Remote Technical Support
Pre-diagnosis and Trouble Shooting

Further Diagnosis
1. Local Service Center
2. QYSEA

Can be Resolved Remotely

NO

YES

NO

YES

Repair or Replacing

Compiles Warranty

Forward Estimated Repairing Quotation (Materials + Labor + Shipping)

Agree to Repair

Forward Estimated Shipping Cost

NO

YES

Pay Released

Repair or Replacement

Deliver to Customer

Case Closed

Note:
1. SSID is in the bottom of remote controller. For example, FIFISHRC_xxxx.
2. Service Center Contact Information
https://www.qysea.com/support/service-center/
3. QYSEA business hours, Monday to Friday 9 a.m. to 6 p.m. (Beijing Time)
4. Customer is responsible for shipping and customs costs when sending product(s) for return, repair, or diagnose, such amount will reimburse if diagnose result as warranty case.
5. Commercial Invoice is necessary for international shipping
6. More detailed information Please check on the QYSEA After Sales Policy
https://www.qysea.com/support/after-sales/