

QUALIFIED ENTITIES PROGRAM (QEP)

FAQ

1. What is QEP?

Qualified Entities Program (QEP) is a DJI initiative which allows public safety entities to unlock the DJI drone's altitude and geo-fencing limitations, so that they can conduct their drone operations without restrictions. It is very important for public safety entities, as it allows operators to deploy their aircrafts at any time, at any height and at any place, no matter whether there is a no flight zone (NFZ) or not.

2. Which entities can apply for the Program?

Public Safety Entities (e.g. law enforcement, fire services, SAR, border control, coast guards, civil defense, etc.) across Europe.

3. Which DJI drones are eligible?

Enterprise series drones. As of March 2019, Matrice 200 Series (V1 and V2), Mavic 2 Enterprise, Phantom 4 RTK and Matrice 600 Pro drones.

4. What area will be unlocked?

Entity's jurisdiction area.

5. What's the process?

DJI's local dealers will collect the interest and documentation from eligible users, to then provide it to DJI for further review and unlocking, if approved. DJI will inform the entity about unlocking and give them further guidelines on how to properly update their systems in order to get all restrictions removed.

6. How long does it take for the application to be approved and drones unlocked?

A maximum of 10 working days after receiving all the needed documentation to perform the unlock.

7. Is there a notification sent once the unlock process is finished?

Yes, the customer will receive an automatic email to the email address provided in the QEP Application Form.

8. Is there a need to provide DJI with a new serial number in case a drone was sent to repair?

Yes, if the drone's flight controller was exchanged during the repair process.

9. What to do in case an unlocked drone was lost or stolen?

Please inform DJI immediately by sending an email to qep.europe@dji.com.

10. How long does the drone unlock stay valid?

Drones will be unlocked for a minimum of five calendar years. Example: customer applies for an unlock in April 2019. Unlock will be granted until end of 2024.

11. Are there any requirements for the DJI account?

Yes. The DJI account needs to be created with an institutional email.

12. What documents do we need to prepare for the QEP application?

QEP Application Form, QEP Terms & Conditions, Authorization letter on an official entity letterhead. All documents need to be signed and stamped by the head of the entity.

13. We have a new drone in our fleet, which was not included in our initial QEP application form. How can we unlock it as well?

Please contact your local dealer and provide following information: product type and flight controller's serial number on an official entity letterhead. To speed up the unlock process for the new drone, please also provide the "Tracking Number" included in the initial unlock confirmation email.

14. Where can I find the flight controller's serial number?

Open the DJI Pilot or DJI Go4 application, go to "General Settings" and open the "About" page.

15. What is the process if the product has to be disposed or resold?

Please inform DJI by sending an email to qep.europe@dji.com and reinstall all NFZs before there is any change in title.