salinity, high-temperature and high-humidity environments, areas near sources of pollutants such as chemical plants, lumber mills, or sewage treatment plants, or areas where poplar or willow catkins are prevalent, shorten the maintenance interval to 3 months.

3.1 DJI Dock 4

	Maintenance Details	Recommendations	Maintenance Interval [1]
Basic Maintenance	Deep cleaning, parts testing, updates and calibrations, surrounding environment inspection, and device appearance and parts inspection	Contact an authorized service provider	Every 6 months
Standard Maintenance	Basic maintenance items and replacement of wearing parts based on usage cycles	Contact an authorized service provider	Every 12 months

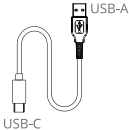
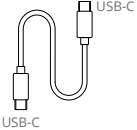
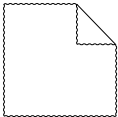
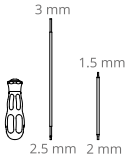
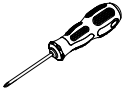
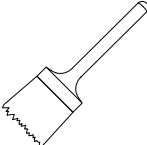
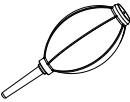
[1] Both the 6-month and 12-month maintenance intervals are calculated from the date of device activation.

3.2 DJI Matrice 5TD

	Maintenance Details	Recommendations	Maintenance Interval [1]
Basic Service	Deep cleaning, parts inspection, accessories maintenance, updates and calibrations	Recommend factory service or contact an authorized service provider	Every 6 months Based on actual use
Standard Service	Deep cleaning, parts inspection, updates and calibrations, and replacement of wearing parts	Recommend factory service or contact an authorized service provider	Every 12 months Or Every 500 flight hours
Premium Service	Deep cleaning, parts inspection, updates and calibrations, and replacement of wearing parts and the propulsion system	Recommend factory service	Every 36 months Or Every 1000 flight hours

[1] The time specified in the maintenance period or the flight time shall be whichever comes first.
Every 6 months / Every 12 months / Every 36 months expresses the device activation time.

4 Maintenance Tool List

PC	Phone	USB-A cable	USB-C to USB-C Cable
			
Soft Cloth	Water Container	Adjustable Wrench	Hex Screwdriver
			
Phillips Screwdriver	Soft Brush	Air Blower	Dust Blower
			
Stiff Brush	Fin Comb		
			

5 Dock Maintenance

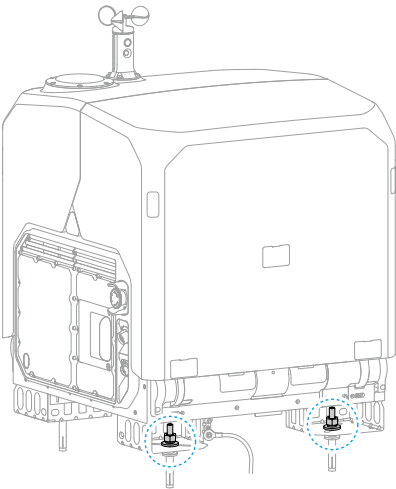
5.1 Environment Check

To ensure flight safety, it is recommended to regularly check the environment near the dock as follows:

1. Check the ground where the dock is installed for changes such as ground settling or water accumulation, and promptly clear hidden risks that may cause water immersion or inclination of the dock.
2. Check the area within 0.6 m around the dock for animal infestations such as ant nests and rat holes, and newly grown weeds or trees. If found, clear them promptly and keep the area clear to avoid affecting aircraft takeoff and landing.
3. Check if there are new buildings near the dock that may block the signal. Select another location to install the dock if the signal obstruction becomes strong.
4. Check whether the obstacles in the flight area have changed (e.g., trees have grown taller). If flight safety is affected, handle them promptly.
5. Check the area within 1 m around the alternate landing site for debris that might affect aircraft landing. If found, clear it promptly and keep the area clear to avoid affecting normal operations.

5.2 Dock Appearance Inspection

1. Clean the exterior of the dock with a soft, dry cloth and make sure it is clear of dirt or foreign matter.
2. If there is any noticeable damage or deformation, contact an authorized service provider in time.
3. Make sure the four expansion bolts are securely mounted. If loosened, tighten the bolts using an adjustable wrench to ensure that the dock is securely installed.

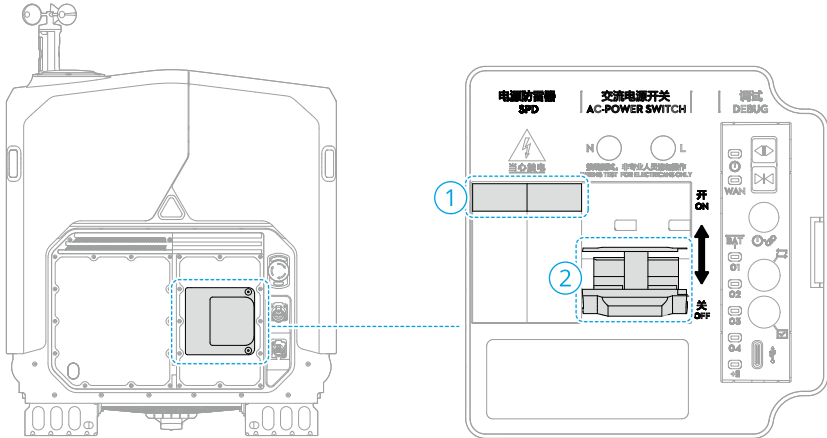


5.3 Electrical Cabinet

Open the electrical cabinet door and check the electrical cabinet panel:

1. Check whether the surge protector status indicator window has turned red. If it has, contact an authorized service provider for repair or replacement.
2. Make sure the AC power switch can be turned on/off normally.

