



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 but not missing part.
 - 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
- 1.1. The duration of the No Cost Period for each tool type is outlined at https://www.hilti.com.my/content/dam/documents/a2/my/Repair%20Cost%20Limit_Aug2021.pdf
- 2.2. For diamond systems with an operating hours counter, the No Cost Period applies for 1 year or 100 hours, whichever is earlier.
- 2.3. 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) –
https://www.hilti.com.my/content/dam/document/s/a2/my/Repair%20Cost%20Limit_Aug2021.pdf
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 East Malaysia (as seen in Annex B).
- 5.2. Hilti will repair and return the tool to the customer within 7 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. 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 seven (7) 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 seven (7) day period.
- 6.4.2. If the customer is uncontactable, does not reply or chooses not to proceed with a charged repair within seven (7) working days from quotation date, the quote will be void and the tool will be returned unrepaired 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, detachable power supply cords and detachable chuck head 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), missing part 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 RCL.
https://www.hilti.com.my/content/dam/documents/a2/my/Repair%20Cost%20Limit_Aug2021.pdf
- 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 East Malaysia

Annex B

Postal Code	Description	State
88000	Kota Kinabalu	Sabah
88100	Kota Kinabalu	Sabah
88200	Kota Kinabalu	Sabah
88849	Kota Kinabalu	Sabah
89500	Penampang	Sabah
89507	Penampang	Sabah
93150	Kuching	Sarawak
93200	Kuching	Sarawak
93250	Kuching (Except Batu Kawah & Batu Kitang)	Sarawak
93300	Kuching	Sarawak
93350	Kuching	Sarawak
93400	Kuching	Sarawak
93450	Kuching	Sarawak
93586	Kuching	Sarawak