

# Autel Care Premium

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## Autel Robotics Care For Autel Drones and Quadcopter

Autel Robotics provides consumers with quality assurance services that meet the requirements of regional departments or relevant laws and regulations.

During the warranty period, our company provides free quality assurance for product problems caused by product quality defects;  
Autel Robotics Care is mainly for normal use or accidents caused by users that damages the aircraft.

**Common to V2 and V3 versions**

# Service Introduction

## **Autel Care Premium**

Autel Care Premium (1st year)

Autel Care Premium Plus (2nd year)

Autel Care Premium (2-year version)

Autel Care Premium (3-year version)



# Autel Care Premium

Type	Autel Care Premium (1st year)	Autel Care Premium Plus (2nd year)	Autel Care Premium (2-year version)	Autel Care Premium (3-year version)
<b>Highlight in Service Content</b>	1) One aircraft can only be bound to one Autel Care, and the Autel Care credits of different drone models purchased at the same time can be shared. Unlimited times of maintenance or replacement within the deductible credits. 2) If the amount in credit pool is not sufficient to offset the last maintenance or replacement service, the insufficient part needs to be paid according to actual cost.	1) One aircraft can only be bound to one Autel Care, and the Autel Care credits of different drone models purchased at the same time can be shared. Unlimited times of maintenance or replacement within the deductible credits. The credits left from the Autel Premium can be used in this Premium Plus service period. 2) Aircraft warranty period could extend 1 year 3) If the amount in credit pool is not sufficient to offset the last maintenance or replacement service, the insufficient part needs to be paid according to actual cost.	1) One aircraft can only be bound to one Autel Care, and the Autel Care credits of different drone models purchased at the same time can be shared. Unlimited times of maintenance or replacement within the deductible credits. 2) Aircraft warranty period is 2 years. 3) If the amount in credit pool is not sufficient to offset the last maintenance or replacement service, the insufficient part needs to be paid according to actual cost	1) One aircraft can only be bound to one Autel Care, and the Autel Care credits of different drone models purchased at the same time can be shared. Unlimited times of maintenance or replacement within the deductible credits. 2) Aircraft warranty period is 3 years. 3) If the amount in credit pool is not sufficient to offset the last maintenance or replacement service, the insufficient part needs to be paid according to actual cost.
<b>Other Service Content</b>	1. Water damaged repair: lower-cost replacement service is available. 2. Quick replacement without damage evaluation. 3. Two-way Free Shipping (only available in China mainland, North America and the EU countries. Customers outside these regions, must contact customer Service, and please bear with duties, clearance, logistics and other expenses for a single trip.			
<b>Warranty length of aircraft</b> (Calculated from effective date of Autel Care)	the original warranty period of the aircraft	12 months	24 months	36 months
<b>Time period</b>	1st year	2nd year	2 years	3 years
<b>Purchase conditions</b>	Please meet one of the following conditions: 1. an aircraft that has never been activated; 2. an aircraft that has been activated within 48 hours; 3. Pass the functional evaluation from repair team.	Please meet all of the following conditions: 1. Already purchased Autel Care Premium; 2. Purchased Autel Care Premium is valid, not expired; 3. Purchased Autel Care Premium has at least 30% of credits left. (Sharing credits are not included)	Please meet one of the following conditions: 1. an aircraft that has never been activated; 2. an aircraft that has been activated within 48 hours; 3. Pass the functional evaluation from repair team.	Please meet one of the following conditions: 1. an aircraft that has never been activated; 2. an aircraft that has been activated within 48 hours; 3. Pass the functional evaluation from repair team.
<b>Compatible Model Sale</b>	EVO II Pro,EVO II Pro RTK ,EVO II Pro Enterprise , EVO II Dual 640T,EVO II Dual 640T Enterprise , EVO II Dual 640T RTK			
<b>On sell</b>	North America, Mainland China, EU countries. Other customers could also buy this, but we're unable to offer two-way shipping costs. Customers need to bear with single way of duties, clearance, logistics expenses. Customers outside these regions, could contact local authorised dealers, or maintenance centers in China, USA, or Germany for replacement service with Autel Care programs.			
<b>How to buy?</b>	Dealers, Sales Associates			
<b>Purchase Limit</b>	Only customer who ever purchased Autel Care Premium, can buy Autel Care Premium Plus. Only customer who ever purchased Autel Care Premium (2-year/3-year version) , cannot buy Autel Care Premium Plus.			