DJI DOCK 3

DJI Matrice 4D Series

Maintenance Manual

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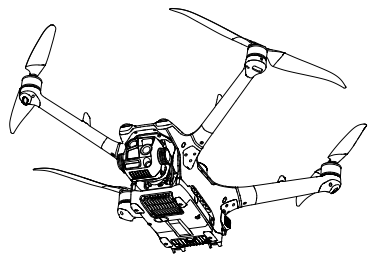

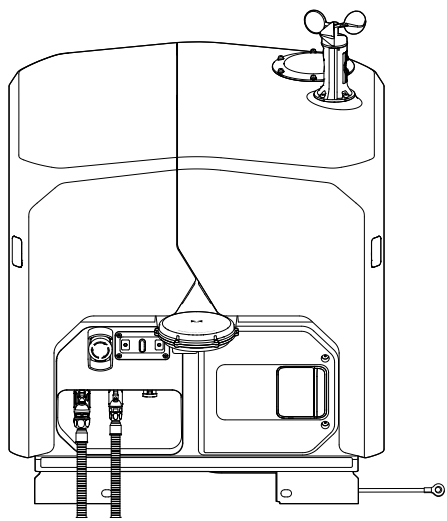

Searching for Keywords

Search for keywords such as “battery” and “install” to find a topic. If you are using Adobe Acrobat Reader to read this document, press Ctrl+F on Windows or Command+F on Mac to begin a search.

Navigating to a Topic

View a complete list of topics in the table of contents. Click on a topic to navigate to that section.

Printing this Document

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1 Introduction

This Maintenance Manual offers guidelines to help you in the daily upkeep and maintenance of the aircraft, and also provides after-sales service information.

This document will focus on the maintenance instructions and the notes, cautions, and warnings during use. Read the User Manual and Maintenance Manual carefully to optimize user experience. If you have any questions on the maintenance operations, please contact official Support.

2 Safety Guidelines

Before use, read the Safety Guidelines, User Manual, and Maintenance Manual carefully.

2.1 Operational Requirements

- Make sure to perform the maintenance procedure in accordance with the steps in this manual.
- Measure the voltage on the contact points of the conductors and make sure there is no risk of electric shock before touching any conductor surfaces or terminals. The dock must be powered off before maintenance.
- In order to avoid an electric shock, DO NOT use any tools that are not insulated, such as a screwdriver with a bare metal handle.
- Make sure to wear protective equipment when performing maintenance, such as a safety helmet, goggles, insulated gloves, and insulated shoes.
- Make sure the dock is powered off before checking the movable parts of the dock, such as the fan of the air conditioning system, the dock cover, and the driving rods to avoid injury.
- Before conducting on-site maintenance, make sure that there is no flight plan to be performed on DJI FlightHub 2 and that the aircraft has landed inside the dock. Make sure to press the emergency stop button on the dock before any operations. When using the remote controller for on site testing, make sure to connect the remote controller to the dock before releasing the emergency stop button.

2.2 Flight Restrictions

1. Connect the aircraft to the internet to update the GEO Zones database regularly. Consult the relevant local government agencies or governing bodies before flight to ensure you comply with all the relevant laws and regulations.
2. If flying in GEO Zones is required, apply for unlocking in advance.

2.3 Firmware Update and System Calibration

Update the firmware of the dock, the aircraft, and the Intelligent Flight Batteries to the latest version. If the update fails, restart the device and try again, or use DJI ASSISTANT™ 2 (Enterprise Series) to update the firmware.

Contact official support if the issue persists. It is recommended to perform aircraft calibration every six months to keep the aircraft in good condition.

List of Aircraft Calibration:

1. IMU Calibration
2. Compass Calibration
3. Gimbal Calibration

- Visit https://enterprise.dji.com/dock-3/downloads and refer to the User Manual and Maintenance Manual for more information on aircraft calibration.
- When the aircraft is used with the dock, aircraft calibration can be performed using DJI Enterprise App. Make sure to link the dock and the aircraft during calibration. When used with the remote controller, aircraft calibration can be performed using DJI Pilot 2. Make sure to link the aircraft to the remote controller during calibration.

3 Recommended Maintenance Interval

It is recommended to perform inspection and maintenance regularly following the listed standards to keep the dock and the aircraft in a good condition and reduce safety risks.

⚠
- The above maintenance services may be adjusted accordingly in different areas. Please contact authorized dealers or official support for the latest information.
- If the dock is installed in harsh environments, including but not limited to sandy or dusty environments, environments with a high salinity, high temperature, high humidity, or pollutants nearby, such as chemical plants, lumber mills, sewage treatment plants, or many willow catkins, the maintenance interval should be shortened to 3 months.

3.1 DJI Dock 3

Fixed-Mounted Deployment

	Maintenance Item	Maintenance Advice	Maintenance Interval [1]
Basic	Deep cleaning, environment inspection, updates and calibrations, and device appearance and parts inspection	Based on actual use or contact an authorized service provider	Per 6 months
Standard	Basic maintenance items and replacement of wearing parts	Contact an authorized service provider	Per 12 months

Vehicle-Mounted Deployment

	Maintenance Item	Maintenance Advice	Maintenance Interval [1]
Routine Inspection	Environment inspection, vehicle-mounted fixing parts and screws inspection	Contact an authorized service provider	Per month or Per 1,000 km of driving
Standard	Deep cleaning, parts inspection, updates and calibrations, device appearance and parts inspection	Contact an authorized service provider	Per half year

	Maintenance Item	Maintenance Advice	Maintenance Interval [1]
Premium	Basic maintenance items and replacement of wearing parts	Contact an authorized service provider	Per 12 months or Per 10,000 km of driving

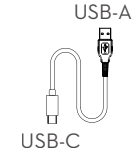
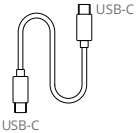
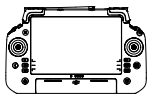
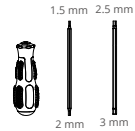
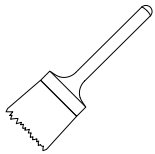
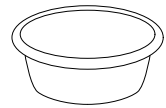
[1] The activation time or driving mileage specified in the maintenance interval shall be whichever comes first. Per month / Per 6 months / Per 12 months refers to the device activation time.

