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Click the title of a specific chapter on the Contents to jump to it

*Reading software such as Adobe Reader is needed to support the functions above.



CRANE-M2

User Guide

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Packing List

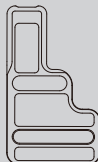
The product package comes with the following items. In case that any item is found missing, please contact ZHIYUN or your local selling agent.



CRANE-M2 x 1



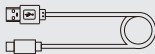
Tripod x 1



Quick Release Plate x 1



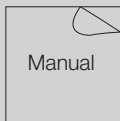
Wrist Strap x 1



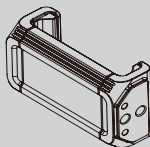
USB Type-C Cable x 1



1/4" Camera Fixing
Screw x 1



Quick Start Guide x 1

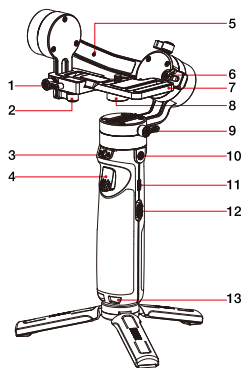


Phone Holder x 1

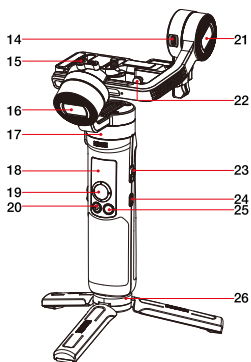


Storage Case x 1

Get to Know CRANE-M2



1. Tilt Axis Thumb Screw
2. Quick Release Plate Thumb Screw
3. Pan Axis Latch
4. Trigger
5. Locking Pin
6. Memory Lock
7. Quick Release Plate
8. 1/4" Camera Fixing Screw
9. Pan Axis Thumb Screw
10. 1/4" Threaded Hole
11. Charging/Firmware Update Port
12. Zoom Slider
13. Wrist Strap Hole

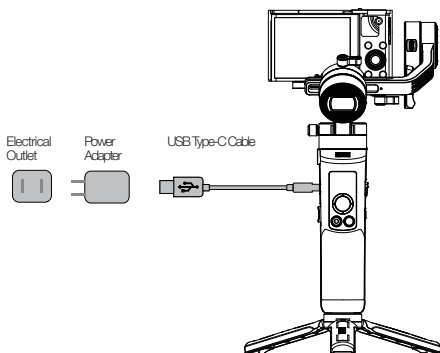


14. Micro USB Power Outlet
15. Roll Axis Thumb Screw
16. Roll Axis Motor
17. Pan Axis Motor
18. Display Screen
19. Joystick
20. Photo/Video Button
21. Tilt Axis Motor
22. Safety Lock
23. Power Button
24. Menu Button
25. Mode Button
26. Tripod

Charging Procedure

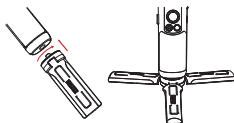
When using CRANE-M2 for the first time, please fully charge the batteries to activate them and to ensure the proper function of the stabilizer.

Charging method: please charge the stabilizer using a power adapter (not included in the package) and the USB Type-C cable provided by connecting to the charging port on the stabilizer.



Tripod Installation

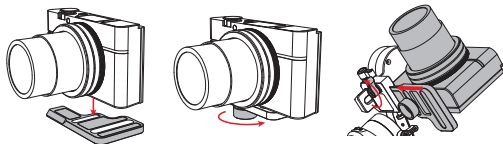
Mount the stabilizer on the tripod and unfold the tripod on a flat surface.



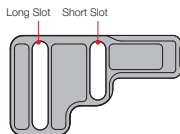
Camera Installation

💡 Take Sony DSC-RX100M5 as example:

1. Take out the quick release plate, mount the camera on the plate and then tighten the 1/4" screw at its bottom.
2. Loosen the quick release plate thumb screw, slide the camera-mounted quick release plate to the quick release module. Push the quick release plate towards the tilt axis motor but not to rub the motor. Tighten the quick release plate thumb screw after the safety lock is engaged.

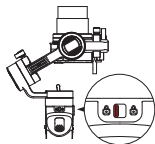


- 💡 ① Long slot of the quick release plate is for installing mirrorless camera, while the short slot is for compact camera (Fuji mirrorless cameras can be installed in the short slot).
- ② Before mounting the camera, make sure the camera is ready for work. Remove the lens cap and make sure the camera's battery and memory card are already inserted.

