



Hilti Tool Service Terms and Conditions

1. Hilti Tool Service

- 1.1. All repairs undertaken by Hilti are performed in the Hilti Tool Service Centre ("TSC") by Hilti trained technicians and using only genuine Hilti replacement parts.
- 1.2. Should the customer at any time decide on his/her own to render tool servicing that is performed by either the customer him-/her-self and/or by 3rd parties, which is not in accordance with the manufacturer's guidelines, Hilti's tool service benefits outlined in these Terms and Conditions shall be null and void.

2. No Cost Period

- 2.1. For up to an initial two-year period, starting from the date the tool was purchased from Hilti, all repairs will be provided to the customer free of charge ("No Cost Period"). This includes:
 - 2.1.1. Collection and transportation costs
 - 2.1.2. Labour costs
 - 2.1.3. Faulty parts and parts subjected to reasonable wear and tear.
 - 2.1.4. Servicing when indicated by the service indicator on the tool
 - 2.1.5. Functional check, adjustment and safety check
 - 2.1.6. Return transportation
- 2.2. The duration of the No Cost Period for each tool type is outlined in Annex A.
- 2.3. For diamond systems with an operating hours counter, the No Cost Period applies for 1 year or 100 hours, whichever is earlier.
- 2.4. At the end of the No Cost Period, tool repair costs will be charged to the customer unless covered under the Manufacturer's Warranty. For Hilti repair charges, see clause 3.

3. Repair Cost Limit

- 3.1. At the expiration of the No Cost Period, Hilti sets a Repair Cost Limit for the lifetime of the tool.
- 3.2. For repairs requested by the customer outside of the initial No Cost Period, Hilti will invoice the customer the following charges:
 - 3.2.1. Repair Cost Limit (RCL) – as seen in Annex A
Or
The Actual cost of parts and labour, if below the RCL
Plus
 - 3.2.2. Government taxes (if any)

- 3.4. The price used in the calculation of the Repair Cost Limit does not and will not, take into account any negotiated price agreement between Hilti and the customer.
- 3.5. Hilti reserves the right to adjust the calculation basis of the Repair Cost Limit without any prior notice.
- 3.7. For repairs requested by the customer outside of the initial No Cost Period, a specific one (1) month No Cost Period will apply to the corresponding tool(s) after the said charged repair(s) has/have been carried out.
- 3.8. The specific one (1) month No Cost Period commences from the time a charged repair is dispatched from TSC and is deemed to end if no additional repair order is received for the same tool within 30 days from dispatch.
- 3.9. The Repair Cost Limit will apply for the lifetime of the tool, on the condition that all repairs over the tool's life are carried out by Hilti.

4. Manufacturer's Warranty

- 4.1. For a period of 20 years and provided all repairs are carried out by Hilti, Hilti will repair or replace, free of charge from the date of purchase, tools that are defective due to:
 - 4.1.1. faulty tool component
 - 4.1.2. inherent design flaw
- 4.2. General Terms and Exclusions apply, see clause 9.

5. Time Promise

- 5.1. The terms and conditions of the Time Promise as outlined in clause 5, apply to postal codes of major cities in northern and southern regions of Peninsula Malaysia (as seen in Annex B).
- 5.2. Hilti will repair and return the tool to the customer within 5 working days from the day of tools collection by Hilti.
- 5.3. If the tool repair turnaround exceeds the Time Promise, then the repair will be free of charge.
- 5.4. Delays that result in a Time Promise failure occurring after the invoice is generated with costs charged to the customer will be refunded in the form of a credit note.
- 5.5. The following conditions must be satisfied for the Time Promise to take effect:
 - 5.5.1. Customer provides Hilti with written advice through Pre-Approval Form (as seen in Annex C), that the former pre-approve all future Hilti repairs up to the maximum Repair Cost Limit and give consent to Hilti to proceed with repairs without notice and quotation.
 - 5.5.2. The tool repair must be notified to Hilti via Customer Services: To arrange for next working day tools collection, customer needs to notify Hilti between 08.00AM – 04.00PM (Monday to Friday excluding public holidays).
 - 5.5.3. If Hilti is arranging collection from the customer's nominated address, then the tool must be ready for collection the next work day.
 - 5.5.4. If the tool is dropped off at Hilti Store, it will be collected by Hilti's carrier the next working day.