3.2 DJI Matrice 4D Series

	Maintenance Item	Maintenance Advice	Maintenance Interval [1]
Basic	Deep cleaning, parts inspection, updates and calibrations	Recommend factory service or contact an authorized service provider	Per 6 months or Based on actual use
Standard	Deep cleaning, parts inspection, updates and calibrations, and replacement of wearing parts	Recommend factory service or contact an authorized service provider	Per 12 months or Per 500-hour flights

[1] The time specified in the maintenance period or the flight time shall be whichever comes first. Per 6 months / Per 12 months expresses the device activation time.

4 Maintenance Tool List

USB-A Cable	PC	USB-C to USB-C Cable	Phone
			
Remote Controller	Adjustable Wrench	Screwdrivers	Dust Blower
			
Soft Brush	Stiff Brush	Water Container	Dry Cloth
			

5 Dock Maintenance

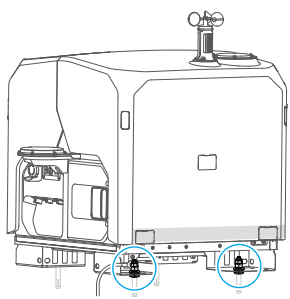
5.1 Environment Inspection

To ensure flight safety, it is recommended to regularly check the environment near the dock as follows:

1. Clear overgrown plants or animal infestations that can affect normal operation of the dock, such as weeds, trees, ant nests, and rat nests.
2. Check if there are new buildings near the dock that may block the signal. Select another location to install the dock if the signal obstruction becomes strong.
3. Check the ground conditions near the dock, and make sure to clear hidden risks that may cause water immersion or inclination of the dock.
4. Check the environment near the alternate landing site, and clear debris that might affect the aircraft landing.

5.2 Dock Body Inspection

1. Clean the dock shell with a soft, dry cloth and make sure the dock shell is clear of dirt or foreign matter.
2. If there is any noticeable damage or deformation, contact an authorized service provider in time.
3. Make sure the four expansion bolts are securely mounted. If loosened, tighten the bolts using an adjustable wrench to ensure that the dock is securely installed.

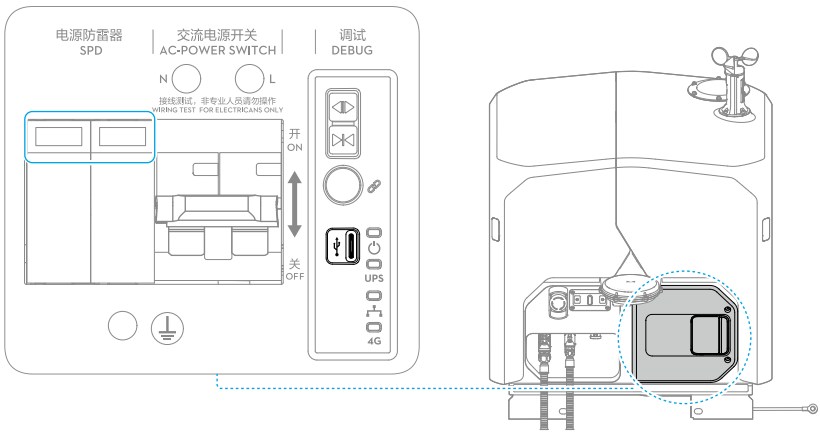


5.3 Electrical Cabinet

Open the electrical cabinet door and check the electrical cabinet panel.

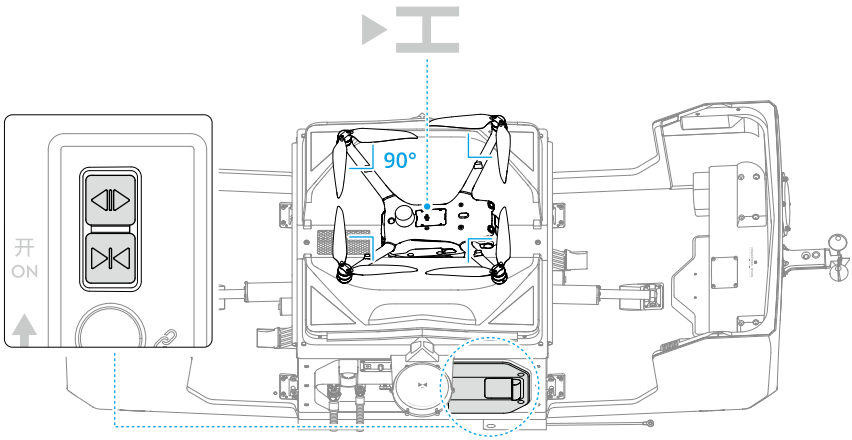
1. Check the SPD status indicator. Contact an authorized service provider to replace and repair the SPD if the indicator turns red.
2. Make sure the AC power switch can be turned on/off normally.

⚠ Pay attention to safety during operation in order to avoid an electric shock.



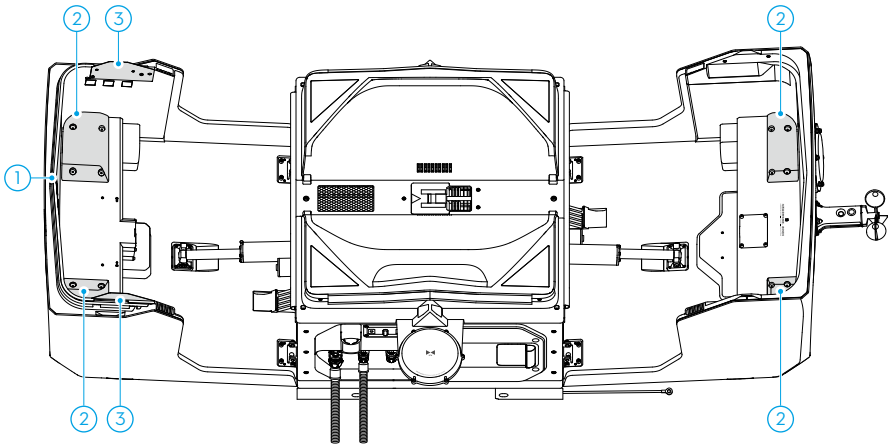
5.4 Dock Cover

Power on the dock. Press and hold the open button to open the dock covers. Check if the dock covers can move smoothly without jamming when opening.

