
Warranty Policy

Joyance/African Drone Solutions guarantees that, under the following conditions during the warranty period, starting from the date of the first flight.

1. The following conditions must be met for warranty service:

1. During warranty period the drone is operated in accordance with the supplied operation manual.
2. No unauthorized modification/part installation has been performed.
3. Components, wiring and electrocouplings were not tampered nor changed.
4. Remote controller is as supplied and not modified.
5. If the drone is operated in the autonomous mode it is with the autonomous app supplied and downloaded by African Drone Solutions
6. Valid proof-of-purchase, receipt or order number (Joyance/African Drone Solutions).

2. Following situations are not subject to warranty service conditions:

1. Crashed/heat or fire damaged parts caused by noncompliance of operation procedures.
2. Damage and/or faults arising from unauthorized modification/disassembling.
3. Damage caused by improper installation of propellers.
4. Damage and/or faults caused to batteries due to not adhering to the prescribed charging procedures stated in the charging manual and/or not using supplied battery charger.
5. Damaged caused by using batteries that were not supplied/approved by Joyance/African Drone Solutions. Seek approval from African Drone Solutions when intended to import direct. (African Operations).
6. Damage and/or faults caused by any flights which did not follow the guidelines prescribed in the operation manual.
7. Damage and/or faults caused by operation in unsuitable conditions (Winds exceeding the prescribed limits/bad light/dust-sand storms and rain.)
8. Damage and/or faults arising as a result of operating the drone in an environment where there is possibilities of magnetic and radio transmission interferences (Microwave towers/Telecom installations).
9. Damage and/or faults caused by operating the drone in a unsuitable environment.

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10. Damage and/or faults caused by operating the drone with a higher max weight than prescribed in the manual and specification sheet.
 11. Damage and/or faults caused by operating the drone with delaminated propellers.
 12. Damage and/or faults caused by installing unauthentic components.
 13. Damage and/or faults caused by operating the drone with batteries below the "safe return home voltage".

3. Our Mission

- 1) Joyance/African Drone Solutions will dispatch the purchased drone (In case of factory/quality assurance faults) to supplier for either major repairs or replacement.
- 2) For minor repairs and crash damage repairs will be carried out at our facility in South Africa (Cape Town). After-sales service/support engineers will test and identify the fault and cause.
- 3) Joyance/African Drone Solutions will accept all the test, material, labor, and delivery fee if damage/fault is as a result of manufacturing processor a quality issue.
- 4) If Joyance/African Drone Solutions determines that the drone is out of warranty/wrongful operation – Joyance/African Drone Solutions will advise the client of the repair and shipping costs.
- 5) If drone damage and/or faults are not subjected to manufacturing/quality assurance and as a result of non-compliance of operation guidelines - repair cost for operator/owner account.

4. Warranty period of main parts

1. Frame: 12 months
2. Wearing parts: 6 months. Wearing parts include the following: motor, propeller, ESC, landing gear, screw, bolt, LED light, joint, GPS, battery, charger adapter, tank, pipe, nozzle, seals, pump.
3. Warranty will start from the date first flight commence. .
4. Client and supplier together must check packaging list correspond with actual package supplied and sign acceptance form ADS 55

NOTE

1. The flying radius is 1000 meters however the drone should be always in sight.
2. Drone will not be released without compulsory training
3. In case of manufacturing/quality fault , African Drone Solutions will supply loan drone to customer for the repair period at no cost. Joyance as the manufacturer will supply spare parts to African Drone solutions to repair in local.
4. In case of crash/damage caused as result of non-compliance Joyance/African Drone Solutions might rent a drone to client/operator at R10000,00 refundable deposit and R220,00 per day.

Please note all drone data of last 4 flights can be downloaded for analyzing

Downloaded data will be forwarded to the manufacturer for analyzing – a comprehensive data analyzing report will be supplied the owner/operator, however if the owner/operator do not agree with the findings he/she has the right to consult with an independent establishment for a second opinion. This is for the client/operators account.

For: Joyance

Grace Sun



For: ADS

