

So let me start off by saying I have been a huge supporter of DJI since the DJI Phantom 2, and have in the past owned the Phantom 2, Phantom 2 vision, Phantom 2 vision plus, Phantom 3, professional, Phantom 4, Inspire 1 version 1, Inspire 1 version 2.0, and now currently the Inspire 1 Pro RAW.

In my entire history with DJI, I have never had any issues with their models, and the one time I did it went very smooth. (Phantom 4 stopped saving videos to the SD Card after an update)

Back in October 2016, I purchased the Inspire Pro RAW, (drone was purchased at Blue Skies Drone Rental) it was a brand new unit, sealed in original cases and everything. From the first flight it didn't feel right, and the issues started...

The first day I flew the Inspire RAW, we started having signal issues, mainly the video signal was cutting in and out or the video feed would just go green. I called DJI who told me it was the iPad I was using (at that time an iPad mini 2) I looked up what people were using on the forums, and I see many people using the iPad mini 2 so I knew that couldn't be an issue, but I played along and went to Best Buy and bought a brand-new iPad Air 2, issue was the same, went back to Best Buy and they were cool enough to take the iPad Air 2 back and let me test out a new iPad Pro (which had the top of the line processor and everything in it) and the issue was really resolved, so I went back, and again they were cool about it and I was able to return the iPad Pro and I purchased a brand new iPad Mini 4 (Which is what I use now). I called DJI back, and they had me backdate the firmware in the Inspire and the X5R and then update it again, which did nothing except make the issue progressively worse. I started losing control signal my screens on both my iPhone 7 Plus (I was using just to get the telemetry and flight details for the master controller) and the iPad mini 4 (which was on the Slave controlling the camera) screen would go all black, and when it come back the Inspire was in "go home mode". Called DJI again they told me I was flying too far, I explained to them this happens as close as 400-500 feet away, they told me it was interference, but I had thought of this as well, and it was flown in about 5 different locations, ranging from right in front of my house, to nature parks with nothing around to make sure I wasn't picking up any interference. They promised me a shipping label to get it looked at, many calls later I kept getting promised I was getting a label but never got anything. I was so frustrated I kept flying and trying anything I was able to find on the forums, or from other pilots. I went to fly it one day and the IMU would not initialize. So then I called DJI again, asked for a replacement, and was told "no". The following day I was hovering the Inspire in front of my house to drain the battery to about 70% because it was December and I knew the flying season was about over. Battery 1, no issues, battery 2, perfect, battery 3, I took off and started hovering my Phone rang in the garage so I set down the controller on the trunk of my car and went into the garage to answer the phone, **(yes I know this is stupid, and should never be done, my mistake, never had a crash in my life to this point so I did get too trusting of the system)** at which point I heard the inspire taking off from its hovering location and flying itself. I tried to regain control, but no response it just kept doing its own thing. The last image I was able to see on the DJI Go app was a yellow house. I spent 3 hours looking for it but I couldn't find the drone, I was freezing, and frustrated I gave up the search, few hours later after warming up I took my little brother again we went door to door asking to check people's yards, eventually it was found.

I called DJI explained the situation, and stayed on the phone till the issue gets resolved. DJI. DJI did their "investigation" and blamed me for flying into the house on purpose, I explained I wasn't even holding the remote in my hands so that's not possible, but they still blamed me. I spoke with many

mangers, I've disputed the claim but they didn't care. I asked for the flight log they claim proved I flew into the house they said I should have the flight log in the DJI Go app, but it wasn't and isn't. I asked to have them email me the flight logs, they said I would have them within 24-48 hours, that didn't happen. Called again, same answer, same result. So I just paid DJI the ransom they required, just to end this disaster. Figured the \$730 was worth it as long as the issue got resolved. When the "repaired" Inspire came back, the weather sucked so it was a few weeks before I could get out and test it. To my great disappointment I found out that I spent \$730 and nothing was resolved, the issues I had before I had again.

I contacted DJI who told me it was user error, and seemed like they just wanted me off the phone, at which point I did make a PayPal claim for the money I spent on the previous repair, in hopes that would get their attention and they would fix the issue. To my disbelief DJI refused to send PayPal the flight logs as were requested, and refused to fix anything on the drone, but instead just sent me the money back.

The next flights after getting the money back, the gimbal kept rolling to the right, I would go into the setting to straighten out the horizon and it would fix the issue for a few seconds, then back to the slanted picture. Tried the X5R on the OSMO with the same results. The next morning, I hit up the forums found some setting to check but when I powered on the Inspire, the gimbal just kept rotating the left at full speed till it maxed out then would go to the right a bit and repeat over and over. Literally the gimbal was beating itself to death. I called DJI to see if they had anything else I can do to resolve this, and after the same troubleshooting steps they do for EVERYTHING (software version, update app, etc) the gimbal had stopped working all together. They said they would send me a shipping label.