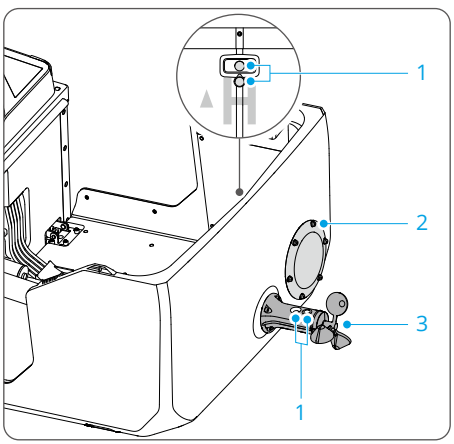


1. Make sure that the dock cover rubber seal strip is in good condition and is securely attached to the dock cover.
2. Make sure that the dock cover inner buffer blocks are firmly attached and not damaged.
3. Make sure that the dock cover propeller bumpers are not damaged or deformed, and the screws are securely mounted.
4. If the aircraft is installed with the obstacle sensing module, make sure that the positioning stickers inside the dock cover are clean and firmly attached.
5. Moisten a soft cloth with clean water or a neutral cleaning solution and clean the dock covers.

⚠ Contact an authorized service provide to replace the wearing parts or if any of the mentioned parts are broken or damaged.

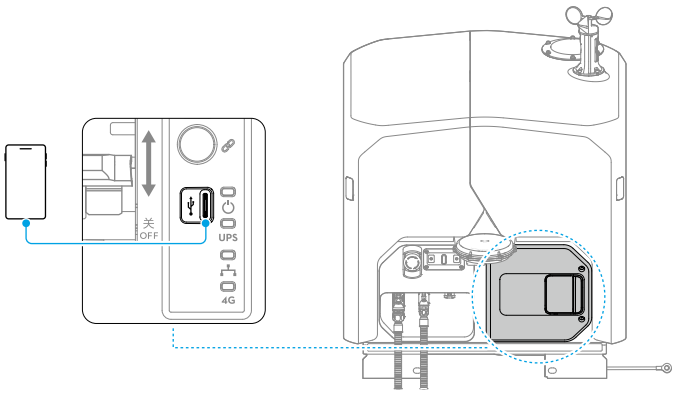


Dock Camera, Auxiliary Light, Rainfall Gauge, and Wind Speed Gauge



1. Make sure the glass of the auxiliary lights and the lenses of the dock cameras are clean and not damaged. Moisten a soft, cloth with clean water or a neutral cleaning solution to clean the glass and the lens.
2. Make sure the surface of the rainfall gauge is clean and not dented or damaged. Moisten a soft cloth with clean water or a neutral cleaning solution to clean the surface of the rainfall gauge.

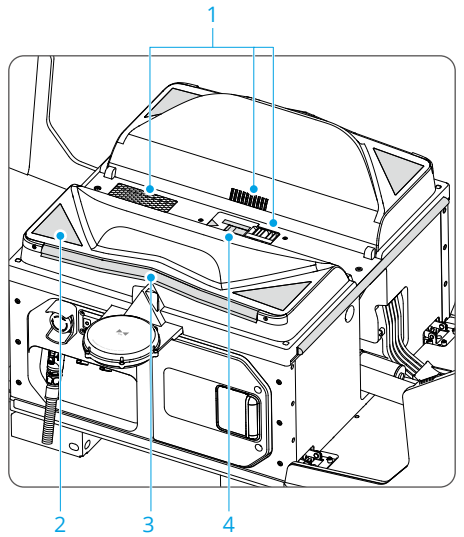
3. Make sure the wind speed gauge and the three wind cups are not broken or cracked, and the wind cups can rotate smoothly without damping. Make sure the screws of the wind speed gauge are tightened and the wind speed gauge is securely installed.
4. Use the USB-C to USB-C cable to connect the mobile phone to the electrical cabinet of the dock, run DJI Enterprise App and enter the Onsite Debugging page.



   a. Gently rotate the wind cups and check if the app displays data.
   b. Gently tap the surface of the rainfall gauge and check if the app displays data.
   c. Tap Open or Close in the app to test if the dock cover can operate normally.

⚠ If any of the mentioned parts are broken or damaged, contact an authorized service provider to replace them.

5.5 Landing Pad



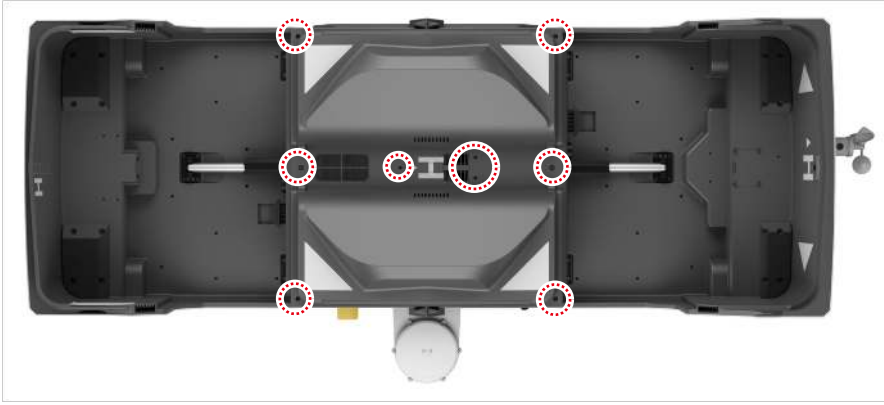
1. Power off the dock, and make sure the landing pad surface, the return vent and the supply vent are not deformed, dented, cracked, or broken.
2. Make sure the light panels of the positioning markers are in good condition and not damaged.
3. Make sure that the landing pad seal strips and the rubber strips are in good condition and securely attached.
4. Make sure the aircraft orientation marker (H) is clear and not worn.
5. Moisten a soft cloth with water or a neutral cleaning solution to clean the landing pad surface and the vents, and make sure the return vent and the supply vent are clear of foreign matter.