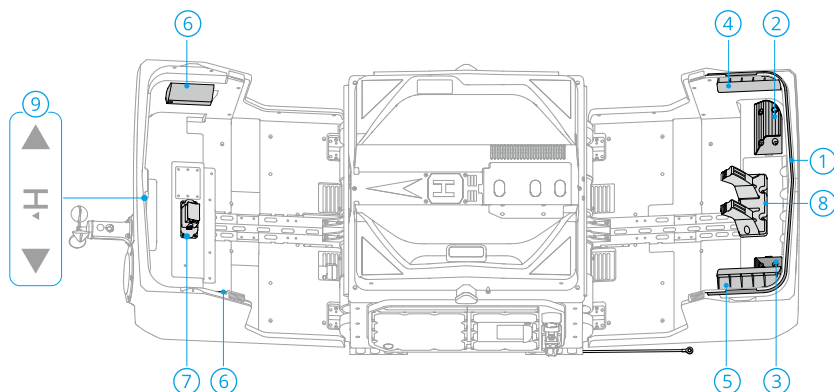
⚠ Pay close attention to safety when inspecting and cleaning the electrical cabinet, and be careful of electric shock.



5.4 Dock Cover

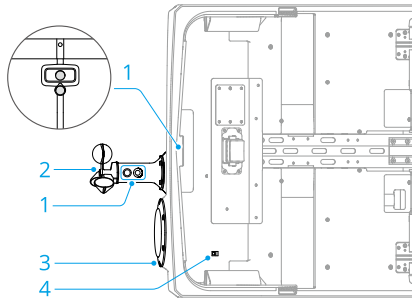
Power on the dock and press and hold the dock cover open button to open the dock cover. While the dock cover is opening, check whether it moves smoothly without jamming.

1. Make sure the dock cover seal strip ① is securely attached and not damaged.
2. Make sure the buffer blocks (front) ② and (rear) ③ inside the dock cover are firmly attached and not damaged.
3. Make sure the right dock cover propeller bumpers (front) ④ and (rear) ⑤ and the left dock cover propeller bumpers ⑥ are not damaged or deformed, and the screws are securely mounted.
4. Make sure the left dock cover push block ⑦ and the right dock cover push block ⑧ are not damaged or deformed, and the screws are securely mounted.
5. Make sure the landing positioning marker ⑨ on the dock cover is clean and not detached.



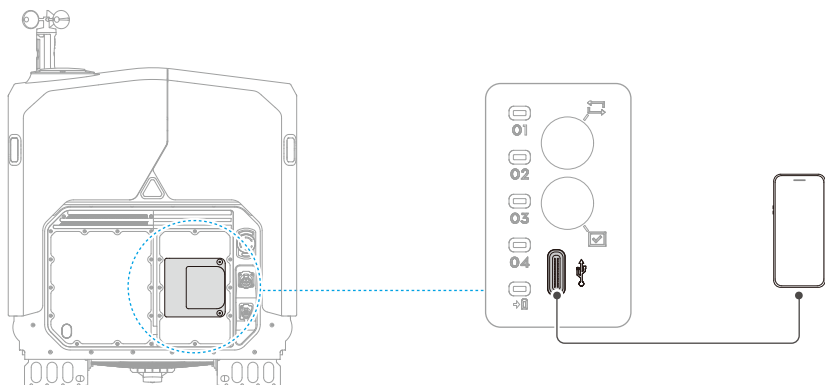
6. Make sure the other screws inside the dock cover are securely tightened.
7. Moisten a soft cloth with clean water or a neutral cleaning solution and clean the dock cover surface and the inside of the dock cover.

Check the sensor components on the dock cover, such as the dock camera, auxiliary light, rainfall gauge, and wind speed gauge:



1. Make sure the glass of the auxiliary lights and the lenses of the dock cameras are clean and not damaged. Moisten a soft cloth with clean water or a neutral cleaning solution to clean the glass and the lens.
2. Make sure the wind speed gauge and the three wind cups are not broken or cracked, and that the wind cups can rotate smoothly without noticeable resistance. Make sure the screws of the wind speed gauge are tight and the wind speed gauge module does not visibly shake after installation.
3. Make sure the vibration surface of the rainfall gauge has no dents, damage, or foreign matter covering it. Moisten a soft cloth with clean water or a neutral cleaning solution to clean the surface of the rainfall gauge.
4. Check whether the temperature and humidity sensor inside the dock cover is dirty, and clean the surface with a soft cloth moistened with clean water or a neutral cleaning solution. The white part in the middle of the sensor is the sensing element. If the sensing element is covered by dirt, the accuracy of the temperature and humidity data will be affected. Check and clean it with extra care. **DO NOT** press or scratch it forcefully.

