



Hilti Tool Service Work Health and Safety policy

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Work Health and Safety including environmental protection is an integral part of Hilti culture. Hilti take into consideration the environment, the health and safety of our team members, associated third parties and product users in all phases during the life of our products. This ensures Hilti's compliance with environmental and safety laws, today and in the future.

All repairs undertaken by Hilti are performed in a purpose-built Hilti Tool Service Centre (TSC), by a team of experienced Hilti technicians, using only genuine Hilti replacement parts.

Hilti is committed to the safety of its employees and customers. The following policies apply in accordance to this commitment as well as Work Health and Safety regulations.

1. Definitions

In this document the word "tool/s" refers to Hilti's range of power tools, diamond tools, direct fastening, measuring, cordless tools, Testing and dispensing tools. The letters "TSC" refer to the national Tool Service Centre.

2. Unrepaired tools

To quote the cost of a tool repair, Hilti will in most cases need to dismantle the tool for inspection. If a customer chooses not to proceed with a repair after it has been inspected, Hilti will be unable to guarantee that the tool would be safe to use if re-assembled. In such cases, to comply with Work Health and Safety Regulations, an unrepaired tool will be returned disabled. Penalties apply if unsafe equipment is used in the workplace. Reference to the below state regulations.
WHS Reg 2011, Part 4.7; Vic OHS Reg 2017, Part 3.5; WA OHS Reg 1996, Part 4 .3.

3. Hilti vacuum cleaners

As Hilti is unable to determine the contents of vacuum cleaners, only the vacuum head - motor and filter housing can be accepted into the Hilti Tool Service Centre.

Vacuum cleaners sent with the plastic base/tub attached will not be repaired and will returned unrepaired. Customers are responsible for the care and cleaning of their vacuums prior to sending to the Hilti Tool Service Centre. Refer to the relevant tool operation manual found on Hilti web page www.hilti.com.au
Filters will **not** be cleaned as part of the repair process and will be returned in a bag along with the vacuum head.

4. Hilti tools exposed to asbestos

Hilti have the right to ask if a tool has been exposed to asbestos. Hilti reserve the right to refuse the repair or service of tools which have been exposed to asbestos. Tools received at the TSC found to be exposed to asbestos will be disposed of via an accredited asbestos removal company. Any fees incurred will be charged to the owner of the tool.

5. Hilti tools exposed to water

Electric power tools exposed to water through flooding, firefighting activities, etc. may be dangerous if re-energised without prior qualified evaluation. Repairs and service to tools exposed to water will be undertaken at Hilti's discretion. Equipment covered includes all Hilti electrical tools, wire, cable and flexible cords, PRCD and surge protectors and electronic products.

The following must be determined before returning tools exposed to water to the Hilti Tool Service Centre:

1. Degree of damage and the tool type.
2. Was the tool underwater or wet from rain or other causes.
3. Duration tool was exposed to water.
4. Determine what liquids were involved, such as water, chemicals, oils, sewage etc.

5. Call Hilti on 131 292 for further enquiries.

Reduced performance of electrical equipment, wiring and the integrity of the insulations due to contamination by moisture may lead to fire and shock hazards and in most cases, are potentially unsafe and un-economical to repair. Hilti advises that items exposed to water require complete replacement. When appropriate Hilti will offer a trade in if the tool is deemed unsafe or unrepairable.

6. Accessories and Consumable items: (Drill bits, Chisel bits)

Tool Service does not require chisel or drill bits for the repair process and these items must be removed from the packaging of the tool prior to sending to the TSC.