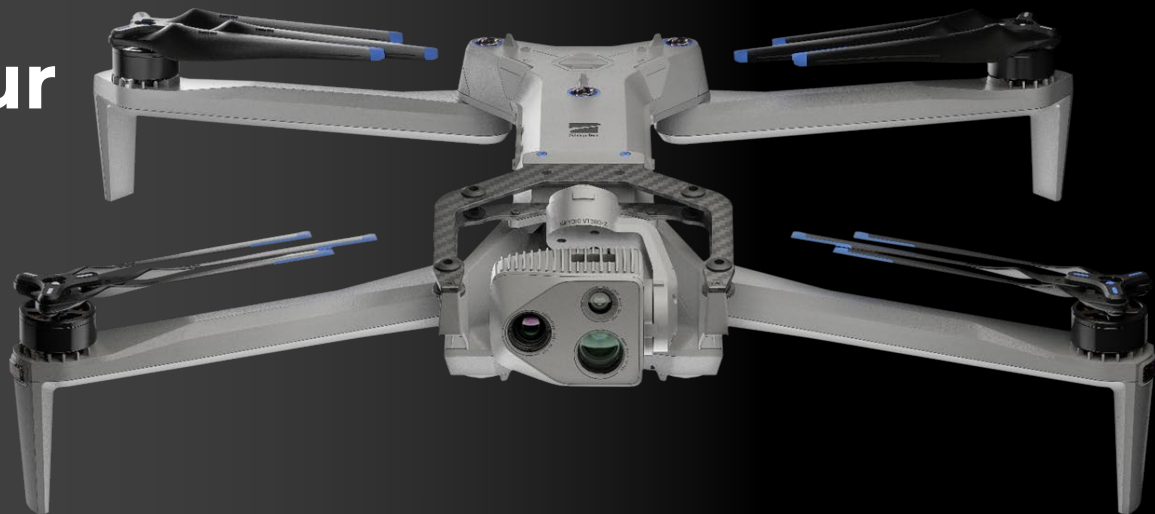




Maintaining Your Skydio X10D





What You'll Learn

01

Postflight

Perform post flight procedures.

02

Charging & Battery Care

Introduce the charging hardware and methods of charging.

03

Software Updates

Perform software updates on your controller, aircraft, batteries, sensor packages, and attachments.

0

Fleet Data Maintenance

Learn proper battery care methods, including charging and storage.

4

05

Maintenance & Storage

Learn the proper methods to maintain and store Skydio X10D and its components.

06

Getting Support

Discover the many ways you can connect with Skydio for support.



01

Postflight



Postflight | Inspection

- Visually inspect hardware components for serviceability; including fuselage, arms, battery
- Check props and motors
- Clear any debris
- Wipe down chassis and cameras





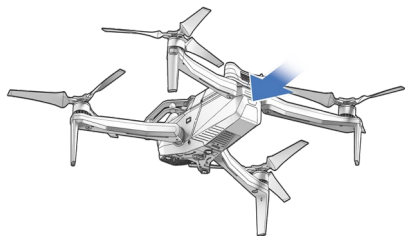
Postflight | Handling

- Sensor package and attachments may be hot to the touch; Use caution
- Allow sensor package and attachments to cool for ~30-60 seconds
- Battery and aircraft may also be hot to the touch





Postflight | Power Down



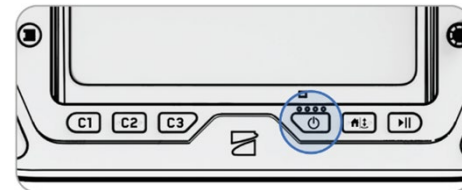
Power Off Drone

Press and hold battery button until LEDs shut off.



Remove Battery

Using a firm grip, pull the battery towards the rear until clear of aircraft.

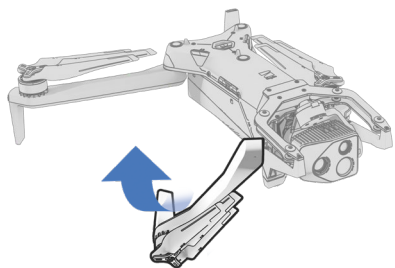


Power Off Controller

Press and hold power button until Power Off message appears.