After completing the above checks and cleaning, use the USB-C to USB-C cable to connect the phone to the electrical cabinet of the dock, run the DJI Enterprise App and enter the Onsite Debugging page to perform the following tests:



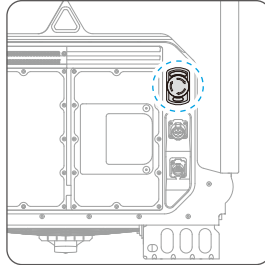
1. Tap the open and close icons, and check whether the dock cover opens and closes properly.
2. Gently rotate the wind cups and check if the app displays data.
3. Gently tap the surface of the rainfall gauge and check whether the rainfall data is normal.

 Contact an authorized service provider to replace or perform regular maintenance on wearing parts such as the propeller bumpers and push blocks, or if any of the mentioned parts are abnormal or damaged.

5.5 Emergency Stop Button

Make sure the emergency stop button can be pressed and rotated out without jamming. After pressing the emergency stop button, check whether the dock status indicator blinks red and yellow alternately.

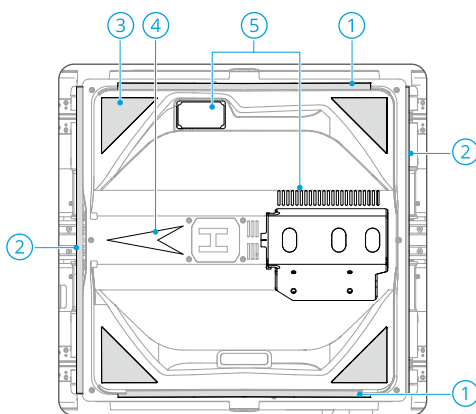
Rotate clockwise to release the emergency stop button after inspection.



5.6 Landing Pad

💡 • Make sure the dock cover is open before performing the following operations.

1. Make sure the landing pad surface is intact and free of obvious deformation, dents, cracks, or damage. Make sure the front and rear seal strips ① and the rubber strips ② on both sides are securely attached and not damaged.
2. Make sure the illuminated positioning markers ③ on the landing pad are in good condition and not loose or damaged.
3. Check the aircraft orientation marker ④ for wear.
4. Make sure the air conditioning return vent and the supply vent ⑤ are intact and not damaged, and clear any foreign matter from the vents.



⚠ If any of the mentioned parts are abnormal or damaged, contact an authorized service provider to replace them.

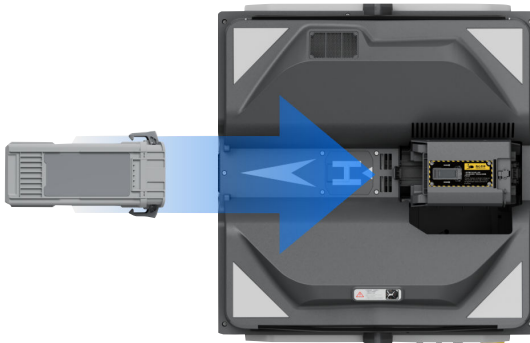
5.7 Battery Swapping Module

- 💡 • Make sure the dock cover is open, and the dock is connected to the power supply before performing the following operations.
- ⚠️ • Wait until the battery swapping module stops moving before installing or removing the battery. DO NOT reach into the battery compartment or the movement area of the battery swapping module to avoid pinch injuries. In an emergency, press the emergency stop button to stop the battery swapping module from moving.
- If the battery cannot be installed or removed smoothly, DO NOT forcibly push or pull the battery or repeatedly press the button. Contact DJI Support.

Test the battery installation and removal functions using the buttons on the electrical cabinet.

Installing the Battery

1. Press the battery install/remove selection button (referred to as the "selection button") repeatedly until the battery installation indicator blinks blue quickly.
2. Press the battery install/remove confirmation button (referred to as the "confirmation button"). Wait for the battery swapping module to stop rotating.
3. Refer to the diagram on the battery swapping module, and push the battery into the module with the rear end of the battery facing the module. Make sure the battery is installed in place.



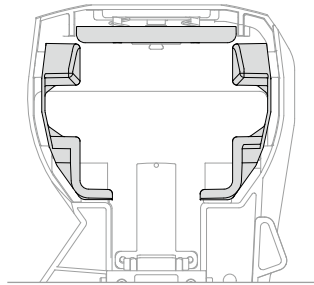
4. Press the confirmation button again. The corresponding battery compartment indicator turning solid green indicates that the battery installation is complete.

Removing the Battery

1. Press the selection button to cycle through battery compartments until the target compartment indicator blinks green quickly.
2. Press the confirmation button. Wait for the battery to be ejected, and then remove the battery.
3. Press the confirmation button again. The battery swapping module returns to its home position, and the corresponding battery compartment indicator turns off.

Performing Checks During the Test

- After the battery swapping module rotates to the battery installation position, check the status of the three floating blocks and make sure the springs are not damaged.



- Make sure there is no obvious foreign matter in the rotation space of the battery swapping module.

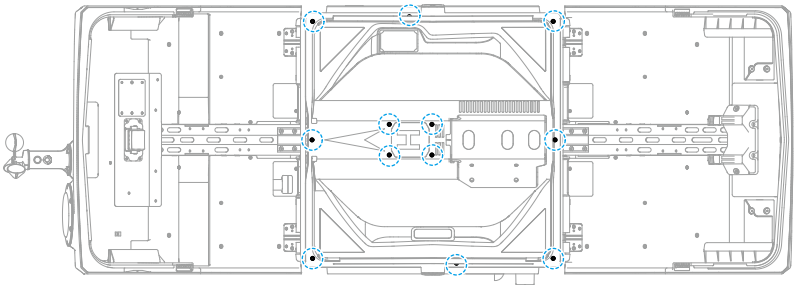
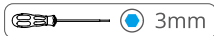
After the test, remove all batteries. After removing the last battery, immediately turn off the dock AC power switch to keep the battery swapping module in its installation position, making it easier to inspect the inside of the module after opening the lower compartment.

