

Surface Aerials Drone FAQ's

SAFETY

Are drones safe to fly?

We follow a rigorous maintenance schedule between projects, and follow pre-flight checklists to ensure that everything is in order before we take off. We also fly with multiple levels of redundancy, with multiple batteries and a failsafe system that ensures that the drone will return safely back to base in the event of an error. We also receive live in-flight telemetry telling us everything we need to ensure that every flight is a success. With hundreds of flight hours on these systems, our pilots are experienced not only in delivering the perfect shots, but also understand the risks related to drone flying.

What happens if you lose control?

Our pilots are also practiced in what to do in the event of a malfunction or emergency. Our aircraft are all equipped with an emergency Return To Home function, which enable them to return to base and even land themselves if necessary.

Are you insured?

Yes. All our aircraft and pilots are insured against liability and damage. Feel free to contact us if you require a copy of our insurance.

REGULATIONS

Do I need a permit to fly?

In most countries, including the UAE, a permit is required for any commercial work. Any company that offers to fly for you without a permit is risking not only their own Trade Licence and certification, but also put you at potential risk of liability. Only registered operators are able to obtain permits, so get in touch with us and we will be able to submit an application on your behalf.

How much do permits cost?

The cost for a permit varies depending on the location and the number of days. Dubai is generally much more expensive but quicker than Abu Dhabi when it comes to obtaining aerial work permits. Permit costs vary depending on location, so contact us today and we will be able to help.

OPERATION

Do you rent out just the drone?

No we don't. As flying a drone requires skill and training we offer a package including the operators.

Can you fly our camera?

Yes we can, although only our bigger aircraft are capable of doing so. Additionally, we will need to receive your camera a couple of days in advance in order to balance it on a gimbal.

What kinds of work do you do?

We shoot a lot of video for production. However we have also been involved with photographic projects, and also survey work. Our aircraft are excellent platforms for industrial inspection and survey work.

How far can you fly?

We have set a self-imposed range of 1km on our commercial flights - any further than that and our drone will automatically return home. Unless we have registered a flight in restricted airspace in advance, we keep our flights below 100m (within Unrestricted Air Space). We maintain line of sight with the aircraft at all times.

How long can you fly for?

This depends on the total weight of the aircraft, the size of the batteries, the speed of the aircraft, and external conditions such as temperature and weather. Generally however most flights are around 10 minutes in length.

How fast can you fly?

Depending on the aircraft and wind, we can fly up to 60km/hour.

Can you fly over the sea?

Yes we can. Although as with all our projects, our experienced pilot use their discretion when it comes to deciding what is and isn't possible depending on weather and sea conditions.

Can you fly indoors?

Yes we can. Although the available space might limit the size of the craft we can fly.

Can you fly over people?

For safety reasons, we can only fly over people that are under our control. That means we can't fly over busy roads or crowds of people at an event. We can however use existing crowd safety corridors and surrounding areas to provide the illusion that we are! For additional safety we also advocate the use of smaller, lighter drones for event work.

How long does it take to set up?

We arrive prepared and ready to fly. Setup generally takes us less than 30 minutes.

Can I see the video on the ground?

Yes. Both pilot and camera operator have video monitors attached to their controllers with a live video downlink. We can also provide additional receivers/monitors for director and DOP.

OTHER SERVICES

What sort of non-aerial work do you provide?

We have all sorts of cameras, capable of slow-motion, timelapse and 4K, a full lens kit and stabilisation equipment to provide high quality footage for events, music videos, commercials and corporates. If you require editing or color-grading we offer professional services covering all your production requirements.

While that covers most of the questions we receive, if you have further queries you might find some answers on the website: surfaceaerials.com. Alternatively please give us a call during business hours on +971 (0)4 365 4531 or email us at info@surfaceaerials.com - we'll be happy to go over any other concerns you may have.