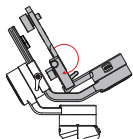


The pan axis motor has a latch to lock and unlock the pan axis. Please unlock the pan axis before using the stabilizer and lock it when not in use.

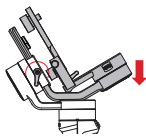
⚠️ For storage, fold the arms (axes) in order as shown in the picture below; Press down and stick roll axis to pan axis by the locking pin; Tighten the roll axis thumb screw to finalize.



1. Lock the latch button under pan axis;




2. Fold the tilt axis in line with the roll axis as shown in the picture;



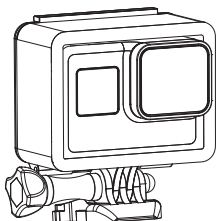
3. Press down and stick roll axis to pan axis by the locking pin; Tighten the roll axis thumb screw to finalize;



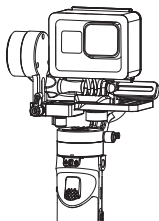
4. The stabilizer is folded up for storage.

 When pressing down and locking the roll axis, the locking pin will bounce up to lock the tilt axis as well; When unlocking and lifting the roll axis, the locking pin will retract automatically to get the stabilizer ready for work.

GoPro Camera Installation

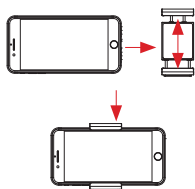


1. Put GoPro camera into a GoPro camera cage (not included in the package). Follow the steps in "Camera Installation" to mount GoPro camera with its camera cage on the stabilizer. Balance the combo according to the steps listed in "Balance Adjustment Method".

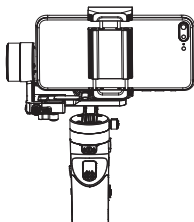


2. The stabilizer is ready for use when it is well balanced as shown above.


Smartphone Installation



1. Put smartphone into the phone holder and follow the steps in "Camera Installation" to mount smartphone with phone holder on the stabilizer. Balance the combo according to the steps listed in "Balance Adjustment Method" (adjustable range of the phone holder is 59-90mm).

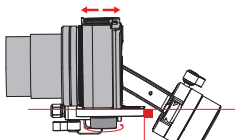


2. The stabilizer is ready for use when it is well balanced as shown above.

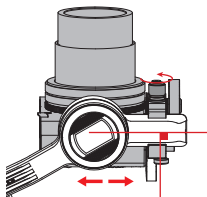
 There are two 1/4" threaded holes on the phone holder. Please use the shallower one for mounting phone holder on CRANE-M2 and use the deeper one for mounting on the tripod.

Balance Adjustment Method

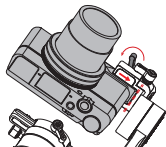
- 1 Loosen the 1/4" screw at the bottom of the quick release plate. Hold tilt axis arm lightly and push camera to move forward or backward until the camera can stay still and almost level with its lens facing front (as shown in the picture). Complete this step by tightening up the screw.



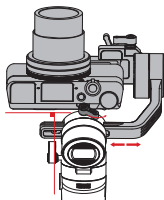
- 2 Make the lens face up, slightly loosen tilt axis thumb screw and push the camera to move forward or backward until the camera can stay still with its lens facing up as shown on the right. Complete this step by tightening up the thumb screw.



- 3 Loosen the thumb screw of the quick release plate and move the plate to the right to make the camera close to the motor (i.e. move the quick release plate to the far right end). This step is for convenient setup and balance for the next time.

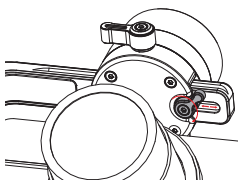


- 4 Toggle off the memory lock and loosen roll axis thumb screw. Pull the roll axis to move left or right until it remains horizontal to the ground. Complete this step by tightening up the thumb screw.

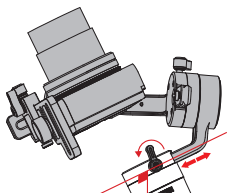


 The rotation range of the tilt axis thumb screw is about 180°.

