

DEWALT®

AUTHORISED SERVICE AGENT
WARRANTY
GUIDELINES



GUARANTEED TOUGH.®

AUTHORISED SERVICE AGENT WARRANTY GUIDELINES

INTRODUCTION

This document serves as a reference guide for the use of our Authorised Service Agents, to assist in distinguishing between worn parts, misused parts and defective parts for Guarantee payment purposes. **These are guidelines and do not identify all failure types.**

The decision to authorise Guarantee is that of the Authorised Service Agent; however in cases of dispute the final decision rests with the local Service Manager.

If sending to our Company Owned Repair Centre please ensure appropriate packaging is used, we have the right to refuse Guarantee claims if products/packaging arrive damaged to our repair centres due to inadequate packaging.

Examples of specific causes of failure are provided and are classified as follows:

Defective materials or manufacture: **Covered under Guarantee**

Wear and tear or tool misuse: **Not covered under Guarantee. See Chapter on page 7**

The date code is required to ensure that the correct tool has been registered when the tool was originally purchased. It is also required when there are disputes on the proof of purchase, as the date code indicates when the tool was manufactured.

All products (including tools, accessories, and attachments) have date codes.

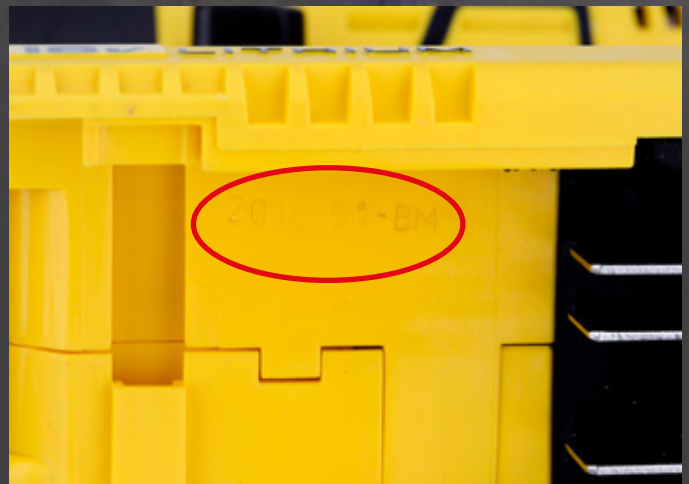
For all Guarantee claims, the date code must be identified. Date code is made of 8 characters.

Example of Date Codes:

201534 U0
201602 16
200605 UA

Date codes can be located anywhere on the outside of the unit. The date code on the tool should match what is on the Guarantee certificate for any claims under the 3 Year Guarantee.

EXAMPLES OF DATE CODES:



WHAT IS THE DEWALT GUARANTEE POLICY?

DEWALT POWER TOOLS 1 YEAR GUARANTEE

DeWALT is confident of the quality of its products and offers an outstanding guarantee for professional users of the product. This guarantee statement is in addition to and in no way prejudices your contractual rights as a professional user or your statutory rights as a private non-professional user.

Subject to the DeWALT PPT Guarantee terms and conditions available from your local DeWALT office, seller or at www.2helpU.com, if your DeWALT product becomes defective due to faulty materials or workmanship within 36 months from the date of purchase, DeWALT may replace all defective parts free of charge, or at our discretion, replace the unit free of charge.

DeWALT reserves the right to refuse any claim under this guarantee which in the opinion of the authorised repair agent is not in accordance with the stated DeWALT Guarantee terms and conditions.

If you wish to make a claim, contact your seller or check the location of your nearest authorised DeWALT repair agent online, in the DeWALT catalogue or contact your DeWALT office at the address indicated in the instruction manual.

A list of authorised DeWALT repair agents and full details of our after-sales service is available on the Internet at: www.2helpU.com

1. ONE YEAR DEWALT PT Guarantee

If your DeWALT Power Tool becomes defective due to faulty materials or workmanship within 12 months from the date of purchase, DeWALT may, subject to the Guarantee conditions stated in sections 2 to 4 below, replace all defective parts free of charge or, at our discretion, replace the unit free of charge:

2. General Conditions

2.1 The DeWALT PT Guarantee is available to the original DeWALT product user who has purchased the DeWALT products from an authorised DeWALT reseller for use in the course of their trade or profession. The DeWALT PT Guarantee is not available to persons purchasing DeWALT product for the purpose of resale or Hire.

