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FREEFLYSYSTEMS.COM

Alta X SB001 - Motor 1 start failure

Date Released: Jan 17 2020

Subject: Alta X Motor 1 startup failure

Effectivity: All Alta X

Require Action: Verify motor 1 spinning prior to liftoff

INTRODUCTION

This service bulletin is being issued to alert all Alta X pilots of an intermittent failure of Motor 1 upon initial startup.

BACKGROUND

Freefly has received ~5 reports of Motor 1 not starting properly in the field. Freefly has initiated an internal investigation to determine the root cause of this issue.

DISCUSSION

Some key points to convey regarding this issue:

- Motor 1 is always the motor that does not start.
- A reboot of the machine has cleared the issue so that normal operation can continue.
- Throttling up the Alta X without motor 1 starting can cause a tip over.
- We have received no report of motor failure in flight, the failure mode appears to only exist upon startup. Once a motor is spinning there is no evidence that the issue can occur.

RECOMMENDATION

1. Always visually confirm motor 1 is spinning prior to liftoff
2. Always perform an attitude control flight check prior to takeoff ([demonstrated here](#))
3. In case of a motor 1 failure to start, disconnect Alta X flight batteries and reboot machine
 - a. Please file a ticket with customer support so we can investigate and track this issue

Freefly will be issuing follow on updates as our investigation unfolds.

For Service Information Contact Freefly Customer Support:

Web: freeflysystems.com/support

Phone: +1 (425) 485-5500

Hours of Operation: M-F 8am-5pm PST