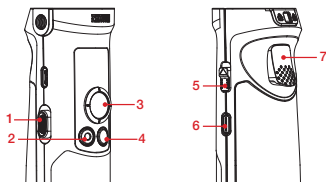
- 5 After balance adjustment, toggle on the memory lock on the roll axis to mark the balanced position for easy and quick balance adjustment for the next time.



- 6 Unlock the pan axis, slightly loosen the thumb screw on it, then adjust the pan axis until it stays still and horizontal to the ground (as shown on the right). Complete this step by tightening up the thumb screw.



Button Description



1. Zoom Slider

- Push the zoom slider to control the camera to perform digital zoom after the stabilizer is connected to the camera.

2. Photo/Video Button*

- Single click to start or stop recording
- Double click to take a photo

3. Joystick

- Four-way direction control of the camera/lens on the stabilizer.
- In menu screen, push the joystick upwards or downwards to choose; push left to return to the previous option; push right to jump to the next option.

4. Mode Button

- Single press to switch among Pan Following, Locking and POV mode.
- Double press to switch between Go mode and Vortex mode; Single press to back to Pan Following mode.
- Long press to enter or exit Standby mode.

5. Power Button

- Push upwards and hold the Power Button for more than 2 seconds to turn on/off the stabilizer.

6. Menu Button

- Single click to enter or exit menu screen
- Double click to lock or unlock joystick

7. Trigger

- Single press to enter Full Following mode; Single press again to back to the previous mode.
- Long hold (more than 2 seconds) the trigger to enter Full Following mode; Release to back to the previous mode.
- Double press to reset the motor to the starting point of the current mode.
- Triple press to rotate the pan axis motor 180° without changing the current mode.

 Single/double click the Menu Button will both unlock the locked joystick.

*Camera-control functions listed above need to be realized on ZY Play or when the stabilizer is connected with the camera.

Display Screen Description







Camera Not
ConnectedCamera
Connected

Axis Locked



Menu

Icon Description:

	Camera successfully connected to stabilizer
	Stabilizer Bluetooth is connected
	Stabilizer joystick is locked
	Stabilizer is charging
	Stabilizer battery level
 axis lock	Warn user that axis is being locked while sounding an alarm (unlock axis and long press Mode Button to resume)
PF	Pan Following Mode
L	Locking Mode
POV	Point Of View Mode
V	Vortex Mode
F	Following Mode
GO	Go Mode

Menu Option Description

motor (Motor Torque Settings)	low	Low-torque	
	medium	Medium-torque	
	high	High-torque	
wifi (WIFI Information)	C:	Camera Brand	
	S:	WIFI Name	
history (WIFI History)	list 1-5	WIFI History	
	clear	Clear WIFI History	
joystick (Joystick Settings)	reverse	vertical	off
			on
	horizontal		off
			on
about	Firmware Version; Stabilizer Model		

Motor Torque Adjustment

The motor torque of the stabilizer needs to be adjusted (3 levels) to adapt the stabilizer to cameras and lens of different weight for ideal use.

How to adjust:

- motor
- wifi
- history

1. Single press the Menu Button and push the joystick to select "motor", then push the joystick right to enter motor torque settings.

- low
- medium
- high

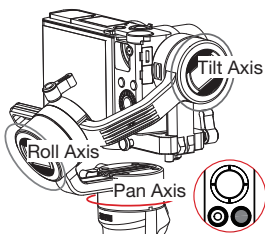
2. Push the joystick to select appropriate motor torque level and push right to confirm and apply.

Option	Weight Capacity	Compatible Camera & Lens Examples
low	Low	GoPro Camera
medium (Default)	Medium	Sony DSC-RX100 Series or Smartphone
high	High	Sony ILCE-6000 + E PZ 16-50mm F3.5-5.6 OSS

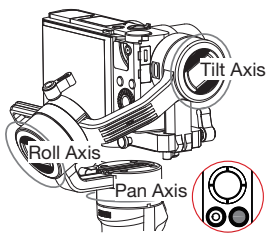
! Motor torque levels that are too high or too low may result in shakiness of the stabilizer and affect its performance.

Control Mode Description

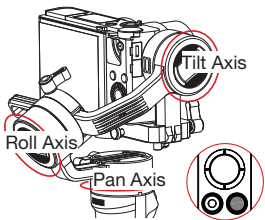
💡 Red circle means the motor's rotation follows the movement of the stabilizer handle while grey circle means the motor's rotation is independent from the handle's movement.



