

# Hilti Tool Service policy

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 Lifetime Service

Hilti tools come with Hilti Lifetime Service, which has three unique features, unmatched by any power tools manufacturer:

- NO COSTS period
- Lifetime Repair Cost Limit
- Lifetime Manufacturer's Warranty



Further details of the Hilti Lifetime Service are outlined in the [Hilti Lifetime Service policy](#).

## 1. Paid repairs and quoting procedure

- Customers requiring a purchase order number before a repair can proceed must provide the Purchase Order number at the time of booking in the tool repair. This is a mandatory pre-requisite.
- Hilti will proceed without notice, when the repair cost is less than or equal to AUD \$200 (exclusive of GST).
- If the repair cost is greater than AUD \$200 (excluding GST), a quote will be provided only on request.
- Repair quotes will remain open for seven **(7) working days** from the date the quote was created.
- Hilti will continue to contact the customer with the quote throughout the seven (7) day period.
  1. If the customer is not contactable or does not reply within seven (7) working days from quotation date, the quote will be closed and the tool will be returned unrepared to the customer. [Refer to OH&S procedures 4.1](#)
  2. If the customer chooses not to proceed with a repair, the quote will be closed and the tool will be returned unrepared. [Refer to OH&S procedures 4.1](#)

## 2. Repair Order Cycle Time

The total turnaround time for a tool repair will depend on the customer's location. Timeframes given by Hilti are to be used as a guide only.

## 3. Freight charge

Paid repairs outside the Hilti Lifetime Service NO COSTS period, will incur a freight charge of AUD \$25 (excluding GST) per tool.

## 4. Work Health and Safety policies for tool service and repairs

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

### 4.1 Unrepaired tools

In order to quote the cost of a tool repair, Hilti will in most cases, need to dismantle the tool for inspection. If the customer chooses not to proceed with a repair after it has been dismantled, 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, a dismantled and unrepaired tool will be returned in parts. Penalties apply if unsafe equipment is used in the workplace.

→ [Ref. Chapter 5, Part 5.1, Division 7, Subdivision 2, Clause 213](#)

### 4.2 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 a Hilti Tool Service Centre.

Vacuum cleaners sent in with the plastic base/tub attached will not be repaired/serviced and will sent back to the customer. Customers are responsible for the care and cleaning of their vacuums prior to sending to the Hilti Tool Service Centre. Refer to the operation manual. Filters will not be cleaned and will be returned in a bag along with the vacuum head.

#### 4.3 Hilti tools exposed to asbestos

Hilti does not repair/service tools which have been exposed to asbestos. Any tool exposed to asbestos received at the Hilti Tool Service Centre, will be disposed of via an accredited asbestos removal company, and any fees incurred will be charged to the owner of the tool.

#### 4.4 Hilti tools exposed to water

Electric power tools that have been exposed to water through flooding, fire fighting activities, etc. may be dangerous if re-energised without prior qualified evaluation.

Reduced performance of electrical equipment and wiring and the integrity of the insulations due to contamination by moisture may lead to fire and shock hazards and in most cases are un-economical and unsafe to repair. Repairs to such tools will be undertaken at Hilti's discretion.

Hilti recommends that items exposed to water require complete replacement as it is unsafe and uneconomical to repair or recondition these tools.

Equipment covered includes all Hilti electrical tools, wire, cable and flexible cords, PRCD and surge protectors and electronic products.

Please determine the following before returning tools exposed to water to the Hilti Tool Service Centre:

1. Determine the degree of damage and the tool type. Was the equipment underwater or did it get wet from rain or other causes? How long was the equipment exposed?
2. Evaluating water damaged electrical equipment – severe damage to electrical equipment can result from flood waters contaminated with chemicals, sewage, oil and other debris, which will affect the integrity and performance of the equipment. Ocean water and salt spray can be particularly damaging due to the corrosive and conductive nature of salt-water residue.
3. Non-electrical tools may be repairable after inspection. This should be considered when deciding whether water damaged tools should be repaired or replaced, along with other considerations, such as cost, ease of repair, ability to remove all contamination and other factors.
4. Determine what liquids were involved, such as water, chemicals, oils, sewage etc.
5. Call Hilti on 131 292 if you have any questions.