 If any of the mentioned parts are abnormal or damaged, contact an authorized service provider to replace them.

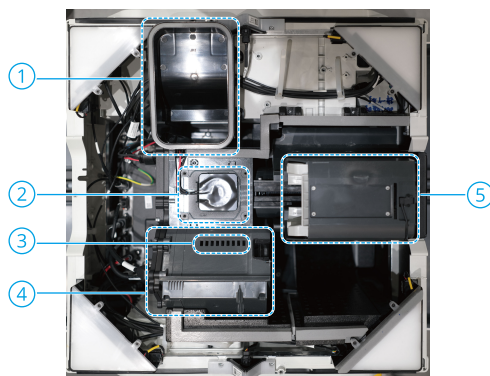
5.8 Lower Compartment

- Make sure the dock cover is open, and the dock is powered off and disconnected from the power supply before performing the following operations.

1. Use a screwdriver to remove the landing pad screws, then remove the landing pad to open the lower compartment.



2. After removing the landing pad, moisten a soft cloth with clean water or a neutral cleaning solution to clean the return vent, the supply vent, and the landing pad surface.
3. Check the inside of the lower compartment:
 - Make sure the air conditioning return vent ① and the supply vent ③ are intact and not damaged.
 - Make sure the built-in charging module ② is not broken or cracked, and the cables are intact and not broken.
 - Make sure the inside of the battery compartment ④ and the battery swapping module ⑤ are clean and free of foreign matter.

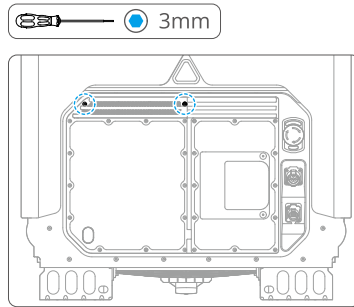


4. Clear any stagnant water in the lower compartment. A small amount of stagnant water does not affect the normal operation of the dock.
5. Moisten a soft brush and a soft cloth with clean water or a neutral cleaning solution to clean the surfaces of the parts in the lower compartment. Use an air blower to remove the dust on the air conditioning return vent and the supply vent. Take care to avoid pulling the cables when cleaning the lower compartment.
6. Make sure that there is no foreign matter in the lower compartment.

5.9 ACDC Dust Screen

- Make sure the dock is powered off and disconnected from the power supply before performing the following operations.

1. Use a screwdriver to remove the screws securing the dock's ACDC dust screen, then remove the dust screen.

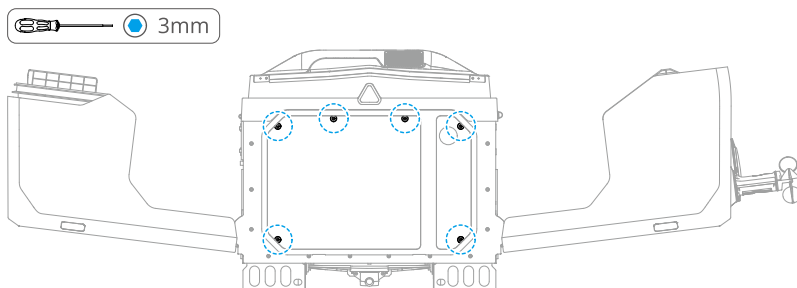


2. Use a stiff brush dipped in water to clean the removed dust screen.
3. After cleaning and drying, re-install the dust screen and tighten the screws.

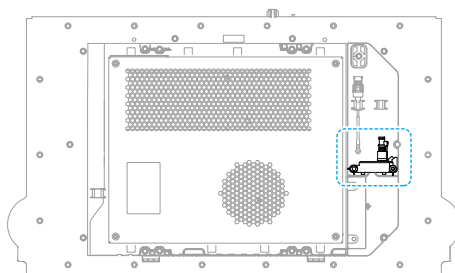
5.10 Air Conditioning Dust Screen

- Make sure the dock cover is open, and the dock is powered off and disconnected from the power supply before performing the following operations.

1. Use a screwdriver to remove the screws securing the air conditioning dust screen on the back of the dock, then remove the dust screen.



2. Use a stiff brush dipped in water to clean the removed air conditioning dust screen.
3. Use a dust blower to clean the external temperature and humidity sensor.



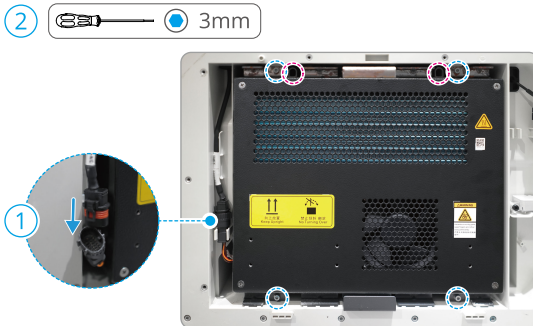
4. After cleaning and drying, re-install the air conditioning dust screen and tighten the screws.