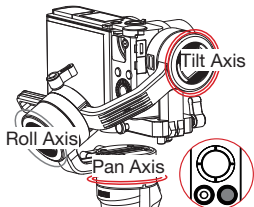
Pan Following Mode (PF): Single click Mode Button to switch to this mode. Camera pans left/right following the movement of the stabilizer handle while the tilt and roll axis motors are locked. Push the joystick up/down to control the tilt axis manually.



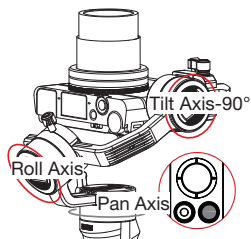
Locking Mode (L): Single click Mode Button to switch to this mode. This mode locks the movement of all three axes and the orientation of the camera is fixed. Push the joystick to control the orientation of the camera manually.



POV Mode (POV): Single click Mode Button to switch to this mode. All three axes move following the movement of the stabilizer handle.

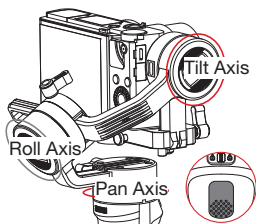


Go Mode (GO): Double click Mode Button to switch to this mode. The camera pans left/right and tilts up/down following the movement of the stabilizer in fast speed while the roll axis motor is locked.



Vortex Mode (V): Double click Mode Button to switch to this mode.

Tilt axis turns upward 90° automatically and follows the movement of the handle; Roll axis follows the handle's movement. Push the joystick right/left to rotate the pan axis to create a "Vortex-like" special effect.

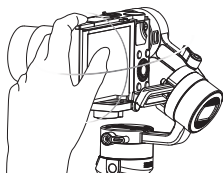


Full Following Mode (F): Single press or long hold the trigger for 2 seconds to switch to this mode.

The roll axis motor is locked while the camera pans and tilts following the movement of the stabilizer handle. Pushing the joystick left/right allows manual control of the roll axis.

Manual Angle Lock

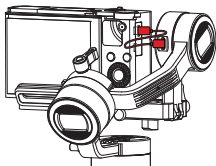
Under pan following mode (PF) and locking mode (L), you can manually rotate the camera to a certain angle, then loosen the grip and the camera position will be fixed. Under pan following mode (PF), you can manually adjust the angle of tilt axis. Under locking mode (L), you can manually adjust the angle of pan axis and tilt axis.



Micro USB Power Outlet Usage

Connect the Micro USB port on the stabilizer to the charging port on the camera with an appropriate cable (not included in the package). The stabilizer will start charging the camera after it is turned on.

! DO NOT charge the stabilizer via the Micro USB port on the tilt axis arm. Otherwise, the circuit board may be burnt.



Download APP



Scan the QR code on the left (Android 5.0 and above, iOS 9.0 and above required) or search "ZY Play" in App Store or Google Play to download.

- !**
1. Users can make better use of the various functions of CRANE-M2 with the dedicatedly designed app "ZY Play".
 2. ZY Play is subject to update. Please always refer to the latest version.

How to Connect Stabilizer to Camera

💡 Take Sony DSC-RX100M5A connection as example:

First-time Connection:

1. Mount the camera, balance, and power on the stabilizer. Power on the camera and find camera's WIFI name and password from the menu. Turn on the Bluetooth on your phone.

💡 To learn how to find camera's WIFI name and password, refer to the following examples:

- ① Sony DSC-RX100M5A: turn on the camera > MENU button > network 1 > Ctrl w/ smartphone > Ctrl w/ Smartphone - On > Connection > Connect with Password
- ② Sony ILCE-6400: turn on the camera > MENU button > network 1 > Ctrl w/ smartphone > Ctrl w/ Smartphone - On > Connection > Connect with Password
- ③ Panasonic DC-ZS220GK: turn on the camera > MENU/SET button > Wi-Fi

> {
 Wi-Fi setup > Wi-Fi password > ON
 Wi-Fi Function > New Connection > Remote Shooting & View

- ④ GoPro HERO6 Black: turn on the camera > SETTINGS > CONNECTIONS > CONNECT NEW DEVICE > GoPro App

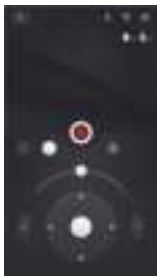
2. Open ZY Play and select the product page of CRANE-M2. Tap "Connect now", and select the Bluetooth name of the corresponding stabilizer. Click "Enter now" to pair.