- 5.5.5. The Time Promise commences the day the tool is collected.
- 5.6. All tools for repair must be sent to Hilti individually, to enable tracking of each tool and serial number.
- 5.7. Hilti is not liable for any damages or losses caused by late delivery of a repaired tool. Failure of the Time Promise will be compensated as outlined in clauses 5.3, 5.4, 5.5.
- 5.8. Exclusions apply. For a full list, see clause 9.
- 5.9. For areas, outside of the Time Promise zones, as defined in Time Promise Postal Code Eligibility (as seen in Annex B), the timeframes given by Hilti staff are to be used as a guide only.

6. Pre-approvals, Quoted repairs and Process

- 6.1. If the customer requires a purchase order number before a repair can proceed then the Purchase Order number must be provided at the time of booking in the tool repair, otherwise repair delays may occur.
- 6.2. Customers may choose to eliminate repair quotes and decrease turnaround times by pre-approving charged repair costs up to the Repair Cost Limit.
- 6.3. Should the customer provide Hilti with written advice that the former pre-approves all future Hilti repairs up to the maximum Repair Cost Limit, Hilti will proceed without notice and the repair will be subject to the Time Promise provisions stated above.
- 6.4. Repair quotes will remain open for five (5) working days from the date the quote was created.
 - 6.4.1. Hilti will make all reasonable attempts to contact the customer with the quote throughout the five (5) day period.
 - 6.4.2. If the customer is uncontactable, does not reply or chooses not to proceed with a charged repair within five (5) working days from quotation date, the quote will be void and the tool will be returned unrepared and disassembled as required by Hilti's safety standards

7. Delivery charge

Waived.

8. General and Exclusions

- 8.1. All accessories are excluded.
- 8.2. Consumables including but not limited to all tools related consumables, magazines, fastener guides, pistons and buffers in direct fastening tools, filters for vacuum cleaners and gas saws, pull cord assemblies and detachable power supply cords are not covered by Hilti Tool Service. Repair or replacement cost of these items shall be at the customers' expense.
- 8.3. Hilti does not offer partial repairs, only full functional repairs to restore the tool to factory standards for maximum performance.
- 8.4. Any self-repair beyond the allowed serviceability parts will null and void all warranties.
- 8.5. Stolen tools must be reported to Hilti immediately and tool serial numbers provided.
- 8.6. Tools from customers on credit block will not be collected or booked for Hilti repair.

- 8.7. The following cases are excluded from the Hilti Tool Services coverage described above, including:
- 8.7.1. Tools which are not used for their intended purpose, in strict compliance with the operating instructions and other instructions issued by Hilti. Including damage caused by fire, flood, natural disaster, undue force (e.g. dropping, impact damage, damaged caused by improper use) or repair/modification of the tool by unauthorized persons.
 - 8.7.2. The Repair Cost Limit and 1-month No Cost Period on repaired tools, do not apply to batteries and chargers. Batteries and chargers will be exchanged rather than repaired within the No Cost Period for up to two years.
 - 8.7.3. Hilti reserves the right to deny the repair cost limit for customers who misuse tools or damage tools beyond normal working conditions.