5.11 Air Conditioning Unit

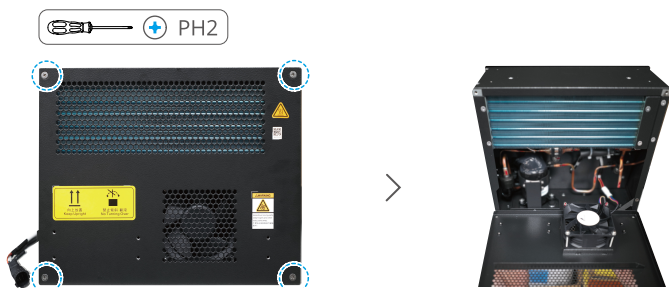
- ⚠ • This operation must be performed by an authorized service provider. Make sure the dock is powered off and disconnected from the power supply before performing the following operations.
- Make sure to keep the air conditioner upright after removing it. DO NOT place it upside down or tilted.



1. After removing the [Air Conditioning Dust Screen](#), disconnect the air conditioner connector ①, use a screwdriver to remove the fixing screws (blue circle) and loosen the anti-drop screws (red circle), and pull the air conditioner outward.



2. Use a screwdriver to remove the screws on the air conditioner rear cover, then remove the rear cover.

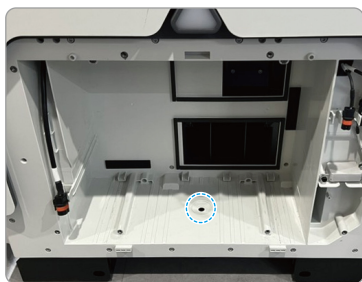


3. Use a brush to clean debris and dirt from the fan. If the fan is severely clogged with dust, it may jam or even burn out the motor.

If cleaning causes the condenser fins to become deformed, use a fin comb to restore them.

-
- ⚠ • When cleaning, operate with caution. DO NOT damage the air conditioner pipes or cables.
- The condenser fins are sharp. Operate with caution to avoid injury.
-

4. Before reinstalling the air conditioner to the dock, pour a small amount of clean water into the drain outlet of the air conditioner to check whether the drain pipe is blocked.



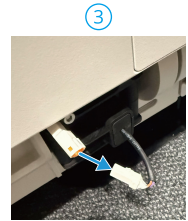
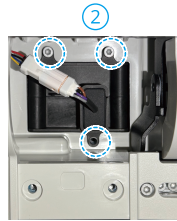
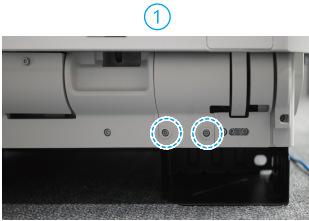
5. After cleaning, reinstall the air conditioner to the dock, tighten the screws, and reconnect the air conditioner connector. Avoid pinching the cables during installation.

-
- ⚠ • When reinstalling the air conditioner rear cover, pay attention to the cable routing of the fan cables to avoid the cables being pinched by the rear cover or caught in the fan.
-

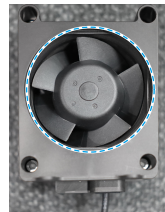
5.12 External Circulation Fan

- Make sure the dock cover is closed, and the dock is powered off and disconnected from the power supply before performing the following operations.

1. Open the external circulation fan cover panel, remove the fixing screws ①② of the fan using a screwdriver, disconnect the fan connector ③, and take out the external circulation fan.



2. Use an air blower and a stiff brush to clean the fan and the dust screen.



3. After cleaning, reinstall the external circulation fan and tighten the screws, reconnect the fan connector, and close the external circulation fan cover panel.

6 Aircraft Maintenance

6.1 Propulsion System

Motor

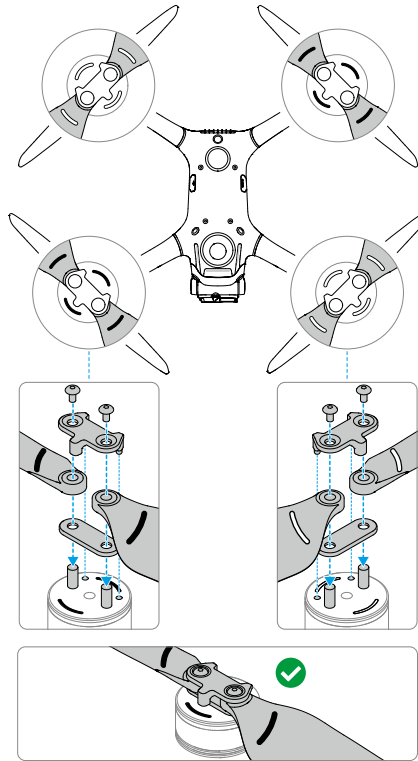
1. Rotate the motor rotors to check for any jamming or abnormal sounds. Visually inspect the clearance between the motor rotors and stators, and check whether there is any scraping against the motor bases.
2. DO NOT fly the aircraft if any motor does not rotate smoothly or shows signs of rubbing or scraping. Send the aircraft in for repair and maintenance.