3. After pairing, please select device type - Camera or Phone.



4. After the selection, a corresponding control interface appears on the screen. The camera control interface is shown on the left and the smartphone control interface is shown on the right.



If your connecting device is Phone, connection is finished at this step. If your connecting device is camera, continue the following steps:

5. Enter camera control interface, tap the grey WIFI icon, select corresponding camera WIFI name to connect and enter password.



6. After the connection, ZY Play will identify camera brand automatically. If auto-identification fails, please select camera brand manually. The stabilizer is ready to control the camera after a connection icon () is showed on the stabilizer screen.

After First-time Connection

- Once your stabilizer has been WIFI-connected to a camera, the stabilizer will automatically connect to that camera via WIFI when turned on again (with camera's WIFI on).
- If your stabilizer has been WIFI-connected to more than one camera, enter stabilizer's menu > history > select the name of the specific camera (with camera's WIFI on), then WIFI connection between the stabilizer and the camera is established directly.

• motor
wifi
history

• DIRECT-f
list 2
list 3

 The stabilizer will save the WIFI information of the 5 latest cameras it connected to before.

ZY Play Main Functions



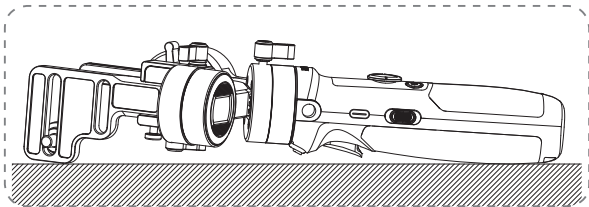
 Object tracking is only available on smartphone devices.

When do you need to calibrate the stabilizer?

Please calibrate the stabilizer when necessary.

When	How
<ol style="list-style-type: none"> 1. Slight deviation is found in the tilt angle of the camera in level position after turning on. 2. Slight deviation is found in the roll angle of the camera in level position after turning on. 3. Frequent small angle correction is found when the camera is in level position while the stabilizer stays still. 	Initializing the stabilizer
<ol style="list-style-type: none"> 1. Slight deviation is found in the level position after the initialization of the stabilizer. 2. The stabilizer has not been used for a long time. 3. The stabilizer undergoes significant temperature difference in operation environments. 	Six-side calibration
Slight deviation is found in the tilt or roll angle of the camera in level position after initialization and six-side calibration of the stabilizer.	Fine tuning the motors

Initialization Method



Turn on the stabilizer and long press the Mode Button to enter into Standby mode. Put the stabilizer on a flat surface and wait for about 30 seconds. The stabilizer will finish the initialization process automatically.

Six-Side Calibration

1. Six-side calibration via ZY Play:

Please connect the stabilizer and ZY Play following the steps listed in "APP Operations". Enter "Calibration" and complete calibration according to the prompts given by the app.

2. Perform six-side calibration by using Zhiyun Gimbal Tools :

Turn on the stabilizer and long press the Mode Button to enter into Standby Mode.

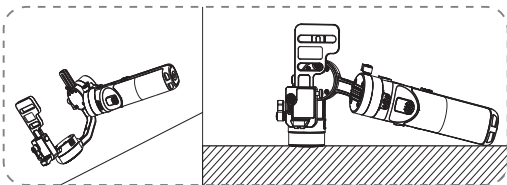
Connect the USB port on the stabilizer and the computer with a USB Type-C cable.

Open calibration upgrade tool and click "Open" to "Calibration". Proceed the calibration following the instructions. After the calibration is finished a tick "√" will appear on the screen.

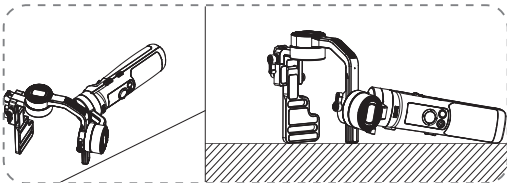
 ① Please refer to the following pictures for six-side calibration.

② In simple terms, six-side calibration is to place all six sides of the quick release plate in vertical to a level surface respectively.