9. Time Promise Exclusions

- 9.1. Heavy diamond tools (DS tools, wall saws and gas saws), and all measuring tools; whichever stated in Annex A.
- 9.2. Special equipment / non-standard list items.
- 9.3. Tool repairs which need clarification from the customer to complete the repair
- 9.4. Tools which have been returned to Hilti for a repair quote request.
- 9.5. Deliveries which are denied, refused or rescheduled by the customer.
- 9.6. Tools which are shipped as dangerous goods (including lithium batteries more than 100 Wh).
- 9.7. Repairs collected from the customer by a third party not instructed by Hilti.
- 9.8. Items which never received a serial number from Hilti.
- 9.9. Deliveries which are delayed by a Force Majeure event.
- 9.10. Bulk or pallet pick-ups; over 5 tools from one customer per job site at any one time.
- 9.11. Days when Hilti Tool Service Centre is not operational due to public holidays or other special occasions.
- 9.12. The period consisting of 10 working days before and after the Hari Raya and Chinese New Year period.

10. Hilti Standard Terms and Conditions of Sale

- 10.1. This is a supplemental document to Hilti's Standard Terms and Conditions of Sale which is already in place.
- 10.2. Unless otherwise specified, the terms and provisions contained in the standard Terms and Conditions of Sale shall remain unchanged and be in full force and effect.
- 10.3. In case of doubt or any discrepancy between the terms and conditions of this document and those contained in Hilti's Standard Terms and Conditions of Sale, those in Hilti's Standard Terms and Conditions of Sale shall prevail in all circumstances.

List of Postal Codes of major cities in Northern & Southern, Malaysia

Annex B

Postal Code	Description	State
10000	Pulau Pinang	Pulau Pinang
10050	Pulau Pinang	Pulau Pinang
10100	Pulau Pinang	Pulau Pinang
10150	Pulau Pinang	Pulau Pinang
10200	Pulau Pinang	Pulau Pinang
10250	Pulau Pinang	Pulau Pinang
10300	Pulau Pinang	Pulau Pinang
10350	Pulau Pinang	Pulau Pinang
10400	Pulau Pinang	Pulau Pinang
10450	Pulau Pinang	Pulau Pinang
10460	Pulau Pinang	Pulau Pinang
10470	Pulau Pinang	Pulau Pinang
10500	Pulau Pinang	Pulau Pinang
10502	Pulau Pinang	Pulau Pinang
10503	Pulau Pinang	Pulau Pinang
10504	Pulau Pinang	Pulau Pinang
10505	Pulau Pinang	Pulau Pinang
10506	Pulau Pinang	Pulau Pinang
10508	Pulau Pinang	Pulau Pinang
10512	Pulau Pinang	Pulau Pinang
10514	Pulau Pinang	Pulau Pinang
10516	Pulau Pinang	Pulau Pinang
10518	Pulau Pinang	Pulau Pinang
10524	Pulau Pinang	Pulau Pinang
10534	Pulau Pinang	Pulau Pinang
10538	Pulau Pinang	Pulau Pinang
10540	Pulau Pinang	Pulau Pinang
10542	Pulau Pinang	Pulau Pinang
10546	Pulau Pinang	Pulau Pinang
10550	Pulau Pinang	Pulau Pinang
10551	Pulau Pinang	Pulau Pinang
10552	Pulau Pinang	Pulau Pinang
10558	Pulau Pinang	Pulau Pinang
10560	Pulau Pinang	Pulau Pinang
10564	Pulau Pinang	Pulau Pinang
10566	Pulau Pinang	Pulau Pinang
10570	Pulau Pinang	Pulau Pinang
10576	Pulau Pinang	Pulau Pinang
10578	Pulau Pinang	Pulau Pinang
10590	Pulau Pinang	Pulau Pinang
10592	Pulau Pinang	Pulau Pinang

Hilti Malaysia Sdn. Bhd. (157721-A)

