

CUSTOMER PROCEDURE

Register a DJI Care Enterprise code

Activate your code, bind it to the serial number of your device and check the coverage.



At a glance.

A DJI Care Enterprise code purchased from Drone Parts Center only protects your device once it has been activated and bound to the device's serial number on the DJI website. This binding must be done within a short time after the device is activated.

Basic

In case of accidental damage, two replacements during the 12-month coverage period, each for a small additional fee. The 2-year plan offers up to four replacements and the official warranty on covered components for its duration.

Plus

Free repair or replacement in case of accidental damage, up to the coverage amount. Coverage can be shared between several devices bound within 30 days, and a replacement service is available in case of loss in flight (flyaway), subject to a replacement fee.

Deadlines to meet.

You can bind a DJI Care Enterprise code if your device is in one of these situations:

- it is new and not yet activated;
- it was activated **less than 15 days ago** (less than 30 days for a DJI Dock 4);
- it was repaired by an official DJI service center less than 72 hours ago.

Deadline passed? If the device is still under warranty, DJI requires a verification video, recorded according to its tutorial and sent by email to the address given in its FAQ (videoverification@dji.com). DJI replies within 1 to 3 business days. Once approved, the code must be purchased and bound within 72 hours. If the device is out of warranty, it must first be sent for inspection through DJI's online repair request. Contact Drone Parts Center before buying the code.

The plan and the device must have been purchased in the same country or region, from an official or authorized DJI sales channel.

Before you start.

- The DJI Care Enterprise **activation 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)
- Your contact details

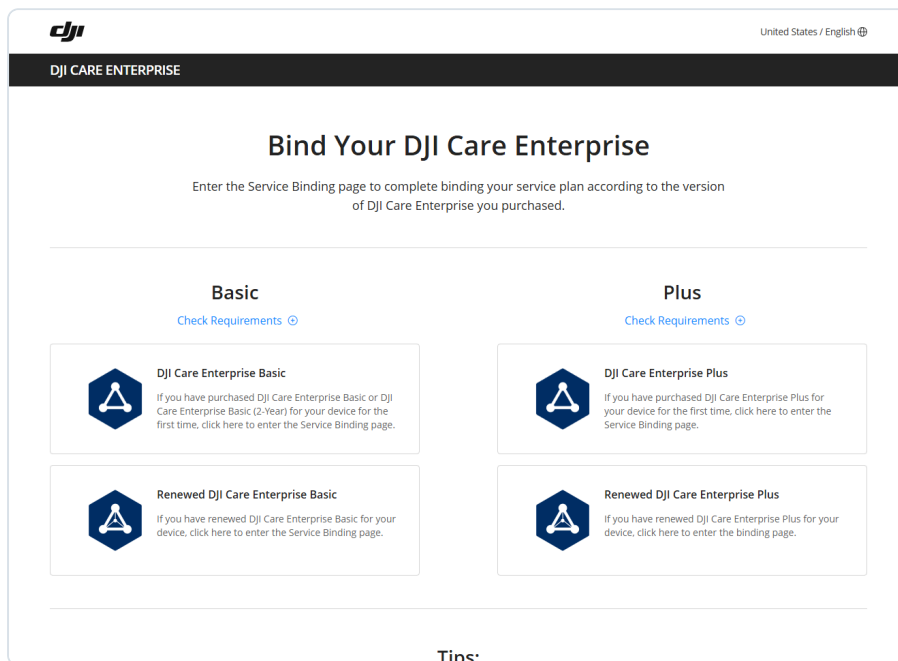
Plan included with the device (auto-activation version)? You have no code to enter: the DJI Care Enterprise binding page appears in the app used to activate the device. If you skip it, DJI automatically binds the plan within 24 hours using the details of the account used for activation.

Binding, step by step.

1

Open the DJI binding page

Go to service.dji.com/enterprise/guide and choose the card that matches your purchase: **DJI Care Enterprise Basic** or **DJI Care Enterprise Plus** for a first subscription, **Renewed** for a renewal.