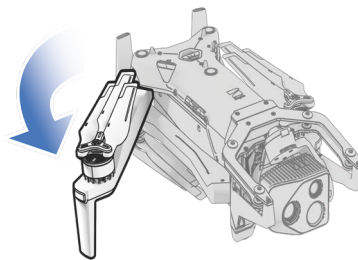


Postflight | Disassemble



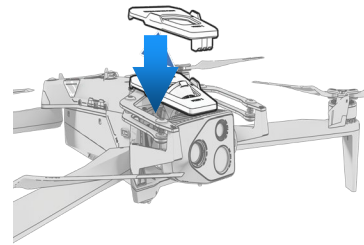
Fold Front Arms

Fold front arms backward and down towards the battery well.



Fold Rear Arms

Push rear arms toward the front of the drone. Rests on magnet.



Lock Sensor Package

Insert the sensor package lock into the holes on top of gimbal.



Postflight | After Flight in Precipitation

- Critical internal components are protected
- Rotate X10 D to allow water to drip out through drain holes
- Remove battery
- Do not remove sensor package or attachments while wet
- Air dry for 12 hours (unfolded) before storing





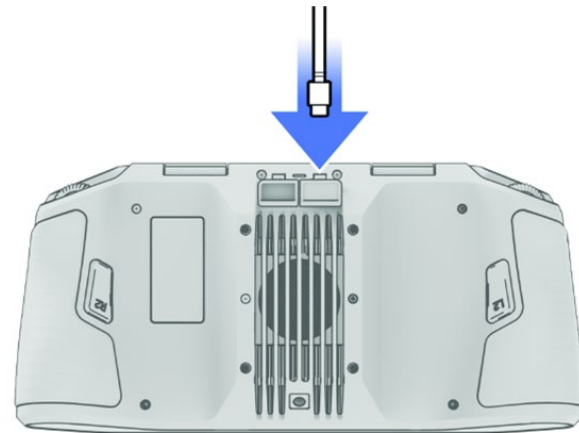
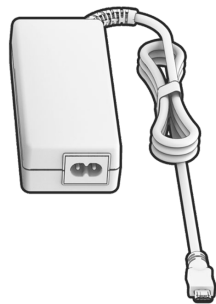
02

Charging & Battery Care



Charging & Battery Care | Controller Batteries

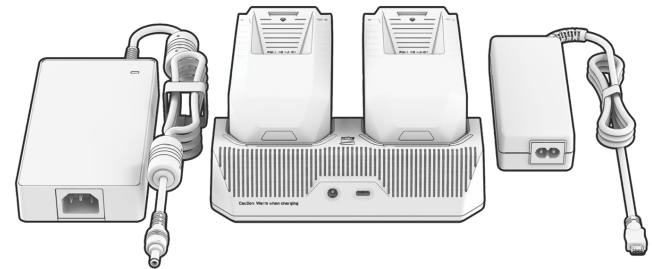
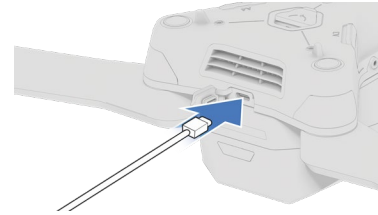
- ~5 hours of operational time
- Charge the controller using the USB-C port on the back of the controller
- You can charge while flying
- Use 100W power adapter included
- 0-100% in ~1 hour





Charging & Battery Care | Aircraft Batteries

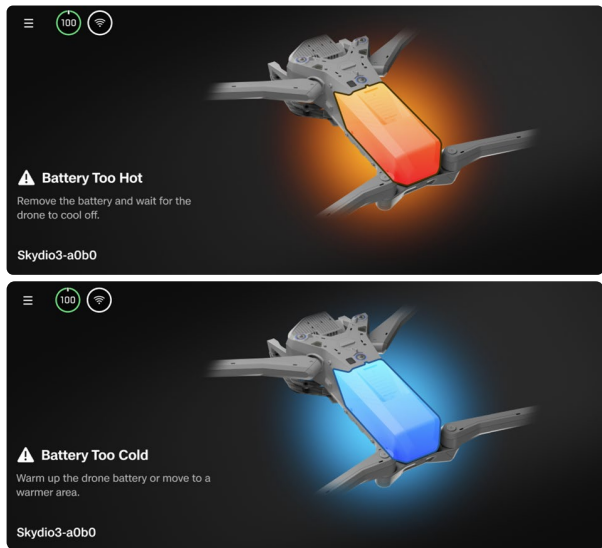
- Charge a single battery in the aircraft
- Charge 2 batteries sequentially with the dual charger
- Dual charger prioritizes the battery with the higher charge level
- Charger LED will flash blue while charging then solid green when fully charged
- **230W power adapter** | 0-100% in ~1 hour (rapid charge to 90%)
- **100W power adapter** | 0-100% in ~1 hour & 45 mins





