



Lifetime Services



20 Years Manufacture Warranty

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

2

Up to 2 years no cost

- Pick-up and delivery service
- Labour cost
- Repair or replacement of defective parts including part 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

Exceptions:

- HD tools (DST 20-DST 10 + remotes) 2 YEARS NO COST OR 200 H
- 1 YEAR No COST: AG 125 13/19 S-D, AG 230, DGH 130
- 6 MONTHS NO COST: AG 115/100
- No LTS (0 YEAR NO COST): DWP 10, TE AC-1

Spare Parts Excluded: Piston & Buffer for all DX tools (even NURON), all AG 115/100 spare parts except rotor, all VC tools filter and hoses, HD tools cable

**** Unique Coverage:** Route 1 - Abu Dhabi based: Tarif, Marfa, Ruwais Route 2 - Abu Dhabi based: Habshan, Hamim, Asab, Sahil Route 3 - Fujairah based: Masafi, Fahim, Khorfakhan, Dibba, Dhaid Route 4 - Dubai based: Hatta, Wadi, Sfini, Maleeha Route 5 - Al Ain based: Al Khatem, Al Khazana, Al Remah, Al Saad, Al Hayer, Sweihan Route 6 - Al Ain based: Al Wagan, Al Quaa

1

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 will 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

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 start the day-after the receipt of approval for the repair
- Measuring / Heavy Diamond tools (wall saws, wire saws), 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