



MICRODRONES PREVENTIVE MAINTENANCE PROGRAM

Microdrones Preventive Maintenance Program for Microdrones survey equipment is the next step toward flight safety.

Under normal use, Microdrones survey equipment should not require any part replacement during the warranty period. After a longer period of use, it needs regular inspection and servicing like any machine with moving components.

Therefore, Microdrones has put in place a maintenance program with three parts: a support program, an inspection program, and a service program.

Microdrones Preventive Maintenance Program is governed by our general terms and conditions of survey equipment maintenance. Please review them carefully.

If your questions are not answered below, speak to your sales contact or send an email to ticket@microdrones.com.



1 SUPPORT PROGRAM

Microdrones provides you with the highest level of personal customer support. Our customer support staff are available by phone and email to answer any questions that you have.

The support fee covers customer support and evaluation of data from the inspection and service programs. See the latest price list for the support fee.

Customer Support Help Desk

Regional availability (Mon–Fri)

EMEA:	+49 271 770038-0 (08:30–17:00 CET)
Americas:	+1 866 874-3566 (09:00-17:00 ET)
Asia Pacific:	+1 866 874-3566 (08:00-17:00 CST)

General support

Access to help desk:	Unlimited (subject to prior payment of support fee)
Access to online self-help:	Unlimited (via Clients Only portal)
Dedicated account manager:	No
Supported languages:	English, French, German, Mandarin, and Spanish
Response time:	Diagnosis and proposed solution within 2 business days
Performance penalties:	No
Coverage:	Microdrones survey equipment
Exclusions:	Training, integration, and other

2 INSPECTION PROGRAM

In addition to the preflight inspection by the trained pilot (L1), all survey equipment must be regularly inspected over its lifetime. The inspection interval is 1 year or 150 h of flight – whichever comes first – and is done by an authorized inspector (L2).

The L2 inspector follows a rigorous checklist and inspects each component. The inspection ends with a test flight, and the flight data are carefully analyzed at a Microdrones site to ensure that all parameters are well within the operational range.

The inspection can be done at a Microdrones service location, at a dealer location, or at your location, depending on logistics.

If any repair or replacement is needed, a quote will be provided – unless the survey equipment is still under warranty.

Frequently asked questions

WHY WAS A MAINTENANCE PROGRAM INTRODUCED BY MICRODRONES?

Flight operations present potential safety risks. Survey equipment needs to be properly inspected and serviced to reduce risk.

WHO MUST PARTICIPATE IN THE INSPECTION PROGRAM?

All customers that have Microdrones survey equipment must participate. You (or your organization) are responsible for complying with the inspection intervals. Failure to comply means that the survey equipment is not airworthy and Microdrones cannot give you further assistance.

You will also be liable to Microdrones for all damages that Microdrones may suffer as a result of the loss of airworthiness of your survey equipment.

WHEN WILL THE SURVEY EQUIPMENT BE INSPECTED?

Inspections must be done within 1 year or 150 h of flight (whichever comes first) from the date of the last inspection.



WHERE CAN AN INSPECTION BE DONE?

Inspections can take place at your location, a dealer site, or at a Microdrones service location. Microdrones service locations are in Germany, Canada, China, and Australia.

HOW IS AN INSPECTION DONE?

Inspections can be done with the standard tools that are included with Microdrones survey equipment. An inspector (L2) does a detailed inspection of the survey equipment from a safety perspective. Microdrones then releases the survey equipment for use again, or you are contacted for necessary repairs or upgrades.

WHAT HAPPENS DURING AN INSPECTION?

The L2 inspector works through a checklist and collects flight data. They send the results to Microdrones for review and analysis.

Microdrones notifies you when the inspection is complete and sends you the inspection report.

HOW LONG DOES THE INSPECTION TAKE?

The inspection takes about 2 days in addition to the shipping time. At extra cost, the L2 inspector can be sent to you.

WHAT HAPPENS IF COMPONENTS ARE DEFECTIVE?

With correct handling and regular maintenance, defects are not likely to occur. If defects are found, Microdrones will contact you.

HOW MUCH WILL THE INSPECTION PROGRAM COST?

The maintenance program is included at no extra cost for RENT IT customers.

BUY IT customers should see the price list for the inspection fee.



WHO CAN BECOME AN L2 INSPECTOR?

The L2 inspector license is granted to a person, not to an organization. Trained pilots (L1) can obtain the L2 inspector license through participation in a supplementary 1-day training program. Technicians who are not familiar with Microdrones products may participate in a 3-day training program.

WHAT ARE THE CONDITIONS FOR HOLDING AN L2 LICENSE?

The L2 license is subject to supervision by Microdrones. Inspectors may need to retrain as new systems develop.

Microdrones has the right to revoke the license if there is a serious violation of duties by the inspector.

3 SERVICE PROGRAM

When your survey equipment meets a number of flight hours, you will need to send it to a Microdrones service location. The components that are at their maximum recommended lifetime will be replaced. The drone will go through a test flight before it is returned to you.

The flight intervals are given in the schedule below.

md4-1000

Flight interval	Components	Service
300 h	Motors, silicone parts, payload cables, power plugs	Microdrones
900 h	Motor cables, electronics, arm joints	Microdrones
Yearly	mdAPR	Microdrones

md4-3000

Flight interval	Components	Service
300 h	Motors, silicone parts, power plugs, data plugs	Microdrones
900 h	Payload cables, electronics, arm joints	Microdrones

Disclaimer: Some components may need to be replaced before the end of the maximum recommended lifetime, depending on use. This is determined during inspection. The maximum recommended lifetime is not a guarantee.



Frequently asked questions

WHO MUST PARTICIPATE IN THE SERVICE PROGRAM?

All customers that have Microdrones survey equipment must participate. You (or your organization) are responsible for complying with the service schedule. Failure to comply means that the survey equipment is not airworthy and Microdrones cannot give you further assistance.

You will also be liable to Microdrones for all damages that Microdrones may suffer as a result of the loss of airworthiness of your survey equipment.

WHEN WILL THE SURVEY EQUIPMENT BE SERVICED?

The service must be done within 300 h of flight from the date of the last service.

WHERE CAN THE SERVICE BE DONE?

The service can be done at your nearest Microdrones service location.

WHO SERVICES THE SURVEY EQUIPMENT?

Survey equipment will be exclusively serviced by a qualified Microdrones employee (L3 technician).

HOW IS THE SERVICE DONE?

Before a service interval, send your survey equipment to Microdrones for service. The L3 technician replaces the components that are scheduled for service and returns the survey equipment to you.

WHAT HAPPENS DURING SERVICE?

The L3 technician removes components that are at their end of life and installs new components. They do a test flight to make sure that all parts of the drone are functional.

HOW LONG DOES THE SERVICE TAKE?

The service takes about 1 week in addition to the shipping time.



WHAT HAPPENS IF COMPONENTS ARE DEFECTIVE?

With correct handling and regular maintenance, defects are not likely to occur. If defects are found, Microdrones will contact you.

HOW MUCH WILL THE SERVICE PROGRAM COST?

The maintenance program is included at no extra cost for RENT IT customers.

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