

Hilti Lifetime Service policy

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



The details of these features are outlined below.

NO COSTS period

Absolutely no repair costs will be incurred for up to 2 years from the date of purchase.

This includes:

- 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 inductor light on the tool
- Functional check, adjustments and safety check after every repair
- Li-Ion tools, batteries and chargers



2 years NO COSTS

Hilti tools* have a NO COSTS period of two years.

Exceptions to this are stated below.

1 year NO COSTS

The following tool types have a NO COSTS period of one year:

- Corded screw/drill drivers
- 9" angle grinders
- NiCd/NiMH batteries and chargers
- GX 90-WF gas-driven fastening tool

6 months NO COSTS

5" and 6" grinders have a NO COSTS period of six months.

Exclusion: DSH petrol saws are excluded from the NO COSTS period

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.

PLUS, paid repairs are covered by a further NO COSTS period:

- For angle grinders this is 3 months
- For other tools this is 6 months

Exclusion: DSH petrol saws are excluded from the Lifetime Repair Cost Limit



Lifetime Manufacturer's warranty

Hilti will, at their discretion, repair or replace tools having faulty workmanship or materials, free of charge. Exceptions to this policy are listed in the general conditions and limitations. This warranty will cover the entire life of the tool*.



Hilti Lifetime Service policy cont'd

Lifetime Limited Manufacturer's warranty

DSH petrol saws are covered by a Lifetime Limited Manufacturer's warranty.

They are excluded from:

- NO COSTS period
- Lifetime Repair Cost Limit



Manufacturing defects are covered by Lifetime Manufacturer's warranty as outlined in the previous paragraph.

*General conditions and limitations

- Repairs necessitated by misuse, abuse and failure to comply with the operating instructions, damage caused by undue force (eg. dropping or impact damage, etc.) or repair/modification of the tool by unauthorised persons are excluded from Hilti Lifetime Service
- Hilti Lifetime Service applies to the tool as a technical unit without accessories and consumables (eg. pistons and buffers from powder-actuated fastening tools, batteries, chargers, vacuum filters, etc.) as described in the operating instructions
- The life / lifetime of a tool is defined as the period for which Hilti holds spare parts
- Calibration service for measuring/laser tools is not covered by Hilti Lifetime Service
- A small package and handling fee will apply to tool repairs outside the NO COSTS period

Hilti Tool Service policy

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

Please refer to the [Hilti Tool Service policy](#) for the process and policies regarding paid repairs, unrepaired tools, vacuum cleaners and tools exposed to asbestos and water.