⚠ If any of the mentioned parts are broken or damaged, contact an authorized service provider to replace them.

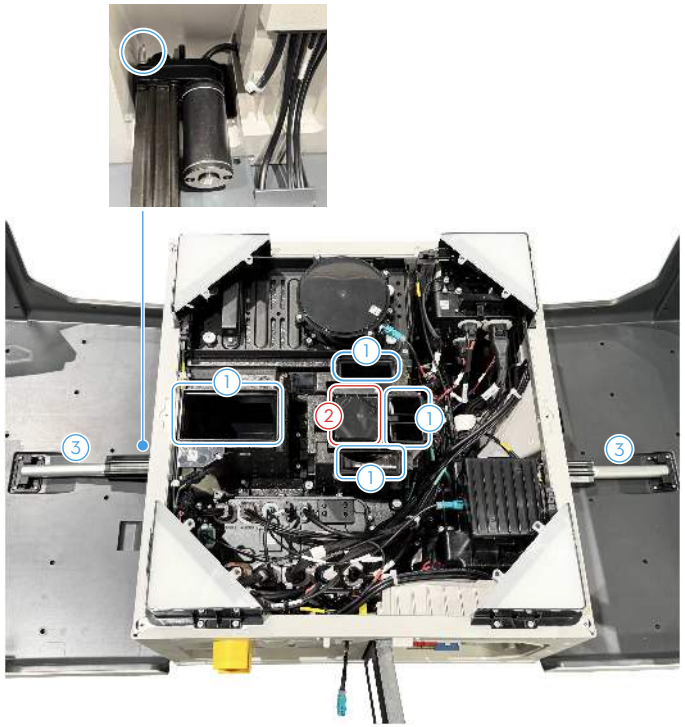
5.6 Lower Compartment

Opening the Lower Compartment

1. Power on the dock and open the dock covers.
2. Turn off the AC power switch and power off the backup battery.
3. Loosen the landing pad screws using a M3 screwdriver. Remove the landing pad to open the lower compartment.

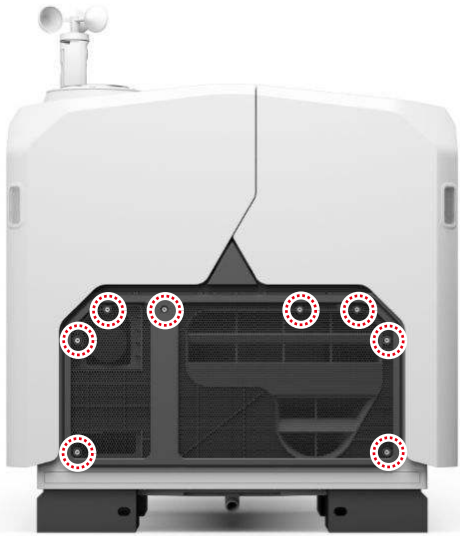


Checking the Lower Compartment



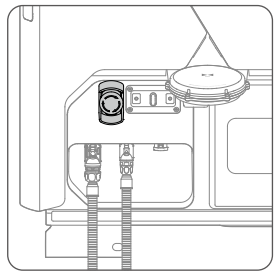
1. Make sure the return vent and the supply vent are clean and not damaged.
2. Make sure the built-in charging module and the cables are not broken or cracked.
3. Make sure the dock cover driving arms are secure and stable, and the arm pins are securely mounted.
4. Clear any stagnant water in the lower compartment. A small amount of stagnant water does not affect the normal operation. If a water immersion warning appears in DJI FlightHub 2, contact a qualified electrician to disconnect the dock power supply and remove the water.
5. Moisten a soft cloth and a soft brush with water or neutral cleaner to clean the parts in the lower compartment. Remove the dust using the dust blower. Take care to avoid pulling the cables when cleaning the lower compartment.
6. Make sure that there is no foreign matter in the lower compartment.

5.7 Dust Screen



1. Loosen the screws on the dust screen using an M3 screwdriver.
2. Clean the dust screen using a stiff brush.
3. Clean the external circulating fan using the soft brush and the dust blower. After cleaning, re-install the dust screen and tighten the screws.

5.8 Emergency Stop Button



Make sure the emergency stop button can be pressed and released without jamming. The Status Indicators blink red and yellow alternatively after pressing the emergency stop button.

Pull out or rotate clockwise to release the emergency stop button after inspection.

6 Aircraft Maintenance

6.1 Propulsion System

Motors

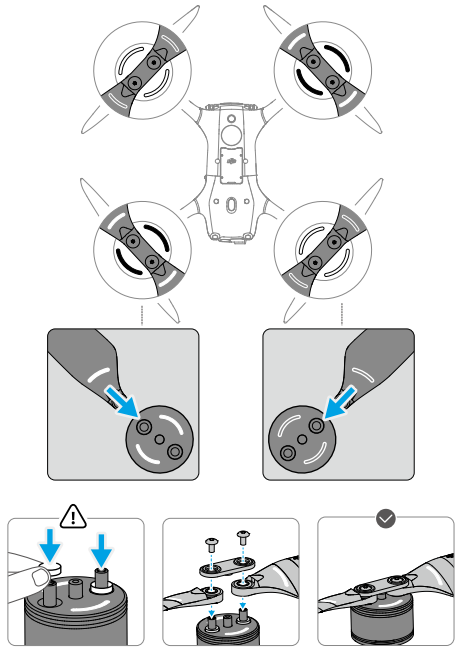
1. Rotate the propeller motors to check if the propellers are jammed or make any abnormal sounds, and whether the rotor and stator of the motors scratch the motor base.
2. DO NOT fly the aircraft if there is any blockage or contact. It is necessary to return the aircraft to the factory for repair.
3. Make sure the air filters are not severely deformed or damaged.
4. If they are severely damaged or deformed (such as being bumped), return the aircraft to the factory for repair.