2.2 This guarantee is not transferable. It is only available to the original DeWALT product user who has purchased the product as identified in 2.1 above.

2.3 The Guarantee is applicable to DeWALT Professional Power tools unless specifically excluded.

2.3 DeWALT reserves the right to refuse any claim under this guarantee which in the opinion of the authorised repair agent is not due to material or manufacturing defect or in accordance with the stated DeWALT PT Guarantee terms and conditions.

2.4 Freight and transportation costs between the DeWALT product user and the place of purchase or between the DeWALT product user and a DeWALT Authorised Service Centre are not covered by the DeWALT Guarantee.

3. Product Excluded from the DeWALT PT Guarantee

Products excluded from the DeWALT PT guarantee include:

3.1 Accessories in contact with the work piece deemed to be consumable items, e.g. drill bits, saw blades and abrasive discs.

3.3 Products used for series production applications, supplied to hire companies, under service agreements or Business to Business contracts are excluded and are subject to the specific guarantee terms specified in the supply contract.

3.4 DeWALT Branded Product supplied by partners that are subject to product specific guarantee or Warranty terms. See documentation supplied with the product.

3.5 A product supplied as part of a kit that is submitted for a guarantee repair where the

manufacturing date code of that product is not consistent with other products in the kit and/or the date of purchase.

3.6 Manual hand tools, clothing, Personal Protective Equipment.

3.7 Products used in Production or high use applications or processes unless supported by a DeWALT service plan.

4. Guarantee Claim Exclusions

Claims under this guarantee may be refused where:

4.1 It cannot be reasonably demonstrated to the authorised DeWALT Service Agent that the product failure is due to material or manufacturing defect.

4.2 The failure or damage is due to wear & tear incurred on the product during the course of normal use. See item 4.14. All products are subject to wear and tear during use. Correct product selection is important.

4.3 The product date code and serial number cannot be verified.

4.4 The original proof of purchase is not produced when the tool is presented for repair.

4.5 Damage caused by product misuse including drops, accidents or operations non-compliant with the operating instructions.

4.6 Damage caused by the use of non-approved DeWALT accessories or attachments or consumables not specified by the instruction manual.

4.7 Any product where a modification to the original product has occurred.

4.8 Any product where actual or attempted repair work on the product has been carried out by anyone other than a DeWALT authorised service technician, or where a repairer has used non-genuine DeWALT parts.

4.9 Product overload or continued use after partial failure

4.10 Use in abnormal environments including ingress of fluids and materials

4.11 Lack of maintenance or servicing to replace parts subject to wear and tear.

4.12 The product is returned incomplete or fitted with non-original components

4.13 The product defect is due to an alignment, adjustment or assembly activity to be undertaken by the operator that is described in the operating instructions. All products are inspected and checked during manufacture. Any product damage or misalignment identified on delivery must be communicated immediately to the seller.

4.14 Failure or damage due to wear & tear of a component incurred during the course of normal use. Wear and tear components include, but are not limited to the following examples:

Common Components

Carbon Brushes, Cord sets, Enclosures, Chucks, Flanges, Blade Holders, Seals, O-Rings, Lubricants, grease

Product Specific Components

Service Kits

Fastening Tools

O-Rings, Driver Blades, Springs, Bumpers

Hammers

Beat Piece-Ram, Cylinders, Tool holder, Ratchets

Impact Tools

Anvil, Bit Holder, Impactor

5. Making a Guarantee Claim

5.1 To make a guarantee claim contact your seller or check the location of your nearest DeWALT authorised DeWALT repair agent at www.2helpU.com.

5.2 The DeWALT Tool must be returned to the seller or an authorised DeWALT repair agent with all parts complete and with the original proof of purchase.

5.3 The DeWALT authorised repair agent will inspect the product and confirm whether the claim for repair under the guarantee is valid or not.

5.4 Where the guarantee repair activity identifies worn components, the repair agent may provide a quotation for the repair or replacement of worn components.

5.5 Failure to ensure products are maintained correctly may invalidate future claims.

5.6 When the repair is complete, the product will be returned to the location where it was submitted for repair under this guarantee

6. Invalid Guarantee Claims

6.1 DeWALT reserves the right to refuse any claim under this guarantee which, in the opinion of the authorised repair agent is not in accordance with the stated DeWALT Guarantee terms and conditions.

6.2 Where a guarantee claim is refused by an Authorised DeWALT Service Agent, the reason for refusal will be communicated together with an estimate for the tool repair. Where a guarantee claim is refused a charge may be made for the re-assembly and return of the defective product.