F-5-A | Sime Darby Brunfield Tower

No. 2 | Jalan PJU 1A/7A

Oasis Square | Oasis Damansara

47301 Petaling Jaya | Selangor | Malaysia

Toll Free 1800 880 985 | F +603 7848 7399 | www.hilti.com.my

Postal Code	Description	State
10593	Pulau Pinang	Pulau Pinang
10594	Pulau Pinang	Pulau Pinang
10596	Pulau Pinang	Pulau Pinang
10600	Pulau Pinang	Pulau Pinang
10604	Pulau Pinang	Pulau Pinang
10609	Pulau Pinang	Pulau Pinang
10610	Pulau Pinang	Pulau Pinang
10612	Pulau Pinang	Pulau Pinang
10620	Pulau Pinang	Pulau Pinang
10622	Pulau Pinang	Pulau Pinang
10626	Pulau Pinang	Pulau Pinang
10628	Pulau Pinang	Pulau Pinang
10634	Pulau Pinang	Pulau Pinang
10646	Pulau Pinang	Pulau Pinang
10648	Pulau Pinang	Pulau Pinang
10660	Pulau Pinang	Pulau Pinang
10661	Pulau Pinang	Pulau Pinang
10662	Pulau Pinang	Pulau Pinang
10670	Pulau Pinang	Pulau Pinang
10672	Pulau Pinang	Pulau Pinang
10673	Pulau Pinang	Pulau Pinang
10674	Pulau Pinang	Pulau Pinang
10676	Pulau Pinang	Pulau Pinang
10690	Pulau Pinang	Pulau Pinang
10710	Pulau Pinang	Pulau Pinang
10720	Pulau Pinang	Pulau Pinang
10730	Pulau Pinang	Pulau Pinang
10740	Pulau Pinang	Pulau Pinang
10750	Pulau Pinang	Pulau Pinang
10760	Pulau Pinang	Pulau Pinang
10770	Pulau Pinang	Pulau Pinang
10780	Pulau Pinang	Pulau Pinang
10790	Pulau Pinang	Pulau Pinang
10800	Pulau Pinang	Pulau Pinang
10810	Pulau Pinang	Pulau Pinang
10820	Pulau Pinang	Pulau Pinang
10830	Pulau Pinang	Pulau Pinang
10840	Pulau Pinang	Pulau Pinang
10850	Pulau Pinang	Pulau Pinang
10910	Pulau Pinang	Pulau Pinang
10920	Pulau Pinang	Pulau Pinang
10990	Pulau Pinang	Pulau Pinang
11050	Pulau Pinang	Pulau Pinang

Postal Code	Description	State
11060	Pulau Pinang	Pulau Pinang
11100	Batu Ferringhi	Pulau Pinang
11200	Tanjong Bungah	Pulau Pinang
11300	Penang Hill	Pulau Pinang
11400	Pulau Pinang	Pulau Pinang
11409	Pulau Pinang	Pulau Pinang
11500	Ayer Itam	Pulau Pinang
11600	Jelutong	Pulau Pinang
11609	Jelutong	Pulau Pinang
11700	Gelugor	Pulau Pinang
11800	USM Pulau Pinang	Pulau Pinang
11900	Batu Maung	Pulau Pinang
11910	Bayan Lepas	Pulau Pinang
11920	Bayan Lepas	Pulau Pinang
11950	Bayan Lepas	Pulau Pinang
11960	Batu Maung	Pulau Pinang
12000	Butterworth	Pulau Pinang
12100	Butterworth	Pulau Pinang
12200	Butterworth	Pulau Pinang
12300	Butterworth	Pulau Pinang
12700	Butterworth	Pulau Pinang
12710	Butterworth	Pulau Pinang
12720	Butterworth	Pulau Pinang
12990	Butterworth	Pulau Pinang
13000	Butterworth	Pulau Pinang
13009	Butterworth	Pulau Pinang
13020	Butterworth	Pulau Pinang
13050	Butterworth	Pulau Pinang
13300	Tasek Gelugor	Pulau Pinang
13310	Tasek Gelugor	Pulau Pinang
13400	Butterworth	Pulau Pinang
13409	Butterworth	Pulau Pinang
13500	Permatang Pauh	Pulau Pinang
13600	Perai	Pulau Pinang
13700	Perai	Pulau Pinang
13800	Butterworth	Pulau Pinang
14000	Bukit Mertajam	Pulau Pinang
14007	Bukit Mertajam	Pulau Pinang
14009	Bukit Mertajam	Pulau Pinang
14020	Bukit Mertajam	Pulau Pinang
14100	Simpang Ampat	Pulau Pinang
14101	Simpang Ampat	Pulau Pinang
14110	Simpang Ampat	Pulau Pinang