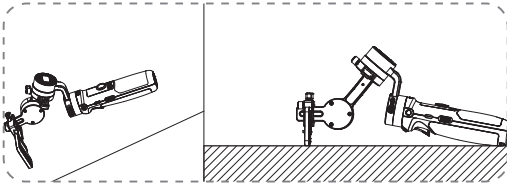
STEP 1



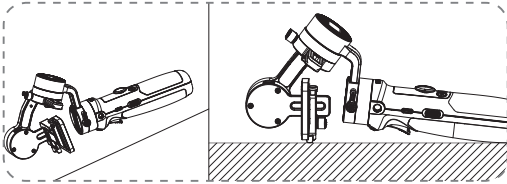
STEP 2



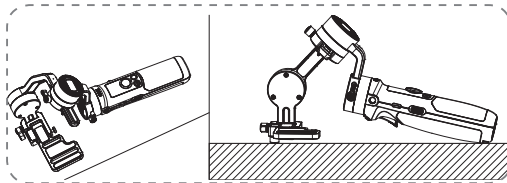
STEP 3



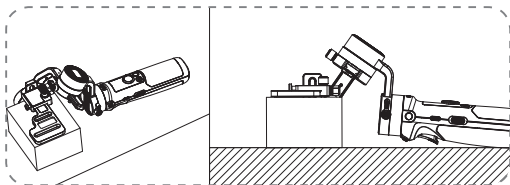
STEP 4



STEP 5



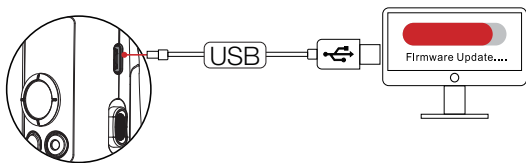
STEP 6



Motor Fine-Tuning

Please connect the stabilizer and ZY Play following the steps listed in APP Operations. Enter "Fine tune" in "Stabilizer settings" and adjust the value of the tilt and roll axis angle to your actual needs.

Firmware Upgrade



Connect the USB port on the stabilizer and the computer with a USB Type-C cable.

1. Enter the official website of ZHIYUN (<https://www.zhiyun-tech.com/en>), enter corresponding product page and click [download]. Download ZHIYUN USB Driver and the latest firmware (no need to download USB Driver for Mac OS, WIN10 systems).
2. Connect the stabilizer and your computer with a USB cable and install the USB Driver.
3. Turn on the stabilizer and long press the Mode Button to enter Standby mode.
4. Open "Zhiyun Gimbal Tools" and update firmware according to the instructions.

Product Model: CR106

	Min.	Standard	Max.	Remark
Operation Voltage	9.8V	11.1V	12.6V	
Operation Current	130mA	-	3000mA	
Charging Voltage	4.7V	5V	5.5V	
Charging Current	500mA	-	2000mA	
Output Voltage (Micro USB port)	-	5V	-	
Output Current (Micro USB port)	-	500mA	-	
Tilt Mechanical Range	-	310°	-	
Roll Mechanical Range	-	324°	-	
Pan Mechanical Range	-	360°	-	
Working Temperature	-10°C	25°C	45°C	
Battery Capacity		1100mAh		
Battery Runtime	-	-	7H	Lab Data ¹
Charging Time	-	2H	-	Lab Data ²
Payload	130g	-	720g	
Weight	-	500g	-	Tripod Not Included
Bluetooth			Bluetooth 4.2	
WIFI			WIFI 2.4G	
Camera Charging		Cameras that can be charged via Micro USB port		

"1" This data is gathered when the temperature is 25°C . The stabilizer is put still for 7 hours in balanced status and is mounted with Minolta X-700 and a 45mm F2 lens;

"2" With an over-temperature protection system, CRANE-M2 stops charging when the temperature goes beyond its charging environment temperature range. This test is conducted under the temperature of over 25°C and a 5V/1.5A battery charger is used in it. The charging time varies according to different environment and actual results may be different.

All the data in this guide is gathered from internal experiments of ZHIYUN laboratories. Under different scenarios, data is different to some extent and please refer to actual use of CRANE-M2.