7. Changes to Terms and Conditions

7.1 DeWALT reserves the right to review and amend its guarantee policies, periods and product eligibility without notice as DeWALT considers appropriate.

7.2 Current Guarantee Terms and Conditions are available from www.2helpU.com. Or contact your local DeWALT seller, authorised repair agent or local DeWALT office

2. General Terms and Conditions

2.1 The DeWALT PT 3 Year Guarantee is available to the original DeWALT product user who has purchased the DeWALT products from an authorised DeWALT reseller for use in the course of their trade or profession. The DeWALT PT Guarantee is not available to persons purchasing DeWALT product for the purpose of resale or Hire.

2.2 This guarantee is not transferrable. It is only available to the original DeWALT product user who has purchased and registered the product as identified above.

2.3 In addition to the terms and conditions outlined in this document, the terms and conditions stated in the DeWALT PT Guarantee also apply.

2.4 A product repair or replacement under this guarantee does not extend or renew the guarantee period. The 3 year guarantee period starts from the original purchase date and ends 36 months later.

3. Products excluded from the DeWALT PT 3 Year Guarantee.

In addition to the product exclusions stated in the DeWALT PT Guarantee, section 3, the following DeWALT branded products are also excluded:

Fastening Tools e.g. Nailers, Powder Impact tools.

Batteries and Chargers

Rebuilt or Reconditioned products identified with additional markings – “Factory rework” and/or “Q”.

Compressors and generators.

4. Making a Guarantee Claim

4.1 To make a guarantee claim contact your seller or check the location of your nearest DeWALT authorised DeWALT repair agent at www.2helpU.com.

4.2 The DeWALT Tool must be returned to the seller or an authorised DeWALT repair agent with all parts complete, with the original proof of purchase and a valid DeWALT 3 year guarantee certificate.

4.3 DeWALT reserves the right to refuse any claim under this guarantee which in the opinion of the authorised repair agent is not due to material or manufacturing defect or in accordance with the stated DeWALT PT Guarantee terms and conditions.

5. Changes to Terms and Conditions

5.1 DeWALT reserves the right to review and amend its guarantee policies, periods and product eligibility without notice as DeWALT considers appropriate.

5.2 Current DeWALT PT Guarantee Terms and Conditions are available from www.2helpU.com, your local DeWALT seller or DeWALT office.

*Excludes Lasers and Pneumatics, these products do not require CE marking.

INTERPRETING THE GUARANTEE POLICY



KEY ASPECTS OF THE GUARANTEE

DeWALT will repair, without charge, any defects due to defective materials or workmanship within 12 months from the date of purchase.

The Guarantee does not cover part failure due to excessive wear and tear or tool misuse.

The Guarantee does not apply where repairs have been attempted by unauthorised persons.

Defective materials or workmanship

DeWALT applies very high quality standards to its suppliers and manufacturing operations, and all products are tested prior to leaving the factory. There are however, rare occasions where a product defect occurs. Where it can be verified to your satisfaction that a product defect was caused by either:

- Incorrect assembly by the manufacturer or,
- A failure of the manufacturer to manufacture one or more product components to design specification limits then DeWALT's Guarantee provides for the repair of such a defect to the product at no charge to the user.

The examples below are not covered under Guarantee:



WEAR AND TEAR

The DeWALT Guarantee does not cover components that are subject to “Excessive Wear and Tear”. The term “Wear and Tear” refers to the number of hours that a product has been used and the environment it has been used in. The extent of Wear and Tear for any product will be determined by you as Authorised Service Agent.

The following parts are examples of those which may be subject to Wear and Tear, and are therefore not covered if the product has had excessive use in relation to the application and

the environment for which it was designed:

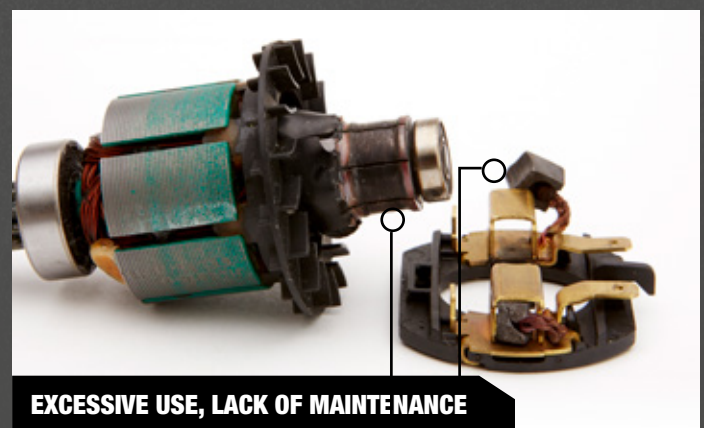
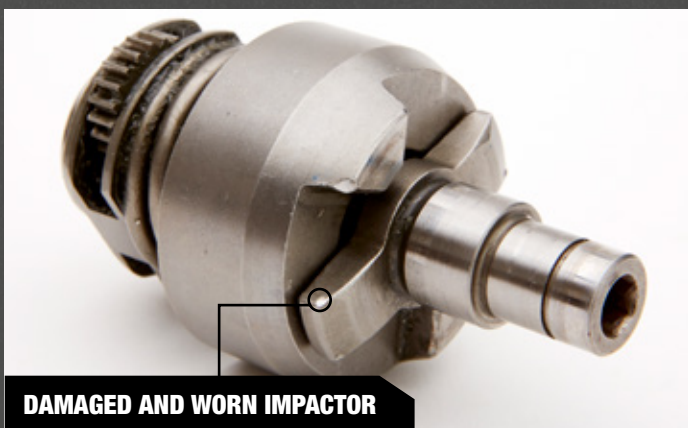
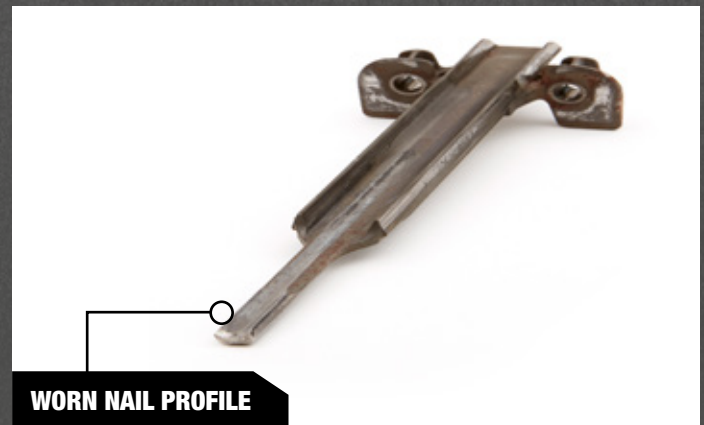
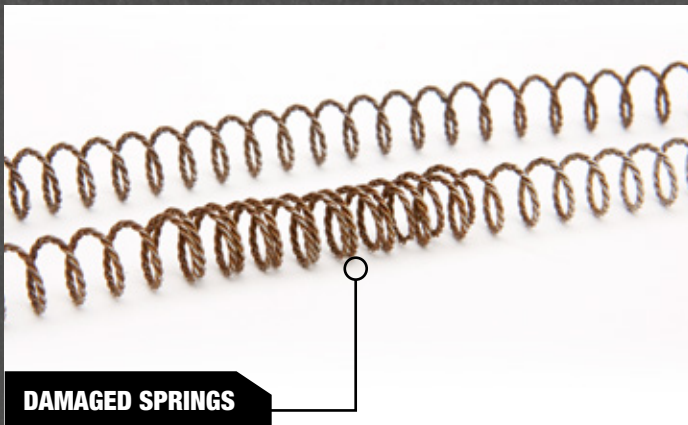
- Armature commutators
- Bearings
- Switches
- Beat pieces and rams
- Clutches
- Return springs
- In general, any other parts which interact

In addition to the “Wear and Tear”

statement on our products, the following parts are not covered under Guarantee unless defective during manufacturing, to be determined by you as Authorised Service Agent:

- Brushes
- Chucks
- Clamshells
- Cord sets (note: damaged cables impact safety & performance of tool and leads to guarantee refusal)

The examples below are not covered under Guarantee:



INTERPRETING THE GUARANTEE POLICY

TOOL MISUSE

Examples of tool misuse include:

- Extreme impacts or drops
- Ingestion of foreign objects, for example nails, screws, sand
- Using the wrong tool for the application
- Any modification to a tool



- Prolonged exposure to the environment
- Wrong voltage delivered to tool
- Using incorrect accessories or batteries
- Lack of recommended service (especially hammers)
- Use of incorrect grease (your power tool requires no additional lubrication, do not lubricate the tool as it will damage the internal parts)



Service attempted by unauthorised persons

Under no circumstances during the Guarantee period should a customer attempt to service their own tool.

