

ASD Warranty Submission Process for Direct Customers

Updated: 07/15/2026

Important Links

- **Warranty Submission Form (for Direct Sale Customer use -- customers who purchased from a local Agri Spray Drones dealer should connect with their dealer directly):**
<https://share.hsforms.com/2UhKLjZ89R7usQeJbabWN3gg6rbm>
 - **Warranty Part Scrapping Guide (Video):**
<https://drive.google.com/drive/folders/1SPmHDVgDmADWaltRdoPJAB--bRopO9oq?usp=sharing>
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Before You Begin

This warranty form is for use by ASD direct sale customers. Customers who have purchased from local Agri Spray Drones Dealers will follow a separate process ***and will need to connect directly with their local Dealer to begin.***

 **Complete and accurate information is required for all warranty submissions.** Forms with missing or incomplete information will be denied and returned for resubmission, which may delay processing time.

Step 1 – Acknowledge the Form Requirements

1. Read the "About This Form" section carefully.
 2. Check the acknowledgment box confirming: "I acknowledge I have read the above and failure to provide all required information will result in denial and resubmission."
 3. Click **Next** to proceed.
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Step 2 – Dealer Status

1. Using the dropdown menu, answer: **"Are you an ASD Dealer?"**
 2. Select the appropriate answer.
 3. Click **Next** to proceed.
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Step 3 – Customer Information

1. Enter your information -- **Customer's First Name** and **Customer's Last Name**.
 2. Enter the email address -- **Customer's Email address**.
 3. Select the **claim type**:
 - **Crash Analysis Case (CAC)** – Use this when the drone has crashed and logs need to be reviewed.
 - **Warranty Reimbursement Case (WRC)** – Use this for errors, issues, or reimbursement for approved CAC claims.
 4. In the **Description** field, provide a **detailed** description of the crash or issue being experienced.
 - Vague answers like "drone crashed" are not acceptable.
 - Example: "I have been flying my drone for half the day, it was in autonomous mode, suddenly it looked like it lost power and fell from the sky."
 5. Click **Next** to proceed.
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Step 4A – CAC: Crash Analysis Case (if CAC was selected)

STOP! Before submitting, you must upload the following logs from your drone:

- App
- UAV
- Visual
- FPV
- Flight Control Image-
- Transmission

1. Enter the **Date of Crash** (MM-DD-YYYY).
2. Select the **Approximate Time of Crash** from the dropdown.
3. Enter the **Sortie Number**.
4. Upload an **image of the Drone Serial Number (SN)** using the "Choose File" button.
5. Click **Next** to proceed.

Step 4B – WRC: Warranty Reimbursement Claim (if WRC was selected)

1. Using the dropdown, answer: "Is this claim for a drone crash?"
 2. Click **Next** to proceed.
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Step 5A – WRC For CAC Reimbursement – Crash (if claim is crash-related)

 All reimbursement claims for crashes **must be filed within 60 days** of being approved for reimbursement.

1. Enter your **CAC ID Number** (found in the approval status email or text).
 2. Upload the **Damaged Parts Layout photo** – a single image showing all parts used in the repair laid out together.
 3. Upload the **Scrapped Parts Layout photo** – an image showing all scrapped parts disposed of and destroyed per guidelines.
 4. Select **who performed the repairs** from the dropdown.
 5. Select **where the parts were purchased** from the dropdown.
 6. Click **Next** to proceed.
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Step 5B – WRC: Non-Crash Issue (*if claim is NOT crash-related*)

This section covers issues such as spray pump malfunctions, LiDAR/Radar issues, battery issues, charger issues, etc.

 You must properly document the issue to prove a manufacturing defect, or your claim will be denied.

