



# FOXTECH AFTER-SALES SERVICE POLICIES

## Version 2.2

### Service Scope

Foxtech guarantees that all the Foxtech product which you purchase will be free from defects under normal use during warranty period. The warranty period starts on the day when you receive Foxtech product, the warranty period and types of after-sales service are different according to product.

### Foxtech Solution

Please contact Foxtech and specify your problem. We will try to check and resolve your problem by telephone, email or online chat, then guide you to download and install updated software. If the problem can't be resolved, you need to deliver the product to us for further examination. We will provide service under the warranty regulation for the product in the condition that the problem of your product is covered by our After-Sales Service Policies. Otherwise, you have to pay for repairment service.

### Product or Parts Replacement

When the product or parts need to be replaced, the replacement product or parts provided by Foxtech may be not new, but we ensure it will work properly.

### The situation which policies do not cover.

1. Crashes or fire damage caused by non-manufacturing factors
2. Damage caused by unauthorized modification, disassembly, or shell opening not in accordance with Foxtech user manuals.
3. Damage caused by improper installation, incorrect use, or operation not in accordance with Foxtech user manuals.
4. Damage caused by unauthorized modification of circuits and mismatch or misuse of the battery and charger.
5. Damage caused by flights which did not follow instruction manual recommendations.
6. Damage caused by operation in bad weather (i.e. strong winds, rain, sand/dust storms, etc.)

7. Damage caused by operating the product in an electromagnetic interference environment (i.e. in mining areas or close to radio transmission towers, high-voltage wires, substations, etc.).
8. Damage caused by operating the product in an environment suffering from interference from other wireless devices (i.e. transmitter, video-downlink, Wi-Fi signals, etc.).
9. Damage caused by operating the product at a weight greater than the safe takeoff weight, as specified by user manuals.
10. Damage caused by reliability or compatibility issues when using unauthorized third-party parts.

**Warranty Period of Main Parts**

Frame		No Warranty
Propeller		No Warranty
Motor		6 Months
Battery		6 Months
Battery Charger		6 Months
ESC		12 Months
Datalink /Radio System		12 Months
Remote Controller		12 Months
Gimbals for Industrial Solutions	Gimbal	6 Months
	Camera	6 Months
Generator (only for GAIA 160 Hybrid drone)		6 Months

**Notes:**

### **Free-to-fly add-on Package**

**Anyone bought the GAIA 160 Hybrid can purchase the Free-to-fly add-on package which includes:**

- 1. Foxtech offers 6 x GAIA 160 hybrid arms,1x GAIA 160 hybrid main body and 1x cover free of charge for emergency replacement.**
- 2. In case there is any product upgrade after customer's purchase, Foxtech will offer the upgrade parts which includes but not limited to landing gear,software and generator spare parts, except of main body to customer without charge.**
- 3. In case there is any spare part needed , Foxtech will arrange and send spare parts(maybe not new but properly working ones) before receiving the bad parts sent back by the customer.**
- 4. If customer needs to install task load such as lidar, survey camera, etc. We will provide assistance on extended device installation.**

### **Assembly and Fly Test Package**

**Anyone purchased the GAIA 160 Hybrid is qualified to buy Assembly and Fly test package which includes:**

- 1. Assemble all parts together includes but not limited to engine, frame, motor, esc, propeller, wiring, soldering.**
- 2. Flight controller tuning includes parameter setting, GPS mounting and flight controller mounting and overall wiring.**
- 3. Test fly: Foxtech technicians will take the GAIA 160 Hybrid and arrange a 1 hour flight to test the stability of engine, power system and fuel supply to ensure the whole system is safe and reliable to fly.**

## Foxtech After-Sales Service Flow