I called back and spoke to Mariz (DJI Supervisor) who, while I was on the phone, sent me a 2 day shipping label and promised me she would expedite the case so I would have the drone back in about 1 and ½ weeks. The case at first went pretty smooth, they diagnosed the issue, it was covered under DJI warranty, repaired the issue and sent me an email that the drone was repaired and will be shipped in 3 business days. So out of curiosity I called DJI just to ask what the issue was, they told me they cannot tell me what was repaired or what the issue was, and would email me in 24-48 hours with the details of the repair. 2 days later I had not received anything so I called back, and again the same line "we will email you in 24-48 hours". The drone had not been shipped yet either at this point so I ask for another manager to discuss when it will be shipped out because I had a project coming up, and per the promise of the manager before I should have the drone by that weekend. Anthony (Supervisor at DJI Technical Support) told me that I will have the drone in my possession no later than that Friday, I told him that I have been given the wrong information before by DJI and asked him if I can have that in writing, so he sent me an email confirming this promise. Friday came along the drone was not shipped... I called back and asked for another manager, and spoke with Lucas (senior supervisor) who told me he would research this promise and would call me back, I explained to him that I had gotten automated emails from DJI and an email from a supervisor stating that the drone should have been shipped out by now. His response was, that those emails are just automated emails and they don't mean anything, they were still within policy, and had 10-15 days to ship out my drone after it was repaired. He also told me he would expedite the process so I get it sooner, and would call me back Monday.

Monday, I had not heard from Lucas or anyone and it was getting towards the end of the shift so I called in myself, and got Lucas again. He again promised me he would expedite the shipping and I will

get it shipped via UPS 2 business day shipping, he also told me it looks like it would be shipped out that Wednesday (so 05/11/2017 I got an automated email saying it was going to get shipped out in 3 business days, 05/15/2017 I got an email from Anthony I would get it that Friday (which is the 19th), the drone got shipped out finally on 05/24/2017, and was supposed to be shipped via 2 day shipping, I didn't receive the drone till 06/01/2017 (because it was shipped UPS Ground). I called in when I found out it was shipped ground mail not expedited like I was promised, and the Igor (maybe Ego, I didn't ask the spelling of his name) (a supervisor from DJI Support) who I explained everything to, from the beginning to all the misinformation in the last case, and he explained at this time since the drone has been physically shipped out there wasn't much he could do about all that. He did however tell me he created a report and will write it all down and get it escalated, and someone will call me back. (To this day I have not heard back from anyone).

When I got the Inspire back, after a few test flights it seemed a bit better, only issue was a grinding noise coming from one of the X5R cooling fans. Called DJI back they had me check software (at this point I knew they just went through a check list to get me off the phone), and after all set and done stated they would send me a label to ship it back, and I was going to be down for 4 weeks again. I asked if they can send me a X5R to use while mine was getting repaired, they said no. I have still not received the label.

This past weekend (06/10/2017) we decided to fly the drone again, as always, the night before I made sure everything was fully charged, and inspected the aircraft to make sure it was safe to fly.

The next morning, we got out to the location, pulled the drone out of the case gave it a quick once over, and went through the preflight checklist. Satisfied with everything, and check list complete we powered on the Inspire, waited a few seconds for a GPS lock and, I asked my camera operator "are you ready" he replied, "yes let's go" and I spooled up the motors, and gave it up stick to lift off. The inspire lifted off the ground about 3 feet and flew maybe 15 feet away from its takeoff position, and just as I was about to flip the landing gear switch up, the drone did a flip forward, flipped upside down and smashed into the pavement. One of the props flew off the drone and landed about 20 feet away (the smashed one in the video) another one came off but landed just few feet from the crashed Inspire. Got the Inspire back to the case, the gimbal arm was broken clean through (though there wasn't a scratch or any kind of mark on the gimbal at all anywhere), two prop locks were cracked, all of the props were destroyed (one was actually broken, and three were scratched) the drone body was all scratched up, the nose cone looks like it got popped out, the motors were scratched, every prop lock was scratched, and the battery had two dings in it, and the side case was popped out of place.

In the last 10 months (I know in the video I said 8) I have spent 22.8 hours on the phone with DJI support because of the issues with this drone. I have asked for a replacement, I had asked for DJI to just give me a discount on an Inspire 2 or a Matrice 600 and I would just buy something else myself. They refused to do anything. I just don't understand how they freely give out drones to YouTube celebrities, and such, but a paying customer just looking to get the issue resolved, and is willing to spend even more money (I have \$10,000 invested in just the current Inspire alone) they couldn't care less about.

To clarify I did contact Blue Skies when the issue just started, he gave me some things to try, and suggested to contact DJI Support for more help, by the time I had finished playing DJI's games I was outside the return period so I couldn't return it).