

CUSTOMER PROCEDURE

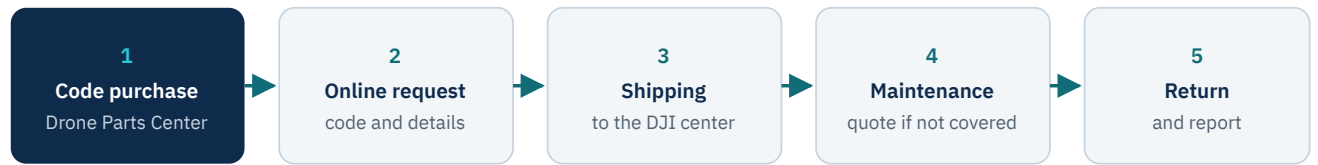
Request DJI Enterprise maintenance

Use your maintenance code on the DJI platform: online request, shipping, tracking and maintenance report.



At a glance.

You buy a DJI maintenance code from Drone Parts Center. You then enter this code and your details yourself on the DJI service platform, which arranges shipping of the device to its service center.



Round-trip shipping is covered by DJI when the maintenance is used in the region covered by the code.

How a maintenance request works. PIM diagram.

The three DJI plans.

Service	Basic	Standard	Premium
Deep cleaning	yes	yes	yes
Parts inspection	yes	yes	yes
Update and calibration	yes	yes	yes
Replacement of wear parts		yes	yes
Replacement of main components			yes

Each maintenance ends with a maintenance report, which can be downloaded online. If DJI finds damage outside the scope of the plan during the inspection, it sends you a quote: you decide whether or not to have it repaired, and any repair you accept is charged.

The maintenance code

- One code entitles you to a single maintenance
- It is valid for 24 months from its date of sale by DJI (European Union)
- The device must not have been modified or disassembled without authorization, or damaged by water

Supported models

Phantom 4 RTK, P4 Multispectral, Matrice 300 RTK, Matrice 350 RTK, Matrice 30 series, Mavic 3 Enterprise, Matrice 3D, Matrice 4 and Matrice 4D, Matrice 400, Mavic 3T Advanced, Matrice 5TD. Some models are not covered in all regions.

Do you have DJI Care Enterprise? For some models, the plan includes a free Standard maintenance, to be used during its coverage period: Matrice 30 and 30T, Mavic 3E, 3T, 3M and Mavic 3T Advanced with Basic or Plus; Matrice 350 RTK, Matrice 30T Dock version, Matrice 3D and 3TD with Plus. Ask Drone Parts Center for the corresponding maintenance code.

Before you start.

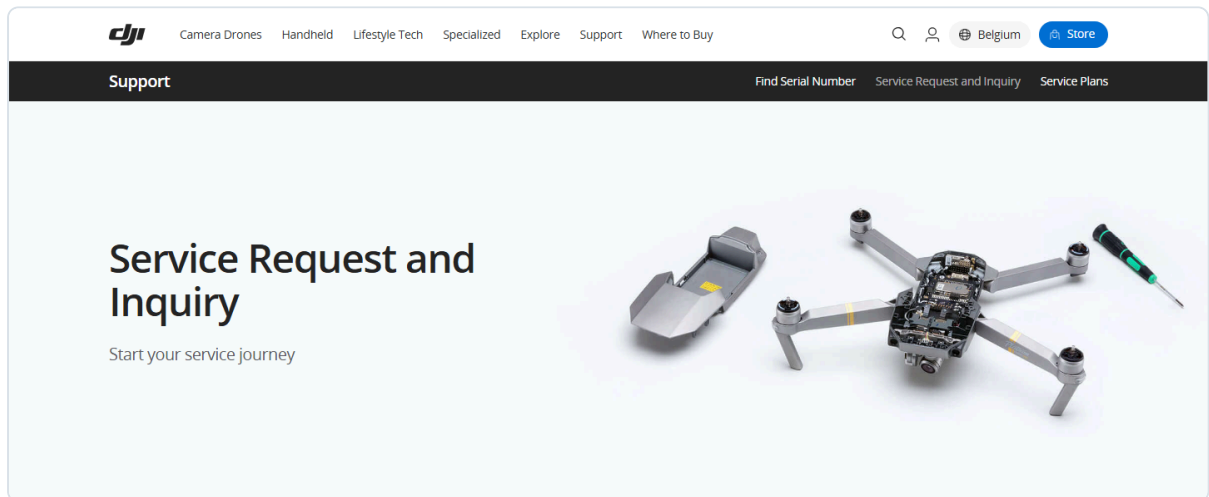
- Your **maintenance code**, provided by Drone Parts Center
- The **serial number** of the device. In DJI Pilot 2, with the aircraft linked to the remote controller: **Camera View > ... > About** (flight controller serial number)
- A **DJI account**, or a few minutes to create one
- Your contact details and the address where the device will be collected and returned
- A **backup** of the device data: this is the first step DJI recommends before any service work

The request, step by step.