Propellers and Propeller Adapters

Propeller

1. Check the propellers for visible deformation, severe wear, nicks, and cracks, and if there is any foreign matter on the propellers.
2. Clean the propellers with a soft, dry cloth.
3. Replace the propellers immediately if they show any visible deformation, nicks, cracks, or severe wear. ^[1]
4. The propellers are wearing parts and should be replaced regularly as per the recommended replacement cycle. When replacing the propellers, make sure to replace the matching propeller adapters, washers, and screws at the same time. DO NOT reuse them. ^[1]

[1] The propellers need to be replaced in pairs. Make sure to replace them with new screws and tighten the screws to 6.5 kgf·cm. It is recommended to contact an authorized service provider for propeller replacement.



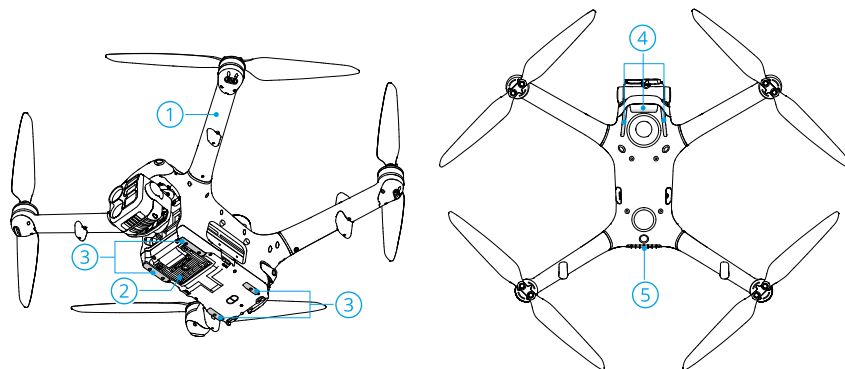
-
-  When mounting the propellers, make sure the positioning pins of the propeller adapters are inserted into the corresponding mounting holes of the motors.
-

Propeller Adapter

1. Make sure the propeller adapter screws are securely tightened. If the screws are loose, replace them with new screws and tighten them to the specified torque.
2. Make sure the propeller adapters are not damaged or deformed.
3. Replace the propeller adapters if they are deformed or damaged.

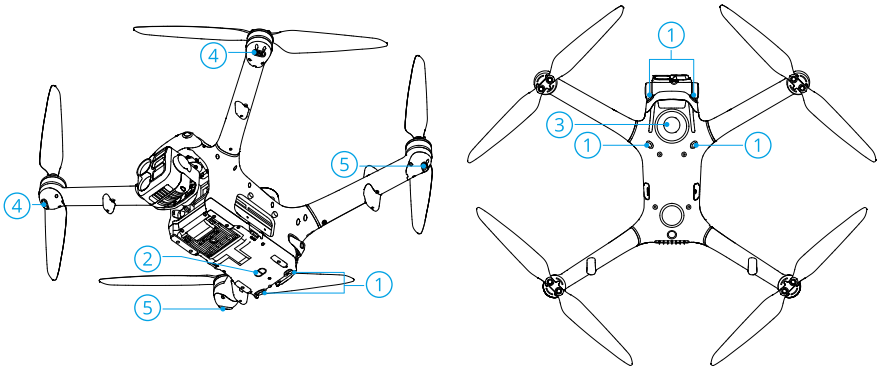
6.2 Aircraft Structure

Aircraft Exterior Inspection



1. Check the frame arms ①:
 - a. Make sure the connecting screws of the frame arms and the aircraft body are firmly tightened, and that the frame arms do not wobble.
 - b. Make sure the antennas on the frame arms are not damaged.
 - c. Make sure the frame arms are not cracked or damaged.
 - d. Make sure the mounting screws at the end of the frame arms are not loose. If any of the screws are loose, return the aircraft to the factory for repair.
2. Check whether the radiator ②, air inlet ④, and air outlet ⑤ are clear and unobstructed. Check whether the cooling fans rotate smoothly without jamming or abnormal noise.
3. Make sure the front and rear landing feet ③ are not cracked or damaged, and the landing feet pads are not worn.
4. Make sure the aircraft body is clean and free of damage or deformation.
5. Clean the aircraft body with a clean and soft cloth, especially the lenses of the infrared sensing and vision systems and the heat dissipation vents.

Sensing System and Indicators

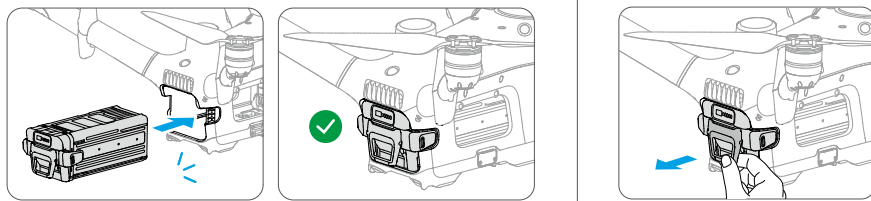


1. Clean the lenses with a soft cloth.
2. Make sure the sensing system (①-③), the bottom customizable warning light, and the beacon are not detached, loose, or cracked.
3. Make sure the aircraft status indicators (⑤) and the front LEDs (④) are clean and not damaged.