Postal Code	Description	State
14120	Simpang Ampat	Pulau Pinang
14200	Simpang Ampat	Pulau Pinang
14400	Kubang Semang	Pulau Pinang
30000	Ipoh	Perak
30010	Ipoh	Perak
30020	Ipoh	Perak
30100	Ipoh	Perak
30200	Ipoh	Perak
30250	Ipoh	Perak
30300	Ipoh	Perak
30350	Ipoh	Perak
30450	Ipoh	Perak
30500	Ipoh	Perak
30502	Ipoh	Perak
30503	Ipoh	Perak
30504	Ipoh	Perak
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30508	Ipoh	Perak
30510	Ipoh	Perak
30512	Ipoh	Perak
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30517	Ipoh	Perak
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30548	Ipoh	Perak
30550	Ipoh	Perak
30551	Ipoh	Perak
30552	Ipoh	Perak
30554	Ipoh	Perak
30556	Ipoh	Perak
30560	Ipoh	Perak
30564	Ipoh	Perak
30570	Ipoh	Perak
30576	Ipoh	Perak

Postal Code	Description	State
30580	lpoh	Perak
30582	lpoh	Perak
30586	lpoh	Perak
30590	lpoh	Perak
30592	lpoh	Perak
30594	lpoh	Perak
30596	lpoh	Perak
30600	lpoh	Perak
30604	lpoh	Perak
30606	lpoh	Perak
30609	lpoh	Perak
30610	lpoh	Perak
30612	lpoh	Perak
30620	lpoh	Perak
30621	lpoh	Perak
30622	lpoh	Perak
30626	lpoh	Perak
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30644	lpoh	Perak
30646	lpoh	Perak
30648	lpoh	Perak
30656	lpoh	Perak
30658	lpoh	Perak
30660	lpoh	Perak
30661	lpoh	Perak
30662	lpoh	Perak
30664	lpoh	Perak
30668	lpoh	Perak
30670	lpoh	Perak
30673	lpoh	Perak
30674	lpoh	Perak
30676	lpoh	Perak
30682	lpoh	Perak
30690	lpoh	Perak
30700	lpoh	Perak
30710	lpoh	Perak
30720	lpoh	Perak
30730	lpoh	Perak
30740	lpoh	Perak
30750	lpoh	Perak
30760	lpoh	Perak

Postal Code	Description	State
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30780	Ipoh	Perak
30790	Ipoh	Perak
30800	Ipoh	Perak
30810	Ipoh	Perak
30820	Ipoh	Perak
30830	Ipoh	Perak
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30900	Ipoh	Perak
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30904	Ipoh	Perak
30906	Ipoh	Perak
30908	Ipoh	Perak
30910	Ipoh	Perak
30912	Ipoh	Perak
30988	Ipoh	Perak
30990	Ipoh	Perak
31150	Ulu Kinta	Perak
31200	Chemor	Perak
31250	Tanjong Rambutan	Perak
31350	Ipoh	Perak
31400	Ipoh	Perak
31407	Ipoh	Perak
31409	Ipoh	Perak
31450	Ipoh	Perak
31650	Ipoh	Perak
75000	Melaka	Melaka
75050	Melaka	Melaka
75100	Melaka	Melaka
75150	Melaka	Melaka
75200	Melaka	Melaka
75250	Melaka	Melaka
75260	Melaka	Melaka
75300	Melaka	Melaka
75350	Melaka	Melaka
75400	Melaka	Melaka
75450	Ayer Keroh	Melaka
75460	Melaka	Melaka
75500	Melaka	Melaka
75502	Melaka	Melaka
75503	Melaka	Melaka
75504	Melaka	Melaka
75505	Melaka	Melaka