Any such attempt invalidates the Guarantee for said tool. Guarantee repairs should only be carried out through an Authorised DeWALT Service Agent.

General guidelines

- Enforce Proof of Purchase. Be certain it is a valid document that was issued at the time of purchase and that the tool is still within the Guarantee period.
- In some countries, Guarantee cards must be completed and provided with the tool being returned under Guarantee.
- The product must have been used in accordance with the user manual.
- All Guarantee claims must have customer name

and address supplied.

- Services provided under Guarantee do not lengthen or renew the Guarantee period for the tool.
- Only use genuine DeWALT spare parts.
- Do not accept a product that has been repaired with non-genuine DeWALT components, including non-genuine batteries.
- Do not accept under Guarantee tools which have been abused, dropped or damaged.
- For articles sold as part of a promotional kit (for example clothing or electrical items) please refer to your local Service Manager for assistance.

Transportation

- In order to protect the tool in transportation it should be returned for repair in its original packaging including the kit box.

BATTERY PACKS – GENERAL CARE

To ensure the maximum life out of a battery pack there are some best practices which must be followed as a general guide.

Check that the user has adhered to the following guidelines:

1. The battery will achieve optimum performance when charged at room temperature. It should not be charged at temperatures below 4°C or above 40°C. Under these conditions, the battery will not take a full charge, and may be permanently damaged.
2. If the battery is hot, the user should let it sit out of the charger for at least 2 hours until the battery is at room temperature.
3. The user should not try to discharge the battery beyond the point where the tool no longer performs with the power and torque needed for the job. This may cause permanent damage which will prevent the battery from taking a full charge. The user must not tape the trigger on the tool to discharge the battery.
4. The battery must be stored in a cool, dry place. If temperatures exceed 49°C, it may reduce the battery life.
5. Periodically the user should charge the battery overnight to take full advantage of the 3-stage charging system for optimum runtime and battery life.
6. Battery terminals should be protected using the storage cap when not in use (caution: do not leave loose metal parts in the kit box close to the battery terminals).
7. Battery latches should be protected from abuse or extreme contamination that may affect the latching of the battery into the tool.
8. Overloading of the machine. If you overload the machine this may discharge the battery which can result in permanent damage to the battery cells.
9. The battery should not be stored inserted on the charger.
10. The battery should be stored away from direct sunlight.

Where it is clear that these guidelines have not been followed, any resultant damage to the battery or low performance is not covered by the Guarantee.

User dropped battery causing severe damage



Old charger brought back with brand new drill



Damaged battery



Batteries accepted under Guarantee must be submitted to the Agent complete (tool, charger & original batteries) to qualify.

BATTERY PACKS – EQUIPMENT

Batteries should be tested using the DeWALT battery tester available from DeWALT. Guarantee battery exchange should only be carried out by agents using the DeWALT approved processes and test equipment.

Please contact your local Service Manager for further details.