Gimbal Camera

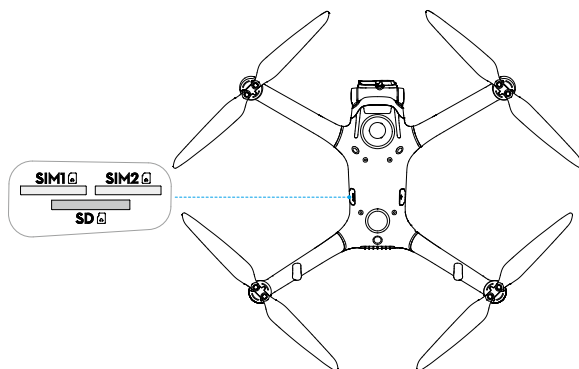
1. Make sure the screws connecting the gimbal damping plate to the aircraft are firmly secured.
2. Make sure the gimbal dampers are not damaged, loose, aged, softened, stretched, or deformed. The gimbal dampers are wearing parts. Return the aircraft to the factory to replace them according to the recommended replacement cycle.
3. Make sure the gimbal camera lenses are clean and not damaged or cracked.
4. Check whether the gimbal rotates smoothly on all three axes without jamming or abnormal noise, and remove dust from the gimbal surface.

Battery Compartment



1. Make sure the battery compartment connectors are free of dirt, water stains, and corrosion. Wipe away any water or dust.
2. After installation, make sure the battery is securely seated and does not move noticeably.

SIM Card Slot and microSD Card Slot



1. Check all the water-resistant plugs for damage or cracks, and make sure they are securely closed. Improperly installed water-resistant plugs may affect the aircraft's IP rating.
2. Check the card slot contacts for dirt, water stains, or corrosion. Wipe away any water or dust.
3. Check the card slot for foreign objects. Make sure that the card can be inserted and removed properly and that it can be read from and written to normally.

E-Port

1. Clean any residue around the ports with a soft, dry cloth.
2. After removing the accessory, shine a light into the ports to check for foreign objects.
3. Tilt the aircraft and use a dust blower and soft brush to remove dust and other debris from the port. Make sure to clean from the inside of the port outward.
4. Make sure that the water-resistant plugs are undamaged and secure, the screws are tight, and the plugs seal properly.
5. If a third-party payload is installed, make sure that the water-resistant sealing ring around the payload connector is in good condition and provides a proper seal between the payload and the aircraft.
6. If there are any signs of water ingress at the ports, return the aircraft to the factory for repair.

6.3 Accessories Maintenance

1. Clean and maintain accessories installed on the aircraft, such as the speaker, spotlight, and parachute, regularly. Remove the accessory and use a soft brush to clean its surfaces and connectors, as well as the aircraft ports. Clean the speaker dust screen, and clean the gimbal motors and lens of the spotlight.
2. Reinstall the accessory after cleaning and tighten the screws.
3. Contact official support to return the aircraft for repair in any of the following situations:
 - The aircraft ports or accessory connectors are corroded or deformed.
 - The accessory screws are tight, but the accessory still disconnects frequently.

6.4 Intelligent Flight Battery

Battery Maintenance

During battery maintenance, check the battery connectors for dirt or corrosion, and remove dust from the connectors.

If DJI FlightHub 2 displays a warning message, click it to view the details and follow the on-screen instructions. In DJI FlightHub 2, click **Devices > Remote Debugging > Battery Swap** to view the battery health. When the battery approaches the end of its service life, DJI FlightHub 2 will prompt you to replace it. If it is not replaced in time, the dock may be unable to perform flight tasks after the battery reaches its service-life limit.

Battery Replacement Criteria

1. The battery is visibly swollen, leaky, or damaged.
2. Make sure to replace the battery with a new one if any of the following conditions is met: the battery has been used for more than 12 months, has exceeded 400 cycles, or has been stored in an environment above 35°C for more than 100 days. Otherwise, you are responsible for device damage and third-party losses caused thereby.

Battery Disposal

1. Fill an electrically insulated bucket with 5% salt solution. Then fully immerse the battery in it for more than 72 hours to fully discharge the battery.
2. It is recommended to recycle the battery following the instructions in Safety Guidelines to avoid environmental pollution.

Checklist

1. DO NOT use the battery in a humid environment to avoid short circuit.
2. DO NOT disassemble or pierce the battery in any way.
3. Store the battery in a cool and dry place.

7 Trial Flight

After maintenance, it is recommended to perform a trial flight to ensure that the devices can operate normally.

Perform the following operations before the trial flight:

1. Install the battery back into the dock, place the aircraft on the landing pad, and close the dock cover.
2. Open the DJI Enterprise App, tap , select **Battery Swap > Manual Swap**, and test the battery swapping function as guided by the app.

After completing the above operations, open the DJI Enterprise App, tap **Flight**, and select the device to start a debugging flight.



- Keep at least 5 m away from the dock during the trial flight.
 - To perform a trial flight using the dock, make sure that the dock is assigned to a project, the dock is idle, and the current account is a project administrator.
-

8 Checklist Before Leaving

After completing maintenance for the dock and the aircraft, make sure to check the following items before leaving the site:

1. Place the aircraft on the landing pad and make sure the aircraft heading is aligned with the arrow mark.
2. Make sure the water-resistant plugs are correctly in place and securely sealed.
3. Make sure to close the dock cover and the electrical cabinet door.
4. The emergency stop button of the dock has been properly rotated out and released.

9 List of Wearing Parts

Replace easily damaged and worn parts promptly to maintain optimal flight performance and minimize safety risks.

