

RECOMMENDATIONS

To conduct Unmanned Aircraft System (UAS) flights, it is important that the operator and pilots have access to up-to-date information about the UAS, the (functioning of) onboard systems, payload and recommended procedures and safety guidelines. In that respect, operators and private users largely rely on the manufacturer's best practices when using UAS.

The manufacturer has published manuals and safety guidelines for the UAS. Although the average life span of a UAS is shorter than that of a regular aircraft, UAS can be in use for many years, even after production has ceased. It therefore remains important to update the guidelines using the latest safety insights, in such that users always have access to up-to-date information about the safe use of their UAS and the risks of flying with it.

To improve the safety of the use of UAS, the Dutch Safety Board issues the following recommendation:

To Da-Jiang Innovations Science and Technology Co., Ltd. (DJI):

1. Review the UAS user manual and safety guidelines using the safety lessons learned from this incident, and clarify the following aspects:
 - a. actions in the event of controllability issues and when to use the RTH and A(ttitude)-mode;
 - b. in which cases the compass must be calibrated;
 - c. the risks associated with flying with (different) payload types.

To learn from accidents and incidents and to prevent them from happening again, it is vital that all parties involved, such as state safety investigation authorities and UAS operators, have access to the relevant information. In this regard, manufacturer support is essential.

Manufacturers have a responsibility with regard to the quality and safety of a product. In the area of cooperation with regard to safety investigations, the Board sees room for improvement on the part of the manufacturer, both towards the safety investigation authorities and operators.

Therefore, the Dutch Safety Board issues the following recommendation:

To Da-Jiang Innovations Science and Technology Co., Ltd. (DJI):

2. Ensure that safety investigation authorities and operators are timely provided with technical support and relevant information for the purpose of safety investigation regarding UAS manufactured by DJI.

Deliberations with safety investigation authorities from other states have revealed that the abovementioned issue is not unique to the Netherlands. Therefore, in addition to the recommendation, the Dutch Safety Board will continue to stimulate discussion on this topic with other safety investigation authorities, emphasising the importance of manufacturer participation in safety investigations in the appropriate international bodies, in particular the International Civil Aviation Organization (ICAO).