Propellers and Propeller Adapters

Propellers

1. Check the propellers for visible deformation, severe wear, nicks, and cracks, and if there is any foreign matter on the propellers.
2. Clean the propellers with a soft, dry cloth.
3. Replace the propellers immediately if there are any visible deformations, nicks, cracks, or severe wearing occurs. [1]
4. The propellers are wearing parts, replace the propellers, washers, and screws in time when necessary. [1]

[1] The propellers need to be replaced in pairs. Make sure to use screw glue (recommended model: 243) when replacing the propellers. It is recommended to contact an authorized service provider for propeller replacement.

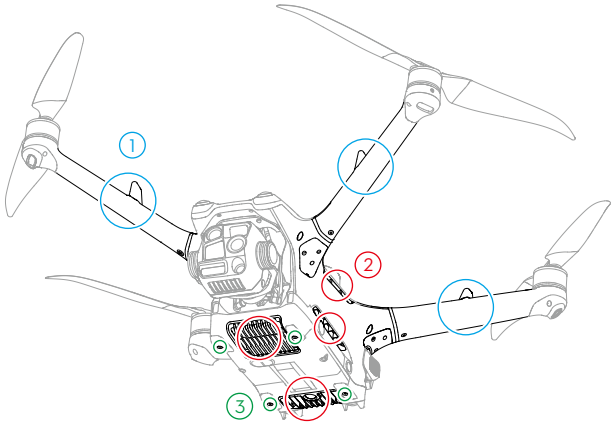


Propeller Adapters

1. Make sure the propeller adapter screws are securely tightened.
2. If the screws are loose, apply screw glue and tighten the screws.
3. Make sure the propeller adapters are not damaged or deformed.
4. Replace the propeller adapters if they are deformed or damaged.

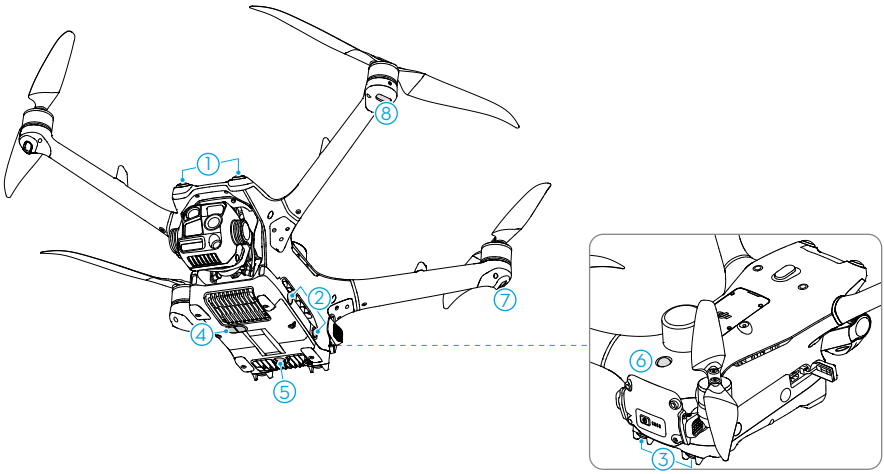
6.2 Aircraft Structure

Aircraft Body Inspection



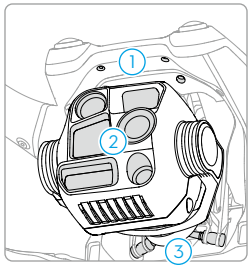
1. Frame arms:
   a. Make sure the connecting screws of the frame arms and the aircraft body are firmly tightened.
   b. Make sure the antennas on the frame arms are not damaged.
   c. Make sure the frame arms are not cracked or damaged.
   d. Make sure the mounting screws at the end of the frame arms are not loose. If any of the screws are loose, return the aircraft to the factory for repair.
2. Make sure that there is no blockage in the heat dissipation vents and the cooling fans work normally without any abnormal noise.
3. Make sure the landing feet are not cracked or damaged, and the landing feet pads are not worn.
4. Make sure the aircraft body is clean and not damaged. Clean the aircraft body with a soft, dry cloth, especially when cleaning the lenses of the infrared sensing and vision systems and the heat dissipation vents.

Sensing System and Indicators



1. Clean the lenses with a soft cloth.
2. Make sure the lenses of the sensing system (1-4), the auxiliary light (5) and the beacon (6) are not loose or cracked.
3. Make sure the aircraft status indicators (7) and the front LEDs (8) are clean and not damaged.

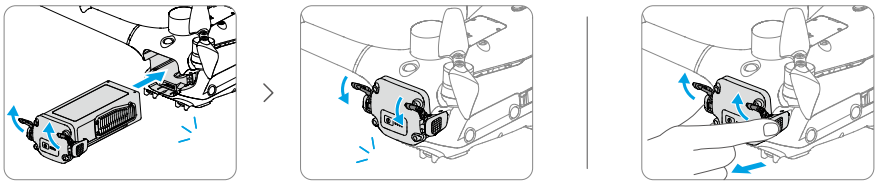
Gimbal Camera



1. Make sure the screws connecting the damping plate and aircraft body are firmly secured.
2. Make sure the gimbal dampers are not damaged, loose, aged, or deformed. The gimbal dampers are wearing parts, return the aircraft to the factory and replace them when necessary.

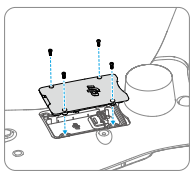
3. Make sure the lenses on the camera are not damaged or cracked.

