

HILTI LIFETIME SERVICES



HILTI LIFETIME SERVICE POLICY

SPEED

3 days or free!

- “3 or FREE”: Unique speed and refund you in case we fail
- “1-month repair warranty”: not only speed, Quality is a critical element for Hilti

SIMPLICITY

One click or a call does it all!

- Tool Service Consultancy: we have full clarity on your tool park purchased from Hilti over the years

COVERAGE

Full cost control - no exceptions!

- “2 years no cost”: All inclusive including wear and tear unconditionally
- “Repair cost limit”: we ensure a transparent repair cost ceiling
- “20 years manufacturing warranty”

Up to 2 years No-Cost.

“Absolutely no cost for up to 2 years from date of purchase”

- Pick-up and delivery service
- Labour cost
- Repair or replacement of all defective parts including parts subject to wear and tear
- Servicing when indicated by the service indicator light on the tool
- Functional check, adjustments and safety check after every repair
- Li-Ion tools, batteries and chargers not repairable to be replaced
- Purchase order/Payment in advance required to start repairing the tools

Exceptions:

- 1 year no cost
 - DSH 900,DSH 600-X,DGH 130,DSW 2005-TS,ST 1800, AG 125-20D
- 6 months no cost
 - Ag 125, AG 230 24D,DCG 180-D (Grinders Accessories excluded from Warranty)
- No LTS (0 year no cost)+No Repair Warranty
 - AG 115, AG 180, AG 230 20D, UD4,Water supply Unit DWP 10,TE-AC 1
 - **Spare Parts excluded:** Piston & Buffer in DX tools,D-Cables(TE 500,TE 50-AVR,TE 60-AVR,TE 1000-AVR,TE 2000-AVR,TE 3000-AVR)



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20 YEARS MANUFACTURER WARRANTY

- Materials and workmanship warranty
- Hilti will repair or replace parts that break as a result of defects in materials or workmanship for 20 years



Repair No Cost Period

- Within 1 month after each paid repair, get free of charge repairs for the same tool.
- In order to serve you in the quickest possible time we would only commence the repair process upon receipt of your purchase order for repair.
- **Lifetime Repair Cost Limit**
 - After reaching the end of the NO COSTS period, charges will be incurred for servicing
 - The cost of each repair is capped for the lifetime of the tool. If the actual cost of a repair is less than the cap, then only the actual cost of the repair will be charged.



3 or free service promise

- If it takes longer than 3 business days, your repair is free of charge.
- Smooth, on-site pick up and delivery, due to our strong partnership with trusted carriers
- We take care of collecting your Hilti tool at your office, on the jobsite or in Hilti stores, and return to you onsite as well.
- Each Hilti tool is registered: no proof of purchase to be provided
- Super-fast. Pleasantly predictable. Incredibly simple.

Exceptions:

- 3-days starts the day-after the receipt of approval for the repair
- Measuring / Heavy Diamond tools (wall saws, wire saws), Core bits, high-end concrete detection tools not included
- Weekend and public holidays not included
- Customer delays not included (no phone answer, nobody to receive tool etc.)
- Outside major cities deliveries not included **
- More than 10 tool repair approvals at once not included

** **Unique Coverage:** Jeddah - Rabigh - Makkah – Medinah - Yanbu - Abha - Jizan - Najran - Al Kharj - Riyadh - Dammam - Al Khobar – Hofuf - Hassa - Jubeil - Khursaniya - Tabuk