1

Open the DJI service area

Go to dji.com/be/support/repair, **Service Request and Inquiry** section, also accessible from **Support** on the DJI website.

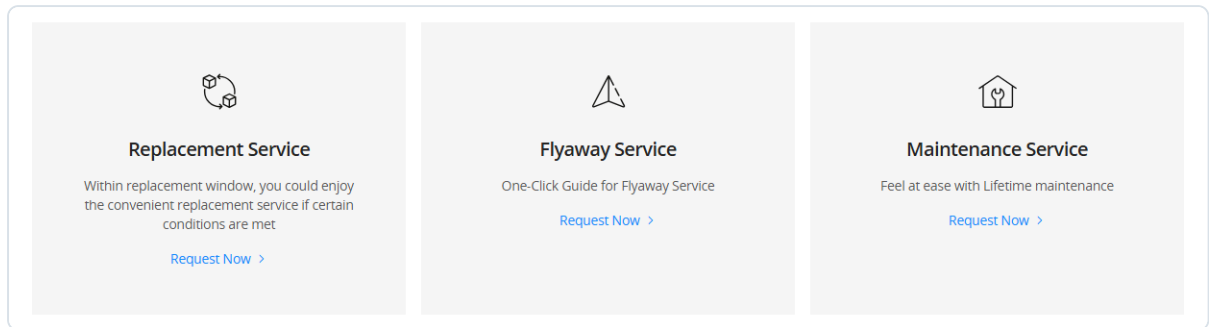


"Service Request and Inquiry" area. Screenshot: DJI website, October 2026.

2

Choose “Maintenance Service”

In the **More Services** section, click **Request Now** under **Maintenance Service**.



The Maintenance Service card. Screenshot: DJI website, October 2026.

3

Sign in to your DJI account

The request is made with a DJI account. Sign in, or create an account with **Create Your DJI Account**.

A screenshot of the DJI login page. At the top is the DJI logo and the text 'Log in to DJI'. Below this are three buttons for social login: 'Continue With Apple', 'Continue With Google', and 'Continue With Facebook'. A horizontal line with 'or' in the center separates these from the standard login fields. There is an 'email address' field and a 'Password' field with an eye icon for toggling visibility. Below the password field is a link 'Forgot password? Go to reset >'. A checkbox with the text 'Click to get exclusive DJI benefits, latest offers, and updates.' is present. At the bottom is a 'Log In' button and a link 'New user? Create Your DJI Account'. A small disclaimer at the very bottom reads 'By continuing, you hereby agree to the Privacy Policy and Terms of Use.'

Signing in to the DJI account. Screenshot: DJI website, October 2026.

4

Fill in the maintenance request

Enter your maintenance code, the serial number of the device and your contact details, then arrange the shipping offered by DJI. Submit the request and **write down the case number** assigned: you will need it to track the maintenance.

Maintenance request

Maintenance code

Serial number

Contact details

Shipping

device pickup and return

●

Case number assigned after submission

Submit

The information to provide. PIM diagram: the actual DJI screen, available after signing in, may look different.

5

Hand the device over to the carrier

The device is shipped to the designated DJI service center. Round-trip shipping is covered by DJI when the maintenance is used in the region covered by the code. Outside this region, DJI must give its approval in advance, and shipping and taxes are at your expense.

6

Inspection, maintenance and any quote

On receipt, DJI performs the maintenance included in the plan. If a part not covered by the plan is damaged, you receive a quote and decide whether or not to have it repaired.

7

Track the case and get the report

Progress can be followed in **Service Progress**, in the same DJI service area. Once the device is back, the maintenance history and report can be viewed at service.dji.com/maintenance/search, using the maintenance code.

Check your maintenance service record.

Inquiry Type
Maintenance Service Activation Code

Maintenance Service Activation Code

Please enter the verification code

MyF-y

Check

Viewing the maintenance history. Screenshot: DJI website, October 2026.

Official DJI links.

DJI service area (Belgium)	dji.com/be/support/repair
Maintenance history and reports	service.dji.com/maintenance/search
Maintenance FAQ	enterprise.dji.com/enterprise-maintenance/faq

Need help?

Drone Parts Center

Authorized DJI Enterprise dealer
+32 67 88 37 37
info@drone-parts-center.com

PIM

Expert Drone Solutions
Rue Albert Einstein 20, 1400 Nivelles
pimdrone.eu

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