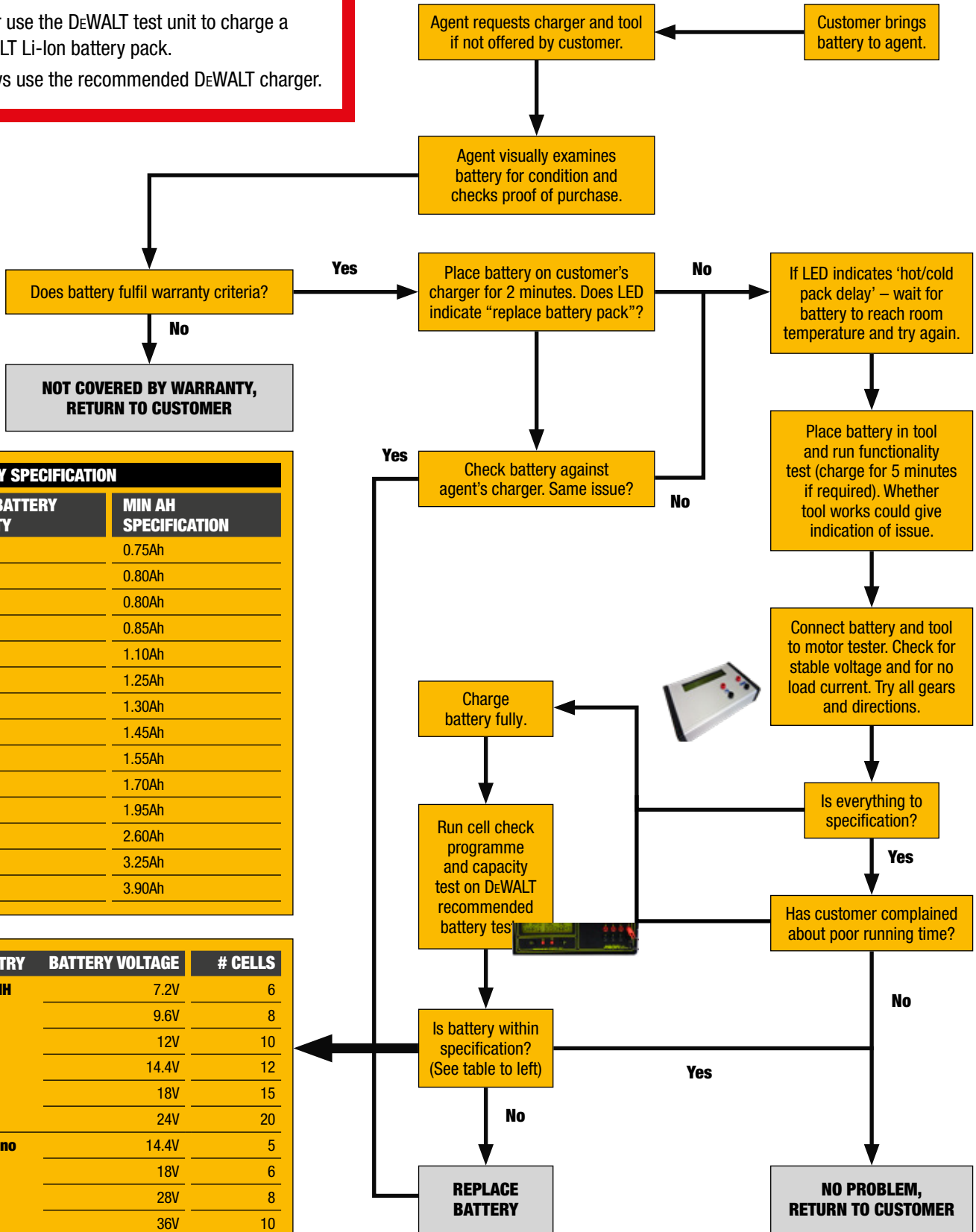


DeWALT recommended battery tester

BATTERY TEST PROCESS

WARNING!

Never use the DeWALT test unit to charge a DeWALT Li-Ion battery pack.
Always use the recommended DeWALT charger.



BATTERY SPECIFICATION	
RATED BATTERY CAPACITY	MIN AH SPECIFICATION
1.1Ah	0.75Ah
1.2Ah	0.80Ah
1.25Ah	0.80Ah
1.3Ah	0.85Ah
1.7Ah	1.10Ah
1.9Ah	1.25Ah
2.0Ah	1.30Ah
2.2Ah	1.45Ah
2.4Ah	1.55Ah
2.6Ah	1.70Ah
3.0Ah	1.95Ah
4.0Ah	2.60Ah
5.0Ah	3.25Ah
6.0Ah	3.90Ah

CHEMISTRY	BATTERY VOLTAGE	# CELLS
NiCd/NiMH	7.2V	6
	9.6V	8
	12V	10
	14.4V	12
	18V	15
Li-Ion Nano	24V	20
	14.4V	5
	18V	6
	28V	8
Li-Ion XR	36V	10
	10.8V	3
	14.4V	4
	18V	5

XR FLEXVOLT – even though it is 54V it will be tested at 18V

BATTERY FAQs

How do battery packs fail?

More often than not battery packs fail because of old age. Their capacity degrades to a point where the battery pack is incapable of providing a useful run time per charge. Other failures include overheating of the battery, short circuit and damage due to sudden impact.

What can I do to help my batteries stay in their prime for as long as possible?

Batteries degrade over the initial period of use. This is natural and is common to all batteries from all manufacturers. However, there are ways which you can help the battery degrade more slowly.

- Most DeWALT NiCd/NiMH chargers offer a 10 hour “refresh” program which should be used weekly. Check your manual to find if it is a feature of your charger.
- Do not overload your tool.
- Store your battery packs in dry conditions between 4 and 20°C if it is not to be used for a few months.