9.1 Wearing Parts of the Dock

Wearing Parts	Quantity	Replacement Interval
		Based on Activation Time
Dock Cover Seal Strip	1	Every 12 months
Landing Pad Front Seal Strip	1	Every 12 months
Landing Pad Rear Seal Strip	1	Every 12 months
External Circulation Fan	1	Every 36 months
Air Conditioning Dust Screen	1	Every 36 months
ACDC Dust Screen	1	Every 36 months
Right Dock Cover Propeller Bumper (Front)	1	Every 36 months
Right Dock Cover Propeller Bumper (Rear)	1	Every 36 months
Left Dock Cover Propeller Bumper	2	Every 36 months
Wind Speed Gauge Wind Cup Assembly	1	Every 36 months
Left Dock Cover Push Block	1	Every 36 months
Right Dock Cover Push Block	1	Every 36 months

DJI may adjust the wearing parts covered by the maintenance services. Please contact local dealers or DJI Support for the latest service details.

9.2 Wearing Parts of the Aircraft

Wearing Parts	Quantity	Replacement Interval	
		Based on Activation Time ^[1]	Based on Total Flight Time ^[1]
Propeller	4	Every 12 months	Every 500 flight hours
Gimbal Dampers	4	Every 12 months	Every 500 flight hours
Bottom Cover Front Footpad	2	Every 12 months	Every 500 flight hours

Wearing Parts	Quantity	Replacement Interval	
		Based on Activation Time ^[1]	Based on Total Flight Time ^[1]
Bottom Cover Rear Footpad	2	Every 12 months	Every 500 flight hours

[1] The flight time, or activation time specified shall be whichever comes first.

10 DJI Maintenance Program

DJI FlightHub 2

1. Open DJI FlightHub 2, click **Devices** > **Dock/Ground Station** > , and enable remote debugging.
2. Click **DJI Maintenance Program** to view device data, maintenance records, and maintenance details of the dock and the aircraft.
3. Users can purchase DJI Maintenance Program or request maintenance on this page.
4. For any device errors, you can also check them on the Device Maintenance page.



- Contact an authorized service provider for dock maintenance. Submit an online repair request for aircraft maintenance.
- When the maintenance interval is approaching or is due, DJI FlightHub 2 will highlight the corresponding maintenance in orange (basic maintenance) or red (standard maintenance).

DJI Enterprise App

1. Connect the phone to the dock's electrical cabinet using a USB-C to USB-C cable. Run the DJI Enterprise App and enter the Onsite Debugging page.
2. Tap **DJI Maintenance Program** to view device data, maintenance records, and maintenance details of the devices to help users determine if maintenance is required.

11 After-Sales Service

11.1 Warranty Policy

Warranty period may vary according to local laws and regulations.

Visit <https://www.dji.com/service/policy> to view the product warranty period and warranty policy.

11.2 Handling Procedures for Flight Accident

When your aircraft encounters a flight accident, please follow the steps below to handle it.

Flyaway Accident

1. Contact official support as soon as possible to describe the accident.
2. View the flight records in DJI FlightHub 2, and check the last recorded coordinates and time of the aircraft before disconnection in the device status window. Look for the aircraft at the location where the data was interrupted based on the actual terrain.
3. In the task plan library in DJI FlightHub 2, view and export the flight data and flight records of completed tasks, and contact official support or local dealers for assistance in applying for data analysis.
4. DJI will provide a solution based on the analysis results.

Collision or Crash Accident

1. Take photos of the aircraft status and surrounding environment as soon as possible after the accident, and record the aircraft status before the accident and the accident process.
2. Make sure the aircraft is powered off, remove the battery from the aircraft, and use an isolation box to store the battery.

 • DO NOT power on the aircraft again in the event of a serious accident. Powering it on may burn out the aircraft's internal circuitry and cause greater losses.

3. If the aircraft can be powered on normally, use DJI FlightHub 2 or DJI Assistant 2 (Enterprise Series) to export the logs of the aircraft, the dock, and the O4 ground station, and contact DJI Support;

4. Ship the device for repair.



For any device errors, you can also go to DJI FlightHub 2, click **Devices > Dock/ Ground Station >** , enable remote debugging, and complete **Damage Assessment and Issue Report**. Quick Damage Assessment and submitting issue report by obtaining corresponding device logs are supported.

11.3 Shipping the Product for Repair

Choose one of the methods below to ship the product for repair:

1. Official Website Self-Service Repair

Visit the DJI Service Center on the official website at <https://repair.dji.com/repair/index>, and follow the instructions to complete the self-service repair service.

2. Contact Local Dealer for Assistance

Contact your local dealer and describe the product issue. The dealer can assist in sending the product for repair.

3. Official Support Hotline Service

Contact official support to describe the product issue and service type, such as a repair, return, or replacement, and then ship the product back according to the guidelines.

Visit the following website to view phone support options for the hotline service:
<https://www.dji.com/support>

4. WeChat Online Service Consultation

Before sending the product for repair, follow the "DJI Enterprise Service" WeChat official account. In the account, select **Product Support > Repair service** and follow the instructions on the page to complete the repair. If you have any other questions about the repair process, select **Product Support > Online Service** to seek online technical support from customer service.

WE ARE HERE FOR YOU



Contact

DJI SUPPORT

The content is subject to change without prior notice.

Download the latest version from



<https://enterprise.dji.com/dock-4/downloads>

If you have any questions about this document, contact DJI by sending a message to DocSupport@dji.com.

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