Battery Compartment



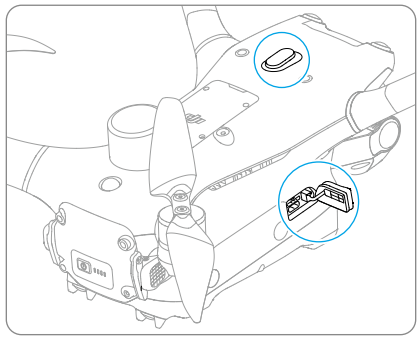
1. Check if the battery port is clean and dry without any corrosion. Clean any unwanted dust or water inside the battery compartment.
2. Make sure the battery can be firmly installed without shaking.

Cellular Dongle Compartment



1. The connection cables inside the cellular dongle compartment are not damaged.
2. The ports are clean and dry without any corrosion. Make sure to clean any water and dust with a soft, dry cloth.
3. The cover is not damaged, cracked, or loose.

Data Ports



1. Clean any unwanted residue near the ports with a soft, dry cloth.
2. If the ports are in use, disconnect the device, and check if there is any unwanted residue in the ports using a torch.
3. Place the aircraft at an angle and use a dust blower and a soft brush to remove any small matter, such as dust from the port. Make sure to clean thoroughly, sweeping away from the port.
4. Check if there are any foreign objects in the microSD card slot, and if the microSD card can be correctly installed and removed.
5. Check if the microSD card is working properly.
6. Make sure the rubber port covers are not damaged or loose, and are properly sealed.
7. If a third-party payload is used, make sure the waterproof rubber ring is in good condition to ensure that the port is well sealed.
8. Return the aircraft to the factory for repair if there is any water immersion marks at the ports.

6.3 Checklist Before Leaving

After completing maintenance for the dock and the aircraft, make sure to check the following items before leaving the site:

1. Place the aircraft on the landing pad and make sure the aircraft heading is aligned with the arrow mark.
2. Make sure the water-resistant rubber port covers are correctly in place and securely sealed.
3. Make sure to close the dock cover and the electrical cabinet door.

4. The emergency stop button of the dock has been properly pulled out and released.
5. Perform the automatic operation test to ensure that the dock and the aircraft can operate normally. Refer to the Installation and Setup Manual for more information.

6.4 Intelligent Flight Battery

Battery Maintenance

When used with the dock, the Intelligent Flight Battery will perform a self-evaluation and the dock will automatically maintain the battery to ensure optimal battery performance and there is no further operations needed. If a warning message appears in DJI FlightHub 2, click the message to view warning details, and follow the instructions to performance battery maintenance. When the battery life is approaching, a prompt will appear in DJI FlightHub 2. If users continue to use the battery, the dock cannot perform flight tasks when the battery life is reached.

When the aircraft is not used with the dock, regularly check and maintain the battery as per instructions.

Battery Maintenance Conditions

Maintenance is required when any of the events below occur:

1. Every 100 cycles.
2. The battery is idle for more than 6 months.

Checklist for Maintenance

1. Charge and discharge the battery as per instructions.
2. Insert the battery into the aircraft and power it on. Check the battery information in DJI Pilot 2 and ensure that the voltage difference between battery cells is less than 0.1 V and that the battery firmware is the latest version.
3. The battery is not swollen, leaky, or damaged.
4. The battery terminals are clean.
5. The battery buckles are not cracked or damaged.

Standard Charge and Discharge Operation Instructions

1. Insert the battery into the aircraft and take off.

2. Let the aircraft hover at an altitude of up to 2 m. Land the aircraft and remove the battery when the remaining power level is 15%.
3. Leave the battery for more than 2 hours.
4. Fully charge the battery.
5. Leave the removed battery for more than 2 hours.
6. The battery can be used after completing battery maintenance. Repeat the steps above if the warning persists.

Battery Replacement Standards

1. The battery is visibly swollen, leaky, or damaged.
2. The battery is rated for 400 cycles. The stability of a battery will be affected after the rated cycles. In this case, make sure to replace the battery. Otherwise, you are responsible for device damage and third-party losses caused by batteries exceeding the rated cycles.
3. The battery error still exists after performing the standard charge and discharge operations twice continuously.

Battery Disposal

1. Remove the protective plastic layer on the side of the battery before fully immersing the battery in an insulated bucket with 5% salt solution. Leave the battery in the solution for more than 72 hours to fully discharge the battery.
2. It is recommended to recycle the battery following the instructions in Safety Guidelines to avoid environmental pollution.

Battery Usage Warnings

1. DO NOT charge the battery near flammable materials or objects or on flammable surfaces.
2. DO NOT use the battery in a humid environment to avoid short circuit.
3. DO NOT disassemble or pierce the battery in any way.
4. Store the battery in a well-ventilated and dry place.
5. Initiate RTH immediately when DJI FlightHub 2 / DJI Pilot 2 prompts that the battery temperature is too high.

7 List of Wearing Parts

Replace easily damaged and worn parts promptly to maintain optimal flight performance and minimize safety risks.

7.1 Wearing Parts of the Dock

Wearing Parts	Quantity	Replacement Interval	
		Based on Activation Time [1]	Based on Total Flights [1]
Dock Cover Rubber Seal Strip	1	Per 12 months	/
Landing Pad Front Seal Strip	1	Per 12 months	/
Landing Pad Rear Seal Strip	1	Per 12 months	/
Propeller Bumpers	2	Per 12 months	/
External Temperatureand Humidity Sensor	1	Per 12 months	/
Dock Backup Battery	1	Per 24 months	/
Dock Cover Driving Arms	1	Per 36 months	Per 7500 flights
Internal Circulating Fan	1	Per 36 months	/
External Circulating Fan	1	Per 36 months	/

For vehicle-mounted deployment only:

Wearing Parts	Quantity	Replacement Interval	
		Based on Activation Time [1]	Based on Total Driving Mileage [1]
Dock Cover Inner Buffer Block A	1	Per 12 months	Per 10,000 km of driving
Dock Cover Inner Buffer Block B	1	Per 12 months	Per 10,000 km of driving
Dock Cover Inner Buffer Block C	1	Per 12 months	Per 10,000 km of driving
Dock Cover Inner Buffer Block D	1	Per 12 months	Per 10,000 km of driving

[1] The activation time, total flights, or total driving mileage specified shall be whichever comes first.