Nickel batteries should be stored uncharged whilst for Li-ion batteries they always should be stored fully charged. If not, there is a risk that the self-discharge of the pack may cause one or more cells to go below critical voltage and thereby making the battery unusable.

For normal shorter periods of storage - room temperature is desirable.

What is ‘memory effect’ and does it affect power tool batteries?

Memory is one of many conditions, which causes a loss of runtime. Memory is created from repetitive shallow discharges (battery use terminated before the full capacity is delivered) in the exact same application (i.e. Toothbrush or Electric Shavers) daily. Power Tools rarely see shallow discharges under the exact same load, due to the variety of applications. Most users still use the term “memory” incorrectly for all types of reduced battery performance.

Whilst NiCd and NiMH can suffer from this condition, Li-Ion does not.

Should a battery be discharged completely before being charged?

No power tool battery should be discharged completely before charging, this is more likely to permanently damage the battery pack than prolong the battery pack’s life. For NiCd and NiMH batteries when the user notices a drop in power they should place the battery on charge. With Li-Ion batteries the battery (or sometimes the tool) cuts off automatically when the power drops below a fixed point. This is normal and is the point when it should be placed on charge.

Can I use a DeWALT battery pack with the same voltage but different chemistry in my product?

Just because your tool was bought with a Li-Ion, NiCd or NiMH battery pack does not mean that it cannot be used with any of the other chemistries. It is best to check compatibility with your local dealer or DeWALT Service team, and consider that you may also need to upgrade your charger if you are upgrading your batteries.

Can I use a DeWALT battery pack with the same voltage but different capacity (Ah) rating in my product?

The capacity (or number of Amp hours) a battery has is relevant to the amount of run time you will receive from it. It is often compared to the fuel tank of a car. A 3.0Ah battery will have significantly more run time than a 1.5Ah battery, but assuming that the voltage and battery style is the same and you have checked the chemistry as above – it will be compatible.

Can any DeWALT charger be used to charge any DeWALT battery?

No. Different chargers are suitable for use with different batteries. Although many chargers will charge many voltages and chemistries it is best to check compatibility with your local dealer or DeWALT Service team if you are unsure.

OTHER GUIDELINES – CHUCK, MOTOR, PCBA, LASER

Chuck damage may occur due to misuse, for example:

- Bit slippage due to incorrect tightening of the chuck.
 - Rust caused by prolonged exposure to dampness.
 - Wear caused by operating the drill with the chuck running against hard surfaces.
 - If you attempt to remove the chuck or accessories by using incorrect tools for example by using a vice.
 - Allowing a build-up of debris on the chuck (to minimise risk, always clean the drill bit before inserting into the chuck).
- Chucks are not normally covered by Guarantee unless they were not manufactured to design specification limits.



MOTORS

To ensure long service, motors are equipped with a cooling fan. The efficiency of this cooling system is directly related to the speed of the armature. When increased stress is placed on a motor, more energy is required to sustain the rated RPM. Under prolonged stress the motor speed drops and the cooling effect decreases rapidly. The motor temperature then increases which may result in critical overheating.

To avoid overheating, the motor should at all times be able to operate at its optimal RPM. An overheated motor, which is never a case of Guarantee, is almost always an indication of incorrect application of a tool.

SWITCHES & PCBS

Switches and PCBs can be static sensitive parts. As such, they should always be stored and fitted using appropriate static protection.

Note: Switches and PCBs are sensitive to high current and heat caused by overload of Tool. Such failures are never covered by Guarantee.

LASERS

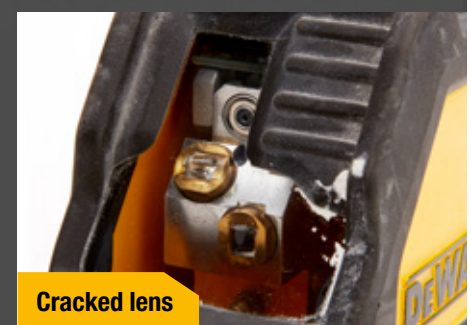
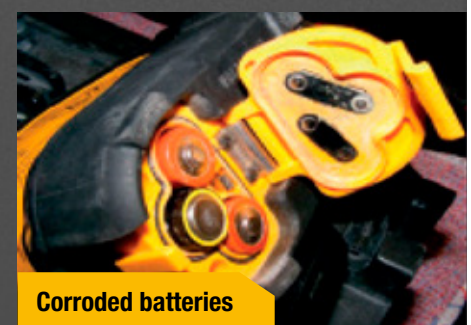
Lasers can only be repaired and/or calibrated under Guarantee by authorised repair agents who have been trained and certified by DEWALT. Do not attempt to calibrate and/or repair a product if you are not fully trained and do not have the correct repair and calibration equipment.