1. Select the **product you are filing the claim for** from the dropdown.
 2. Click **Next** to proceed.
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Step 6A – Charger Issues (if applicable)

STOP! You **MUST** capture a video showing the following or your claim will be denied. If

If you cannot obtain this video, call the warranty support line. **A photo will result in denial.**

Required video content:

- Show a battery serial number, plug it into the charger, and show it not working.
 - Show a **second (different) battery** serial number, plug it into the charger, and show it not working.
1. Upload the **Video of Issue – WRC Charger**.
 2. Answer: **"Are you returning the whole charger as part of this warranty claim?"** (dropdown).
 3. Upload the **Damaged Parts Layout – WRC Charger** photo.
 4. Upload the **Scrapped Parts Layout – WRC Charger** photo.
 5. Select **who performed the repairs** from the dropdown.
 6. Select **where the parts were purchased** from the dropdown.
 7. Click **Next** to proceed.
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Step 6B – Battery Issues (if applicable)

STOP! You **MUST** capture a video showing the following or your claim will be denied. If you cannot obtain this video, call the warranty support line. **A photo will result in denial.**

Required video content:

- Show a **good battery** serial number, plug it into the charger, and show it begins charging with no issue.
 - Show the **bad battery** serial number, plug it into the charger, and show it having an issue.
 - For scrapping: Show the SN of the bad battery clearly, then show it being **spray painted over**.
1. Upload the **Video of Issue – WRC Battery**.
 2. Upload the **Damaged Parts Layout – WRC Battery** photo.
 3. Upload the **Scrapped Parts Layout – WRC Battery** photo.
 4. Select **who performed the repairs** from the dropdown.
 5. Select **where the parts were purchased** from the dropdown.
 6. Click **Next** to proceed.

Step 7 – EAV Parts Return Agreement (Final Step)

 **You MUST return** the following electronic components to complete your claim:

- LiDAR
- Flight Controller (CPU)
- Damaged Remote Controllers
- Charging Stations
- Super Links

All other parts may be disposed of. **Warranty credit will not be issued until damaged electronic parts are received.**

1. Read the Warranty Part Return Agreement.
2. Check the box: "**Warranty Part Return Agreement (I Agree)**"
3. Click **Submit** to complete your warranty submission.

Submission Complete

Your ASD warranty claim has been submitted. Ensure you retain copies of all uploaded files and your CAC ID (if applicable) for your records.

For assistance, contact the ASD warranty support line.

Scrapping Warranty Parts – Guidelines

 **Step-by-step scrapping video:**

<https://drive.google.com/drive/folders/1SPmHDVgDmADWaltRdoPJAB--bRopO9oq?usp=sharing>

Disposal Requirements by Material Type

Use the correct scrap method for each material type as outlined below:

Scrap Method	Material Type	Notes
Spray Paint	Plastics, Nozzles (Hardware & Plastics), Carbon Materials (Carbon Boards, Carbon Landing Gears, Carbon Frame Arms, Carbon Front/Rear Frames), Propellers	Paint must cover 50% of the component's surface area. Bright/Neon spray paint works best for photo/video purposes.
Hammer	Plate, Hardware	Damage component function and appearance.
Cut	Water Pipe, Cables	Cut to damage component function.
Drilling	Motors, Spray Tanks, Module Class (ESC, 360 Radar, Rear Radar)	Motors: Use an electric drill through the copper coils. Spray Tanks: Drill two holes — one in the top and one in the bottom.

Documentation Required After Scrapping

After scrapping and destroying all materials, you must provide the following disposal records:

Video (Required for Motors, Plates, and Modules)

- Record a short video showing the part **destroying process** for motors, plates, and modules.

Photo (Required for ALL materials)

- Take a photo of **all materials** after scrapping.

Photo Documentation Steps

- After the repair is completed and **before scrapping**, lay all defective parts used during the repair on the ground and **take a photo** (Damaged Parts Layout).
- Complete the scrapping process following the methods in the table above.
- Once scrapping is complete, lay all scrapped parts on the ground again and **take a second photo** (Scrapped Parts Layout).

Example – Before Scrapping (Damaged Parts Layout): All parts laid out flat on the ground before any scrapping takes place.

Example – After Scrapping (Scrapped Parts Layout): All parts laid out flat after being spray painted, hammered, cut, or drilled per guidelines.