7.2 Wearing Parts of the Aircraft

Wearing Parts	Quantity	Replacement Interval	
		Based on Activation Time [1]	Based on Total Flight Time [1]
Propellers	4	Per 12 months	Per 500-hour flights
Gimbal Dampers	4	Per 12 months	Per 500-hour flights
Landing Feet	4	Per 12 months	Per 500-hour flights

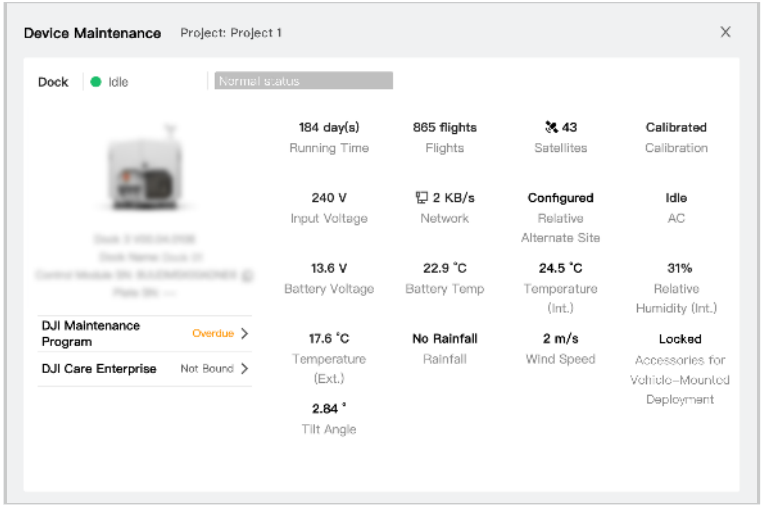
[1] The flight time, or activation time specified shall be whichever comes first.

8 DJI Maintenance Program

8.1 DJI FlightHub 2

1. Open DJI FlightHub 2, click **Devices** > **Dock** > , and enable Remote Debugging.

2. Click **DJI Maintenance Program** to view device data, maintenance records, and maintenance details of the dock and the aircraft.

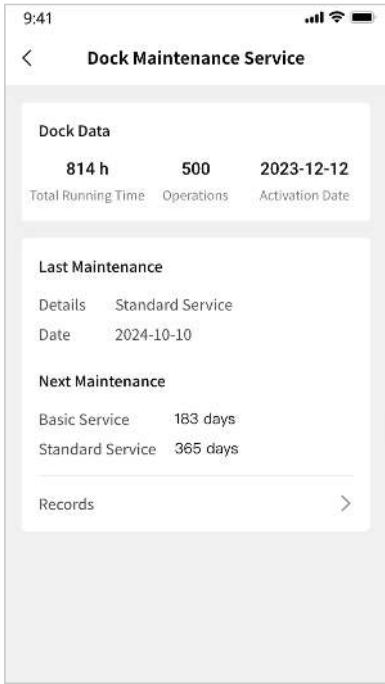


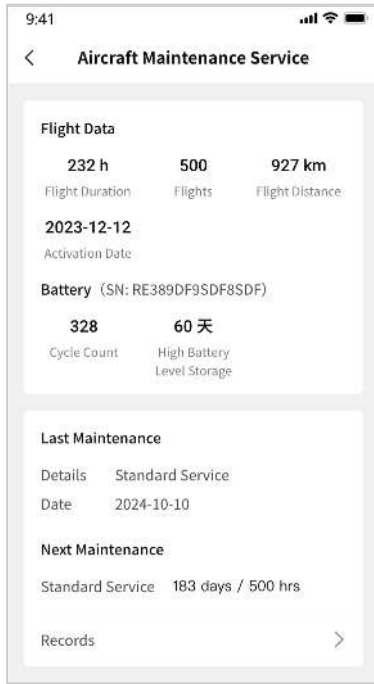
3. Users can purchase DJI Maintenance Program or request maintenance on this page.

- Contact an authorized service provider for dock maintenance. Submit an online repair request for aircraft maintenance.
- When the maintenance interval is approaching or is due, DJI FlightHub 2 will highlight the corresponding maintenance in orange (standard maintenance) or red (premium maintenance).

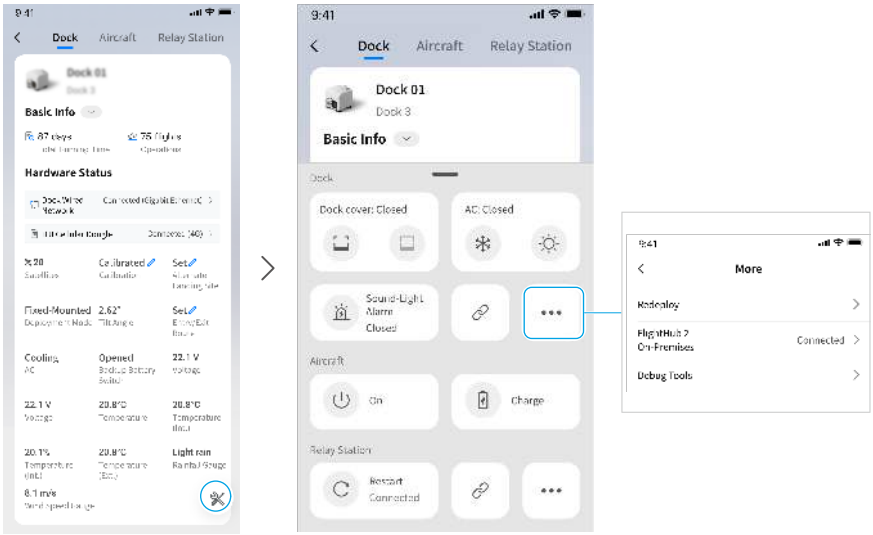
8.2 DJI Enterprise App

1. Connect the product to the smartphone using a USB-C to USB-C cable. Run DJI Enterprise App and enters the Onsite Debugging page.
2. Tap DJI Maintenance Program to view device data, maintenance records, and maintenance details of the devices to help users determine if maintenance is required.