Postal Code	Description	State
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75508	Melaka	Melaka
75510	Melaka	Melaka
75512	Melaka	Melaka
75514	Melaka	Melaka
75516	Melaka	Melaka
75517	Melaka	Melaka
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75626	Melaka	Melaka

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75632	Melaka	Melaka
75646	Melaka	Melaka
75648	Melaka	Melaka
75662	Melaka	Melaka
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75674	Melaka	Melaka
75676	Melaka	Melaka
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75906	Melaka	Melaka
75908	Melaka	Melaka
75910	Melaka	Melaka
75912	Melaka	Melaka
75914	Melaka	Melaka
75916	Melaka	Melaka
75918	Melaka	Melaka
75990	Melaka	Melaka
76100	Durian Tunggal	Melaka
76109	Durian Tunggal	Melaka
76300	Sungai Udang	Melaka
76400	Melaka	Melaka
76409	Tanjong Kling	Melaka
76450	Melaka	Melaka
77200	Jasin	Melaka
78000	Alor Gajah	Melaka
78009	Alor Gajah	Melaka
79000	Nusajaya	Johor
79100	Nusajaya	Johor
79150	Nusajaya	Johor
79502	Nusajaya	Johor

Postal Code	Description	State
79503	Nusajaya	Johor
79504	Nusajaya	Johor
79505	Nusajaya	Johor
79511	Nusajaya	Johor
79513	Nusajaya	Johor
79514	Nusajaya	Johor
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79632	Nusajaya	Johor
79646	Nusajaya	Johor
79658	Nusajaya	Johor
79660	Nusajaya	Johor
79680	Nusajaya	Johor
79681	Nusajaya	Johor
79683	Nusajaya	Johor
80000	Johor Bahru	Johor
80050	Johor Bahru	Johor
80100	Johor Bahru	Johor
80150	Johor Bahru	Johor
80200	Johor Bahru	Johor
80250	Johor Bahru	Johor

Postal Code	Description	State
80300	Johor Bahru	Johor
80350	Johor Bahru	Johor
80400	Johor Bahru	Johor
80500	Johor Bahru	Johor
80506	Johor Bahru	Johor
80508	Johor Bahru	Johor
80516	Johor Bahru	Johor
80519	Johor Bahru	Johor
80534	Johor Bahru	Johor
80536	Johor Bahru	Johor
80542	Johor Bahru	Johor
80546	Johor Bahru	Johor
80558	Johor Bahru	Johor
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80564	Johor Bahru	Johor
80568	Johor Bahru	Johor
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80608	Johor Bahru	Johor
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80628	Johor Bahru	Johor
80644	Johor Bahru	Johor
80648	Johor Bahru	Johor
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80664	Johor Bahru	Johor
80668	Johor Bahru	Johor
80670	Johor Bahru	Johor
80672	Johor Bahru	Johor
80673	Johor Bahru	Johor
80676	Johor Bahru	Johor
80700	Johor Bahru	Johor
80710	Johor Bahru	Johor
80720	Johor Bahru	Johor
80730	Johor Bahru	Johor
80900	Johor Bahru	Johor

Postal Code	Description	State
80902	Johor Bahru	Johor
80904	Johor Bahru	Johor
80906	Johor Bahru	Johor
80908	Johor Bahru	Johor
80988	Johor Bahru	Johor
80990	Johor Bahru	Johor
81100	Johor Bahru	Johor
81200	Johor Bahru	Johor
81300	Johor Bahru	Johor
81310	Johor Bahru	Johor
81400	Senai	Johor
81700	Pasir Gudang	Johor
81750	Masai	Johor
81800	Ulu Tiram	Johor