

Troubleshooting section/FAQs

1. When should I RTL the drone?

A: Any time that you suspect that the drone is not flying the mission properly, is exhibiting suspicious behavior while in flight or looks like it is heading into an undesired area, pull the hand-controller switch towards you to RTL the drone.

2. How do I determine when something is wrong?

A: If you witness the drone acting in a peculiar manner, please refer to either the User Guide or the Troubleshooting links on our website, to determine what the problem may be.

3. How do I clear an accelerometer or compass errors?

A: If you should experience either of these errors in QGround Control, we suggest disconnecting from the drone in QGround Control, then disconnecting the batteries on the drone. Wait for 30 secs and then, re-connect the batteries on the drone. Wait another 45 secs for the drone compass to initialize and then try to re-connect to the drone in QGround Control.

4. How do I clear a “Mission upload” errors?

A: To clear mission upload errors, we suggest disconnecting from the drone in QGround Control, waiting 30 secs, and then trying to reconnect. If the problem persists, try power-cycling the drone.

5. My device RTL’ed before the mission was complete. What should I do now?

A: This may be an indicator that the batteries on the drone have been consumed and need to be changed. The drone has a critical battery setting that automatically RTL’s the drone to ensure that it can land safely, with the remaining power.

6. My device will not take off. Why?

A: This may indicate the battery level of the drone is too low in order to take-off. To properly take-off, the drone battery level has to be above 23.5V. Please check the battery level indicator in QGround Control to determine if the batteries need to be replaced.

7. I see a “Potential thrust loss” error. What should I do about this?

A: This indicates that one of the drone motors is not spinning up at the proper rate, compared to the other motors. To fix this, RTL the drone and do a power-cycle (disconnect the batteries) and go thru the re-load mission steps in QGround Control.

8. How do I clean the drone motors?

A: There is no need to clean the motors unless there is debris that is physically hanging from the motors, in a manner that would prevent the motors from operating correctly.

9. How do I clean the LiDAR sensor/lens?

A: The LiDAR lens does not need to be cleaned, unless there is debris covering the “black glass” area on the lens. IF so, take a warm cloth and clean the lens while the drone is not powered up.

10. My propellers won't screw on correctly. How do I fix this?

A: If the propellers will not "seat" or screw on properly, you can use the allen-wrench to unscrew the adapter in the middle of the propellers. In doing so, you will be able to manually screw the propellers into place. Be sure to make sure that there is no gap once the propeller is fully seated to indicate a proper connection.

11. When should I do a "power-cycle" and start over?

A: Any time that you get an error message that you cannot clear, it is a good idea to power-cycle the drone and the hand-controller to reset the software. In rare cases, you may also need to close QGround Control and restart it to ensure that the app is not the cause of the issue.

12. When should I call customer support?

A: After you have gone thru the Troubleshooting steps in the User Guide and on our website, feel free to call our Customer Service line for immediate support @ 1-888-708-8818