

Owner & Support Guide

General care, firmware, repair, and warranty guidance that applies across every Vahnim custom build. Build-specific details live with your order and your support contact, not in a generic manual.

About This Guide

Every custom build is different by design — frame, motors, flight controller, video system, and firmware all vary by what was ordered. Because of that, there isn't a single "owner's manual" that accurately describes every configuration, and we'd rather tell you that plainly than hand you a generic manual that quietly doesn't match your aircraft.

What this guide covers instead is what stays true across every build: how to look after it between flights, how firmware and spare parts get handled, and how to reach us. For anything specific to your configuration — exact components, wiring, or settings — your order confirmation and your support contact are the source of truth.

Caring for Your Build

A short routine after every flying session catches most problems before they become expensive ones:

- Inspect propellers for nicks, cracks, or chips — replace rather than fly on a damaged prop.
- Check that all screws and standoffs are still tight; vibration works fasteners loose over time.
- Listen and feel for anything unusual from the motors — grinding, excess heat, or rough spin usually means a bearing or motor issue worth catching early.
- Wipe down the frame and check connectors for dirt or moisture, especially after flying somewhere dusty, wet, or sandy.
- Store batteries at a partial charge if the aircraft won't fly again for more than a few days (see the Quick Start Guide for LiPo storage guidance).

Firmware & Software Updates

Flight-controller and video-system firmware updates will be posted on this Downloads page under Firmware once they're available for your platform. Firmware is version- and hardware-specific, so we won't post a generic "how to flash it" walkthrough here that might not match your setup — support can confirm the right process for your specific flight controller before you update anything.

If you're not sure whether a firmware update is safe to run on your build, ask first. A firmware update gone wrong mid-flash can leave a flight controller unresponsive, and that's a much more annoying fix than a five-minute email.

Repairs & Spare Parts

Most repairable damage — a bent arm, a burnt-out motor, a cracked canopy — comes down to swapping the affected part rather than replacing the whole aircraft. When you contact support about a repair, include your order number, what happened, and photos if you have them; that's usually enough for us to tell you whether it's a quick self-repair, a part we can ship you, or something that should come back to us.

We don't yet have a published parts catalog with prices and compatibility for every component — for now, ask support what fits your specific build before ordering a replacement part elsewhere.

Warranty & Support

Manufacturing defects are covered under our Warranty Policy (vahnim.com/warranty-policy) for 12 months from delivery unless a different term is noted on your order. Crash damage, normal wear, and unauthorized modifications aren't covered — but if you're not sure which category something falls into, ask us before assuming either way.

To open a repair, warranty, or general support request, use the form at vahnim.com/support-request with your order number — it routes faster than email and gets your details in front of the right person the first time.