Charging & Battery Care | Environmental Factors

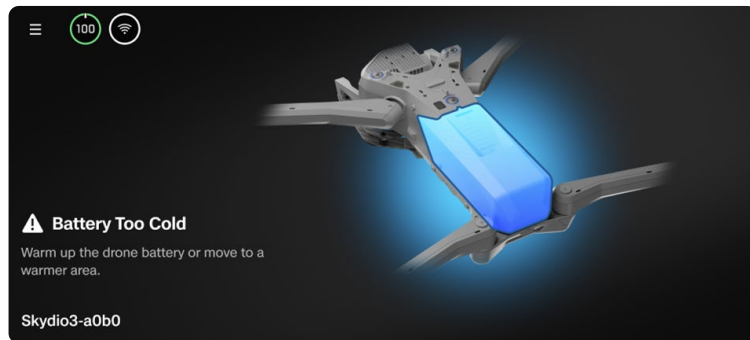
- Operational temperature range is -4° - 113°F (-20° - 45°C)
- Performance may be reduced if flying in cold weather and with a cold battery
- Launch prevented if batteries are below 32°F





Charging & Battery Care | Self-Warming

- X10D batteries feature a built-in heater
- Warms battery in about 5 minutes
- Warm batteries when flying in temps $<32^{\circ}\text{F}$
- Triple-press battery button to start heater
- Heats automatically if charged or if powered on inside drone
- Must have at least 30% to self-warm
- LEDs on battery will turn orange





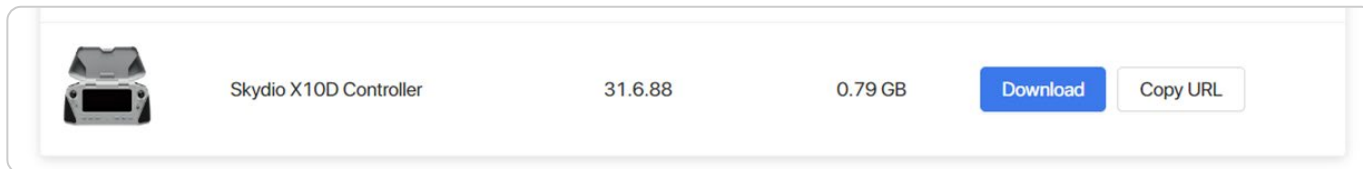
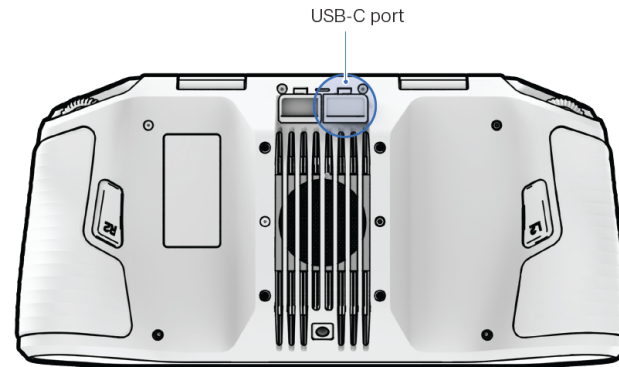
03

Software Updates



Software Updates | Updating Your Controller (Non-WiFi Enabled)

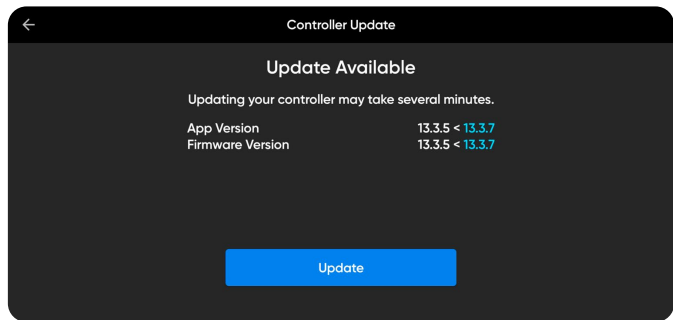
- Place the update file on a USB-C drive
- Insert the USB-C drive into the USB-C port on the controller
- Power on > **Global Settings** > **Information** > **Controller Update** > **Update** > **My Files** > **USB Storage 1**
- Allow the update to complete
- Controller may restart during the update





Software Updates | Updating Your Controller (WiFi-Enabled)

- WiFi must be enabled on your controller
- Global Settings > Information > Controller Update > Check for Update > Update
- Allow the update to complete
- Controller may restart during the update