If the unit has physical damage such as a broken glass or a bent rotary head, this is the result of the tool being dropped and cannot be accepted under Guarantee.

If the unit has an optical offset or misalignment, please refer to the user manual "Field calibration check" (sometimes called accuracy check).

If the field calibration check does not resolve the problem, the laser must be serviced and calibrated by an authorised repair agent.

If batteries have been left inside for a long period of time when the laser is not being used it can cause corrosion – this is not covered under Guarantee.



ONLINE INFORMATION

Information available on www.2HelpU.com

Our service website, 2helpU will give you everything you need to know about DeWALT service. Technical data about our products:

- Instruction manuals
- Technical features
- Spare parts list
- Technical drawing

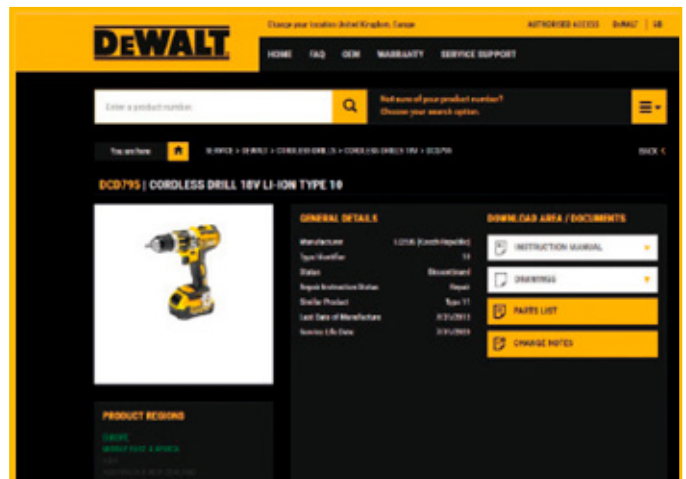
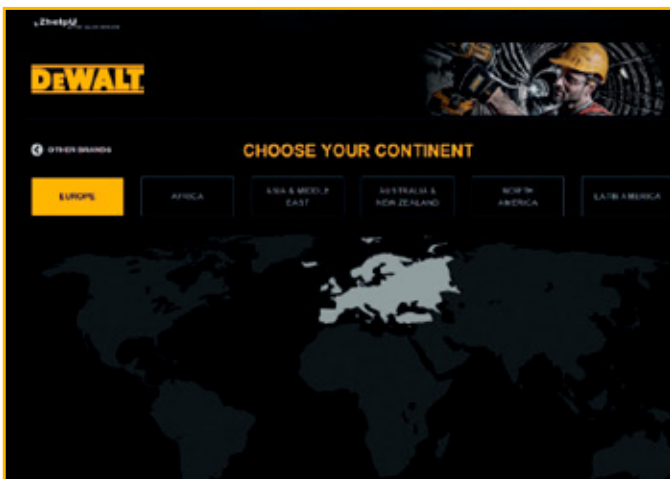
Details about our authorised service agents and CRUs:

- List of our agents
- Find the closest agent
- Agents' details
- Map to locate your agent



As an Authorised Repair Agent you have full access to www.2HelpU.com via tool commerce. In addition to technical specifications, drawings and parts lists, 2helpu contains wiring diagrams, instruction manuals, repair

instructions, service bulletins, repair videos, repair animation and training information. The level of information varies by product and is regularly updated.





DEWALT[®]
SERVICE 

www.2helpu.com

WARRANTY AND SERVICE

Please refer to the current terms and conditions offered in your market.

www.DEWALT.com

The yellow and black colour scheme is used on DeWALT Power Tools and Accessories as a trademark. DeWALT reserves the right to change any deal at any time without notice. Deals available while stocks last.

*TO SEE THE NOISE AND VIBRATION DATA VISIT WWW.DEWALT.CO.UK/SAFETY

Be the first to see product news and special offers from DeWALT. Register at MyDeWALT to be sent Onsite offers by email. Simply go to www.DEWALT.com/MyDEWALT

Your DeWALT Service Agent:

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