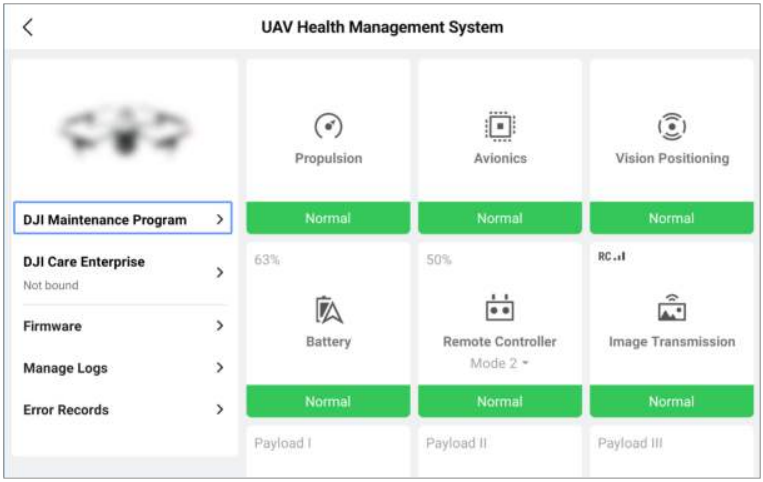


3. After completing device maintenance, the maintenance count can be reset in DJI Enterprise App. On the Onsite Debugging page, tap > ••• > **Debug Tools** > **Maintenance** > **Reset Maintenance Count** to reset the maintenance count.

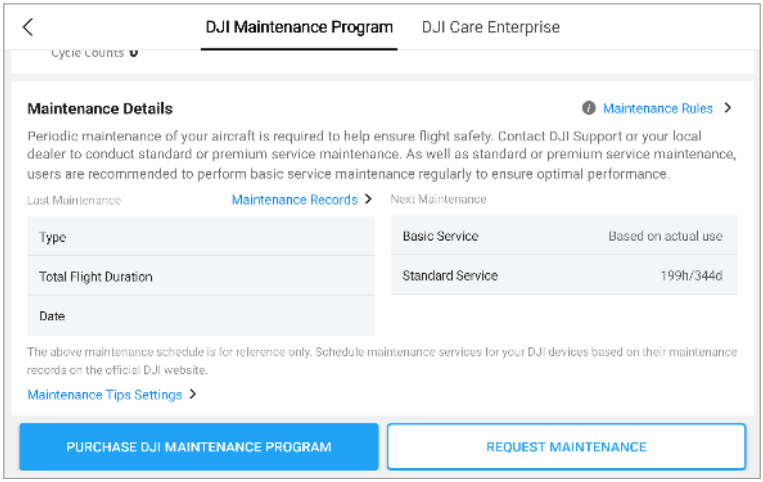


8.3 DJI Pilot 2

1. Tap Maintenance Service in HMS.



2. View the flight data and maintenance items of the current devices.



3. When the standard maintenance interval is approaching or is due, the text color will be highlighted in orange. When the premium maintenance interval is approaching or is due, the text color will be highlighted in red.

9 After-Sales Service

9.1 Warranty Policy

Warranty period may vary according to local laws and regulations.

Visit https://www.dji.com/service/policy to view the product warranty period and warranty policy.

9.2 Handling Procedures for Flight Accident

When your aircraft encounters a flight accident, please follow below steps below to handle it.

Flyaway Accident

1. Contact official support as soon as possible to describe the accident.
2. View the flight record in DJI Pilot 2 and look for the aircraft at the data interruption location based on the actual terrain.
3. Connect the remote controller to the computer, export the flight control system data and flight records, and contact official support or local dealers for assistance in applying for data analysis.
4. A solution will be provided based on the analysis results.

In DJI FlightHub 2:

- In the device status window, check the last recorded time and coordinates of the aircraft before disconnection to help locate the aircraft during searching.
- In the task plan library, view and export the flight records for the flight task, and contact official support or local dealers for assistance in applying for data analysis.

Collision or Crash Accident

1. Take photos of the aircraft status and surrounding environment in time after the accident, and record the aircraft status and the accident process before the accident.
2. Make sure the aircraft is powered off, remove the battery from the aircraft, and use an isolation box to store the battery. Note: DO NOT power on the aircraft again if the

accident is serious, otherwise it may damage the internal circuit of the aircraft and cause greater loss.

3. Connect the remote controller to the computer, export the flight control system data and flight records, and contact official support or local dealers for assistance in applying for data analysis.
4. Ship the device for repair.

For any device errors, you can also go to DJI FlightHub 2, open **Devices** > **Dock** > , enable Remote Debugging and complete **Damage Assessment and Issue Report**. Quick Damage Assessment and submitting issue report by obtaining corresponding device logs are supported.

9.3 Shipping the Product for Repair

Choose one of the methods below to ship the product for repair:

1. **Official Website Self-Service Repair**

   Visit the DJI Service Center on the official website at https://repair.dji.com/repair/index, and follow the instructions to complete the self-service repair service.

2. **Contact Local Dealer for Assistance**

   Contact your local dealer and describe the product issue. The dealer can assist in sending the product for repair.

3. **Official Support Hotline Service**

   Contact official support to describe the product issue and service type, such as a repair, return, or replacement, and then ship the product back according to the guidelines.

   Visit the following website to view phone support options for the hotline service:

   https://www.dji.com/support

WE ARE HERE FOR YOU

Contact
DJI SUPPORT

The content is subject to change without prior notice.
Download the latest version from

https://enterprise.dji.com/dock-3/downloads

If you have any questions about this document, contact DJI by sending a message to **DocSupport@dji.com**.