

No.	Questions	Answers
1	Purchase	Product information & price You can learn about product information and prices through our official website: <a href="https://hoverair.com/">https://hoverair.com/</a> .
2	Product issues	If your X1 malfunctions... Could you please upload the App Log through the app under 'Me' > 'Help and Feedback' > 'Feedback' and 'Hover's usage records'. Kindly provide a detailed description of the problems you've experienced with your HOVERAirX1. Our technical team will work swiftly to address and enhance this issue. We truly appreciate your assistance!
3	Product Information	maximum flight speed The X1's maximum speed is 15mph.
4	Product Information	Why can't the X1 be used on the water's surface? The vision positioning system may fail if the ground texture is not clear. This includes: large area of pure color ground, water surface or transparent area, strong reflection area, area with drastically changing light condition, moving objects below Hover Camera X1, etc
5	Product Information	Battery endurance Hover X1 has a 1050mAh battery which supports 11+ minutes of flight time which equates to about 20 intelligent flight paths. In our experience, 2-3 batteries is the perfect amount for an outing. What makes Hover X1 unique is that it doesn't require any additional set-up time to grab your shot the way you often do with remote controlled drones. Basically 100% of the flight time creates usable shareable content.
6	Product Information	Pixel HOVERAir X1 shoots 2.7K video @ 30fps and 1080p HDR video.
7	Product Information	Drone laws Drone laws vary by country, and there are some great posts in our group about the specific requirements in each country, including weight limits. Just like any other drone, all users are responsible for respecting no-fly zones, acquiring the necessary certifications, and obeying local regulations.
8	Product Information	Using the X1 while skiing Tips for using the X1 while skiing: 1. Maintain a downhill speed of less than 25 km/h. 2. Ensure there are visible ski tracks on the snow surface. 3. When carving, avoid excessive speed and angle changes to prevent losing the subject or recognition issues. 4. Avoid steep slopes as the drone may fly at a higher altitude, making it difficult to recognize individuals. 5. Stay attentive to the sound of the drone behind you. If you can't hear the X1's propellers, it may require retrieval from a snowy slope. 6. Be mindful of the X1's usage precautions in cold temperatures. 7. Ensure the drone lands back in your hand, avoiding landing on the snow to prevent water damage. 8. Avoid using the X1 in snowy conditions. 9. During X1 takeoff recognition, refrain from wearing goggles as they may obstruct face recognition. Goggles can be worn after the X1 has taken off.
9	Product Information	Flight height Its max flight height is 15m, you can follow our Instagram to view the scenic video captured by others
10	Product Information	Influence of wind speed on X1 The flying camera's speed is capped at 15 mph, regardless of tailwind conditions. Higher wind speeds, especially above level 4, can impact its flight and operation.
11	Product Information	HOVER app installation link <a href="https://zerorobotics.com/hx1">https://zerorobotics.com/hx1</a>
12	Product Information	User privacy You will be asked to connect to WIFI to download your media. Please note that you are connecting to the WIFI only of the HOVERAir X1, not to the internet. All media is saved locally on the HOVERAir X1 and then downloaded directly to your device; there is no cloud storage or access to your media unless you specifically decide to share it!
13	Product Information	scams Attention! Recently, there have been non-official and unauthorized channels and sellers promoting and selling HOVERAir X1 with misleading information. Please keep your eyes wide open and avoid scams. We only have three official sales channels: Official store: <a href="https://hoverair.com/">https://hoverair.com/</a> Amazon: <a href="https://www.amazon.com/stores/HOVERAir/page/5083AC61-846B-4D44-B384-E964E033D336">https://www.amazon.com/stores/HOVERAir/page/5083AC61-846B-4D44-B384-E964E033D336</a> TikTok shop: <a href="https://www.tiktok.com/@hoverair_global">https://www.tiktok.com/@hoverair_global</a> HOVERAirX1 page: HOVERAir X1 - Pocket-Sized Self-Flying Camera ( <a href="https://hoverair.com/">https://hoverair.com/</a> ) Official Instagram : <a href="https://www.instagram.com/hoverair_global">https://www.instagram.com/hoverair_global</a>
	shipping	Shipping/ product issues We sincerely apologize for the inconvenience you've experienced. You can contact this email: <a href="mailto:support@hoverair.com">support@hoverair.com</a> . Our customer service staff will help you solve the problems.
	shipping	tracking number When your order has shipped, you will receive an email with tracking information.
	shipping	Delivery countries Currently we are only for sale in the US, UK, EU, CA, AU, Switzerland, Norway, Indonesia (excluding islands), Malaysia, Brunei, Colombia, Chile, Argentina, Brazil. Please sign up for our email list on <a href="https://hoverair.com/">https://hoverair.com/</a> to know when we add additional countries! Thanks for your interest!
	collab	Distribution Please contact this email : <a href="mailto:sales@hoverair.com">sales@hoverair.com</a>
	collab	Content creators Please contact Kiara ( <a href="mailto:marketing@hoverair.com">marketing@hoverair.com</a> ) for further discussion about the collaboration (Please include your social media account or provide an introduction, as Kiara receives a high volume of emails daily, please understand that it may take some time to receive a response. Your patience is greatly appreciated). Have a lovely day!
	Purchase	Physical stores Sorry, we do not have overseas physical stores. but you can learn more product information on our official website : <a href="https://hoverair.com/">https://hoverair.com/</a>
	collab	we currently offer two affiliate programs. Below are the details: - Impact: <a href="http://app.impact.com/campaign-campaign-info-v2/HOVERAir:brand">http://app.impact.com/campaign-campaign-info-v2/HOVERAir:brand</a> - ShareAsale: <a href="http://www.shareasale.com/join/145704">http://www.shareasale.com/join/145704</a>
	others	Reddit <a href="https://www.reddit.com/r/HoverDrone/">https://www.reddit.com/r/HoverDrone/</a>
	collab	PR Please contact: <a href="mailto:pr@hoverair.com">pr@hoverair.com</a> for further discussion about the collaboration
	others	others If our previous Q&A didn't address your concerns, please reach out directly to <a href="mailto:support@hoverair.com">support@hoverair.com</a> or visit the Q&A page on our Official Store: <a href="https://hoverair.com/pages/faq">https://hoverair.com/pages/faq</a> . We receive a high volume of DMs and may not be able to respond individually. Your understanding is greatly appreciated!