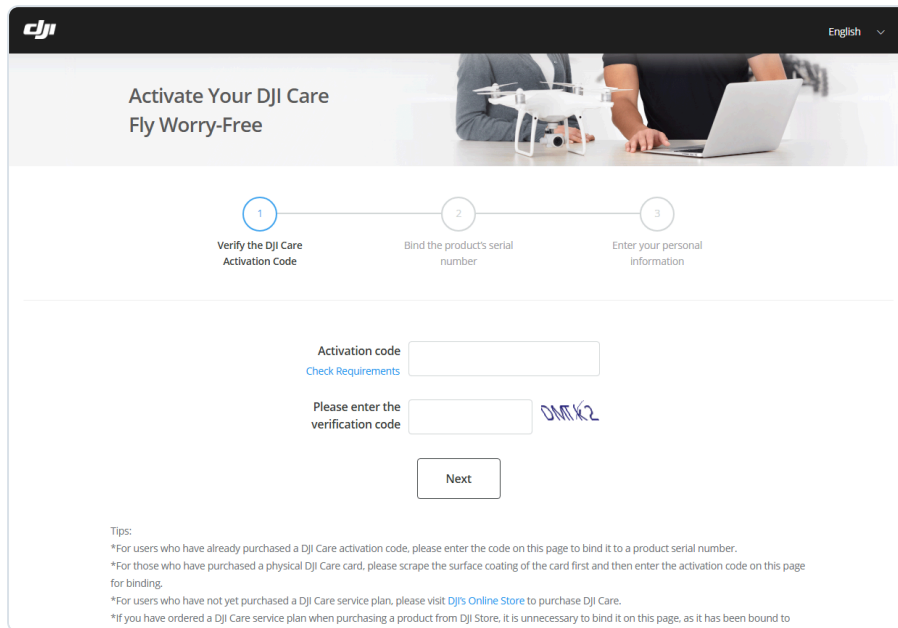


“Bind Your DJI Care Enterprise” page. Screenshot: DJI website, October 2026.

2

Verify the activation code

The activation page opens and shows the three binding steps. Enter the **Activation code** and the verification code displayed next to the field, then click **Next**.



The screenshot shows the DJI website's activation page. At the top, it says "Activate Your DJI Care Fly Worry-Free". Below this is a progress bar with three steps: 1. Verify the DJI Care Activation Code, 2. Bind the product's serial number, and 3. Enter your personal information. Step 1 is currently active. The main form area has two input fields: "Activation code" and "Please enter the verification code". The "Activation code" field has a "Check Requirements" link below it. The "Please enter the verification code" field has a handwritten "DMK2" next to it. A "Next" button is located below the verification code field. At the bottom, there are "Tips:" which provide instructions for users who have already purchased a DJI Care activation code, those who have purchased a physical DJI Care card, and those who have not yet purchased a DJI Care service plan. It also mentions that if a DJI Care service plan was ordered when purchasing a product from DJI Store, it is unnecessary to bind it on this page.

First step: verifying the activation code. Screenshot: DJI website, October 2026.

3

Bind the product's serial number

Enter the serial number of the device to be covered. With DJI Care Enterprise Plus, several codes bound at the same time automatically share their coverage; otherwise, the **Bind More Devices** option lets you add other devices to the shared coverage within 30 days of the first activation.

4

Enter your personal information

Fill in your contact details and confirm. The binding is complete.

5

Check the coverage

On service.dji.com/djicare/coverage, enter the serial number of the device and the verification code, then click **Check**: the bound plan and its coverage period are displayed.

“Check Your Service Plan” page. Screenshot: DJI website, October 2026.

Good to know.

- **Coverage for loss in flight (Plus).** To be eligible, bind your DJI account and the remote controller to the aircraft in advance, in DJI Pilot 2: **Settings > Device Management**. Without this binding, flyaway coverage cannot be claimed.
- **Renewal.** It is bound on the same page, using the **Renewed** card, before the expiry date or no later than 15 days after it. Basic renews as Basic and Plus as Plus.
- **Maintenance included depending on the model.** For some devices, DJI Care Enterprise includes a free Standard maintenance, to be used during the coverage period. With Basic: Matrice 30 and 30T, Mavic 3E, 3T, 3M and Mavic 3T Advanced. With Plus: the same models, as well as Matrice 350 RTK, Matrice 30T Dock version, Matrice 3D and 3TD. The corresponding maintenance code is available from Drone Parts Center.

Official DJI links.

DJI Care Enterprise binding	service.dji.com/enterprise/guide
Coverage check	service.dji.com/djicare/coverage
DJI Care Enterprise FAQ	enterprise.dji.com/djicare-enterprise/faq

Need help?

Drone Parts Center

Authorized DJI Enterprise dealer

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