Thank you for purchasing CRANE-M2. The information contained herein affects your safety and your legal rights and responsibilities. Read this entire document carefully to ensure proper configuration before use. Failure to read and follow the instructions and warnings herein may result in serious injury to you or bystanders, or damage to CRANE-M2 or nearby property. ZHIYUN reserves the right of final explanation for this document and all relevant documents relating to CRANE-M2, and the right to make changes at any time without notice. Please visit www.zhiyun-tech.com for latest product information.

By using this product, you hereby signify that you have read this document carefully and that you understand and agree to abide by the terms and conditions herein. You agree that you are solely responsible for your own conduct while using this product, and for any consequences thereof. You agree to use this product only for purposes that are proper and in accordance with all terms, precautions, practices, policies and guidelines ZHIYUN has made and may make available.

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Reading Tip

Symbol Description:  Operation and Use Tips  Important Note

Data charges may occur when you scan QR code to read or download the electronic user manual online, so you'd better process under WIFI environment.

Warning

Read the ENTIRE User Guide to become familiar with the features of this product before operating. Failure to operate the product correctly can result in damage to the product or personal property and cause serious injury. This is a sophisticated product. It must be operated with caution and common sense and requires some basic mechanical ability. Failure to operate this product in a safe and responsible manner could result in injury or damage to the product or other property. This product is not intended for use by children without direct adult supervision. DO NOT use with incompatible components or in any way otherwise as mentioned or instructed in the product documents provided by ZHIYUN. The safety guidelines herein contain instructions for safety, operation and maintenance. It is essential to read and follow all of the instructions and warnings in the User Guide, prior to assembly, setup or use, in order to operate the product correctly and avoid damage or serious injury.

Safe Operation Guidelines

■ CAUTION :

1. CRANE-M2 is a high-precision control device. Damage may be caused to CRANE-M2 if it is dropped or subject to external force, and this may result in malfunction.
2. Make sure the rotation of the gimbal axes is not blocked by external force when CRANE-M2 is turned on.
3. CRANE-M2 is not waterproof. Prevent contacts of any kind of liquid or cleaner with CRANE-M2. It is recommended to use dry soft cloth for cleaning.
4. Protect CRANE-M2 from dust and sand during use. .

■ Warning:

To avoid fire, serious injury, and property damage, observe the following safety guidelines when using, charging, or storing your batteries.

Battery Use:

1. Prevent the batteries to come into contact with any kind of liquid. Do not leave batteries out in the rain or near a source of moisture. Do not drop the battery into water. If the inside of the battery comes into contact with water, chemical decomposition may occur, potentially resulting in the battery catching on fire, and may even lead to an explosion.
2. If the battery falls into water with the stabilizer during use, take it out immediately and put it in a safe and open area. Maintain a safe distance from the battery until it is completely dry. Never use the battery again, and dispose of the battery properly as described in the Battery Disposal section below.
3. If the battery catches fire, use water, water spray, sand, fire blanket, dry powder, or carbon dioxide fire extinguisher immediately to put out the fire. Battery-caused fire may lead to explosion. Please extinct the fire by applying the methods recommended above according to the actual situation.
4. Never use non-ZHIYUN batteries. If replacement or backup is needed, please purchase new batteries from ZHIYUN's official website or authorized channels. ZHIYUN takes no responsibility for any damage caused by non-ZHIYUN batteries.
5. Never use or charge swollen, leaky, or damaged batteries. Never use or charge if the battery smells, or overheats (exceeding maximum temperature of 160° F/71° C). If your batteries are abnormal, contact ZHIYUN or a ZHIYUN authorized dealer for further assistance.
6. The battery should be used within the temperature range from -10 ° C to 45 ° C. Use of battery in environments above 45° C may lead to a fire or explosion. Use of battery below -10° C may lead to serious battery damage.
7. Do not use the battery in strong electrostatic or electromagnetic environments. Otherwise, the battery protection board may malfunction.
8. Do not disassemble or use any sharp object to puncture the battery in any way.

Otherwise, the battery may leak, catch fire or explode.

9. Do not mechanically strike, crush, or throw the battery. Do not place heavy objects on the battery or charger.
10. Electrolytes inside the battery are highly corrosive. In case of accidental contact of any electrolytes with your skin or eyes, rinse immediately with water for at least 15 minutes and seek medical advice as soon as possible.
11. Do not use the battery if it has been involved in a crash or heavy impact.
12. Do not heat the battery and never put the battery in a microwave oven or in a pressurized container.
13. Do not place the battery on a conductive surface (such as a metal desk surface, eye-glasses, watch, jewelry, etc.)
14. Prevent use of wires or other metal objects that could cause positive and negative short-circuit to the battery.
15. If the battery terminal is dirty, wipe it with a clean, dry cloth. Otherwise it will cause a bad battery connection, which may result in energy loss or charging failure.

