

EVO Series Battery Usage Precautions And Troubleshooting Methods For End Users

In order to ensure the safety of end users and UAVs, it is essential to thoroughly review the EVO series Battery Safe Operation Guidelines. This will enable the correct usage of batteries as instructed and strict adherence to all safety procedures.

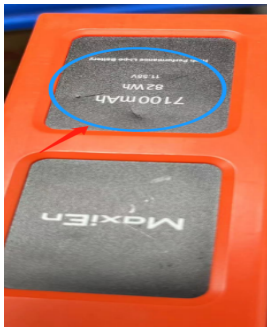



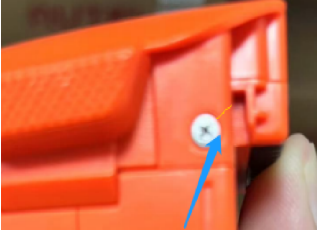
[Battery Safe Operation Guidelines](#)

The following set of instructions serves as a comprehensive guide for end users, enabling them to assess the safety of the battery before its usage.




Troubleshooting


The following issues **DO NOT** require customers to send their batteries for repair and do not affect normal use:


Issue	Description	Illustration	Safe to Use?
Minor Ding	Battery surface has minor ding	 A photograph of an orange battery with a grey label. A blue circle highlights a small indentation on the top surface of the battery. A red arrow points to the ding.	Yes
Scratches	Scratches on the surface of the battery	 A close-up photograph of the top surface of an orange battery. A blue circle highlights a light-colored scratch on the plastic. A red arrow points to the scratch.	Yes

Slight wearing	Frequent use of the drone battery may result in some wear on the battery connection area.		Yes
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If you encounter any of the following issues, please **STOP** using the battery immediately and contact Autel Robotics Customer Support Team:

Issue	Description	Illustration	Safe to Use?
Swelling	The battery casing has an evident swelling, and its surface appears visibly uneven (difficult to insert to the battery compartment).		NO
Battery Cell Damage	The app is reporting a damaged battery, damaged battery cell, or an unknown battery before or during flight.		NO
Cannot Charge	The charger doesn't respond when plugged in and the battery fails to charge, while other batteries can be charged without any problems.		NO

Cannot Turn on	The device cannot be turned on by pressing and holding the power button.		NO
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 Reminder:

If the battery appears to be normal but requires a significant amount of force to press the eject button and remove it when the aircraft is first used, rest assured that this is **normal**. The design is intended to prevent accidents caused by the battery becoming loose during flight, thus ensuring the safety of the user. With continued use, the battery will become easier to remove from the battery compartment.