Software Updates | Updating X10D (MH)

- Place the update file on a USB-C drive or on the media MicroSD card
- Insert the USB-C drive into the rear port on the X10D; **OR**
- Insert the media MicroSD card back into the X10D
- LEDs will turn yellow as the update progresses then green when complete
- Ensure enough battery to complete update
- Sensor will go slack during the update



	Skydio X10D	31.6.121	2.33 GB	Download	Copy URL
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Software Updates | Updating Your X10D (SL)

- Only compatible with Skydio Connect SL (5 GHz)
- Must update the controller first
- Global Settings > Information > select your drone > Update
- LEDs will turn yellow as the update progresses then green when complete
- Ensure enough battery to complete update
- Sensor will go slack during the update





04

Fleet Data Maintenance



Fleet Data Maintenance | Cloud Data

- Update your software
- Update claimed devices as they cycle in/out of your org
- Remove old/Add new pilots

Vehicle Software Update

Download this onto a USB-C drive or SD card and insert it into the vehicle(s). If you have any issues, please reach out to your Skydio account executive.

⚠ Note: The zip file may take up to 20 minutes to generate

Type	Name	Release Software	Size	Actions
	Skydio X2D	24.15.16	1.33 GB	Generate Zip File
	Skydio X10D	31.6.121	2.33 GB	Download Copy URL

Controller Software Update

Download this onto a USB-C drive and insert it into your Enterprise Controller. Ensure you are installing the correct update, which may be a different version for the Skydio Enterprise Controller and Skydio Enterprise Controller-S. Updating to the wrong version may render your controller inoperable. Your Skydio representative will direct you to the proper update file.

Type	Name	Release Software	Size	Actions
	Skydio X2 Enterprise Controller	24.15.17	0.50 GB	Download Copy URL
	Skydio X10D Controller	31.6.88	0.79 GB	Download Copy URL



05

Maintenance & Storage



Maintenance & Storage | Battery Storage

- X10D battery life cycle is 1 year or 300 charge cycles
 - Charge cycle = 80% cumulative depletion
- Store batteries in clean, dry, climate controlled areas
 - 71°F - 82°F (22°C - 28°C)
 - < 75% Relative humidity
- After 14 days of non-use, batteries discharge to 50%
- If storing long term, store at 50% state of charge
- Fully charge and discharge (by flying) every 2 months



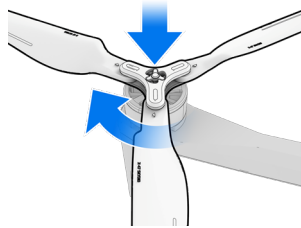


Maintenance & Storage | Aircraft & Attachment Storage

- Do not store wet
- Some attachments may require removal before storage
- Observe attachment specific usage and storage recommendations

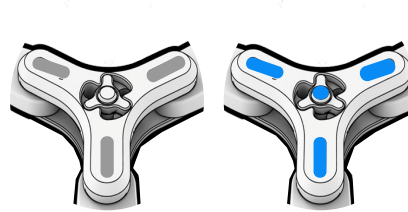


Maintenance & Storage | Replacing Propellers



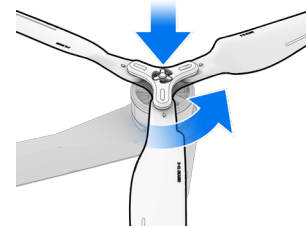
Twist Off

Press down in the center of the propeller, twist opposite of the lock and lift.



Replace

Check Blue or Grey on old prop.
Locate a new one that matches.



Twist On

Press down in the center of the propeller and twist in the direction of the lock.



Practical Application

Replace the X10D Propellers



06

Getting Support



Getting Support | Notice to Operators (NTO)

- Skydio will publish safety and performance related guidance
- Contains a brief description of the issue and mitigation steps
- Usually fixed with software update
- Visit website for up to date NTOs
- Post or otherwise inform your pilots



Notice to Operators



Getting Support | Exporting Flight Logs

- Insert USB-C drive into rear port on X10 D
- Global Settings > Information > SkydioX10-xxxx > Export Vehicle logs to USB-C
- Lights will breathe yellow to indicate log transfer
- Remove USB-C drive when complete



Getting Support | Resources

- Skydio website for support articles manuals, how to videos
- Skydio Academy for online training





Getting Support | Contact

- Multiple contact methods for any questions or concerns
- Program Managers
- Field Support Reps

Contact the Skydio Support Team

Looking to speak directly with the sales team? [Contact Skydio Sales](#)



Phone



Submit a Case



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Questions