Battery Charging:

1. The battery will automatically stop charging once it is full. Please disconnect the battery and the charger when fully charged.
2. Do not attach the batteries to a wall outlet or car charger socket directly. Always use a ZHIYUN approved adapter for charging. ZHIYUN takes no responsibility if the battery is charged using a non-ZHIYUN charger.
3. Do not put the battery and charger near flammable materials or on flammable surfaces (such as carpet or wood). Never leave the battery unattended during charging to prevent any accident.
4. Do not charge the battery immediately after use, because the battery temperature may be too high. Do not charge the battery until it cools down to normal room temperature. Charging the battery with its temperature over 45° C or lower than 0° C may lead to leakage, overheating, or damage.
5. Examine the charger before use, make sure there is no damage to the enclosure, cord, plug, or other parts. Never use a damaged charger. Do not clean the charger with any liquid containing alcohol or other flammable solvents. Disconnect the charger when not in use.

Battery Storage :

1. Keep batteries out of the reach of children and pets.
2. Do not leave the battery near heat sources such as a furnace or heater, or inside of a vehicle on hot days. Never expose the battery in any environment with temperature of over 60° C. The ideal storage temperature is 22° C-28° C.
3. Store batteries in a dry environment.
4. Do not leave the battery unused for too long after it has been completely discharged

to prevent over-discharge of battery which may result in battery damage and permanent failure.

Battery Maintenance :

1. Do not over-charge or over-discharge the battery, which will damage the battery.
2. The battery performance will be affected for not being used for a long time.
3. Never use the battery when the temperature is too high or too low.
4. Do not store the battery in any environment with a temperature of over 60° C.

Battery Disposal :

1. Please fully discharge the battery before putting it in the designated recycling bin. Batteries contain hazardous constituents and it is forbidden to put the battery in general waste bin. For related details please abide by the local laws and regulations on battery recycling and disposal.
2. If the battery cannot be fully discharged, never put it in battery recycling bin. Please contact battery recycling companies for a proper solution.

Warranty Period

1. Customers are entitled to replacement or free repair service in case of quality defect(s) found in the product within 15 days upon receipt of the product.
2. Customers are entitled to free repair service from ZHIYUN for any product proven defective in material or workmanship that results in product failure during normal consumer usage and conditions within the valid warranty period, which is 24 months counting from the date of selling.

This warranty does not apply to the followings

1. Products subjected to unauthorized repair, misuse, collision, neglect, mishandling, soaking, accident, and unauthorized alteration.
2. Products subjected to improper use or whose labels or security tags have been torn off or altered.
3. Products whose warranty has expired.
4. Products damaged due to force majeure, such as fire, flood, lightening, etc.

Warranty Claim Procedure

1. If failure or any problem occurs to your product after purchase, please contact a local agent for assistant, or you can always contact ZHIYUN's customer service through email at service@zhiyun-tech.com or website at www.zhiyun-tech.com.
2. Your local agent or ZHIYUN's customer service will guide you through the whole service procedure regarding any product issue or problem you have encountered. ZHIYUN reserves the right to reexamine damaged or returned products.

Customer information

Customer Name : Contact No :

Address :

Sales Information

Sales Date : Prod. Serial No :

Dealer :

Contact No ::

#1 Maintenance Record

Service Date : Signature of Repairman :

Cause of Problem :

Service Result : Solved Unsolved Refunded(Replaced)

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USA Hotline: +1 808-319-6137,9:00-18:00 GMT-7,Mon-Fri

Europe Hotline: +49 (0) 61018132180,10:00-17:00 GMT+1,Mon-Fri

Web: www.zhiyun-tech.com

E-mail: service@zhiyun-tech.com

Address: 09 Huangtong Road, Tieshan Industrial Zone, Qixing District, Guilin, Guangxi, China.

Certificate of Quality

This product is confirmed to meet quality standards and permitted for sale after strict inspection.

QC Inspector: _____



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