

WARRANTY AND SERVICE

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

YOUR DeWALT SERVICE AGENT:

[Blank white box for service agent information]

www.DeWALT.com

www.2helpu.com

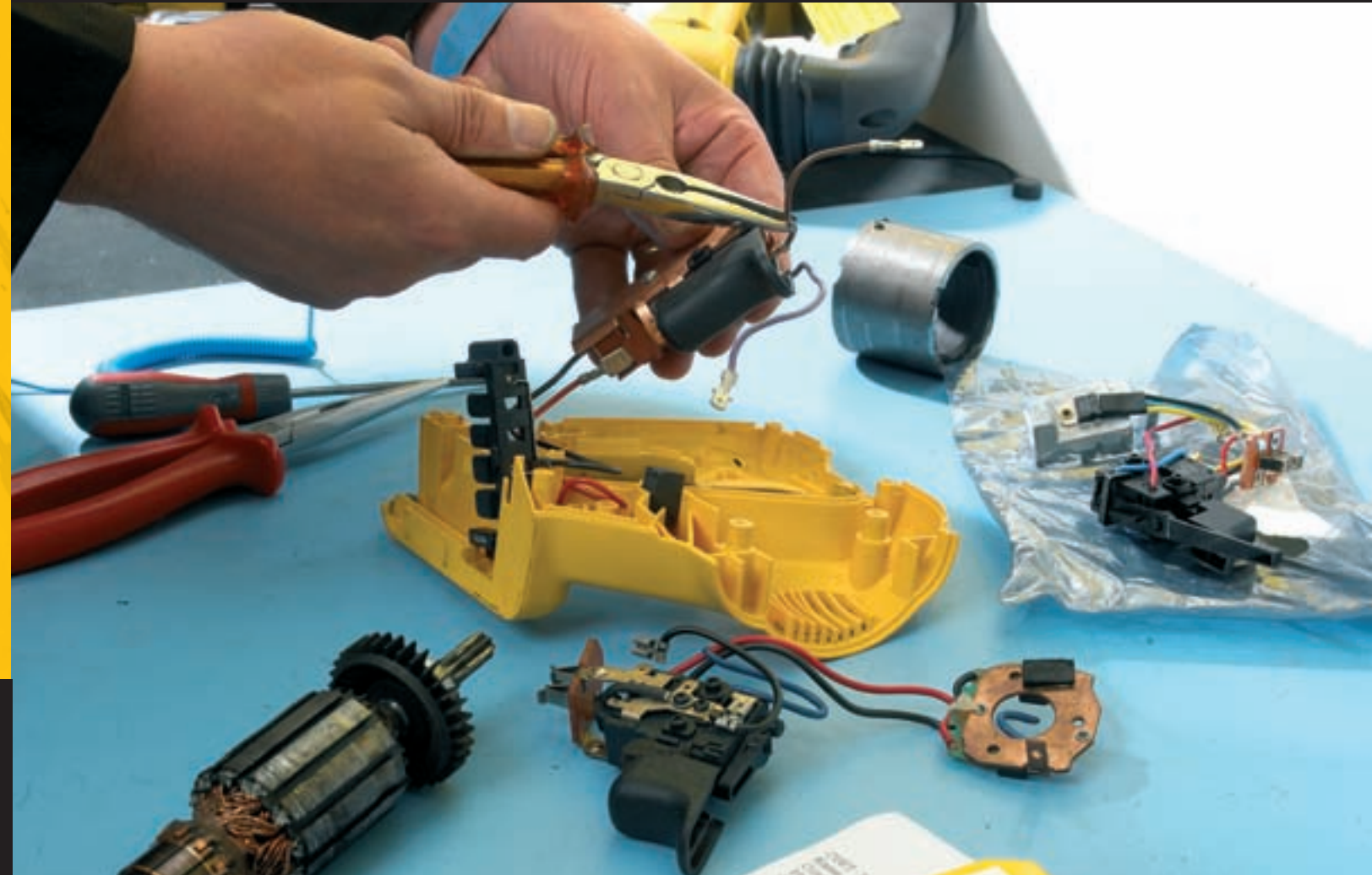
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The yellow and black colour scheme is used on DeWALT Power Tools and Accessories as a trademark.

GUARANTEED TOUGH.

MP09025-GB

AUTHORISED SERVICE AGENT WARRANTY GUIDELINES



GUARANTEED TOUGH.

WARRANTY QUICK CHECKLIST

Is an original valid proof of purchase available?	YES	NO
Is the tool still within the warranty period?	YES	NO
Does the tool carry a CE mark?	YES	NO
Has the tool been repaired before? Have genuine DeWALT parts been used?	YES	NO
Is the tool complete with all batteries, chargers etc? Are all parts the same age?	YES	NO
Has the damage been caused by a defect in material or workmanship?	YES	NO
Does the tool show evidence of excessive wear or abuse?	YES	NO
Does the tool show evidence of damage caused by external influences or foreign bodies?	YES	NO
Has any previous repair been carried out in accordance with the manual and by an authorised repair agent?	YES	NO
What type of warranty does the tool have?	1 Year	3 Year

For a tool to be repaired under warranty, your checklist must match all cells highlighted yellow above.
*3 Years – requires a valid extended warranty certificate.

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 warranty payment purposes. These are guidelines and do not identify all failure types.

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

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

Defective materials or manufacture
Covered under Warranty

Excessive wear and tear or tool misuse
Not covered under Warranty



Where to find the date code

All products (including tools, accessories, and attachments) have date codes.
For all warranty claims, the date code must be identified. Date code is made of 8 characters.

Example of date codes:

200634 U0
201002 16
200812 UA

Date codes can be located anywhere on the outside of the unit.



WHAT IS THE DEWALT POLICY ON WARRANTY?

DEWALT® One-Year Warranty

DEWALT is confident of the quality of its products and therefore offers an outstanding Warranty to users. The Warranty statement is in addition to and does not prejudice the contractual rights of professional users or the statutory rights of private non-professional users dealing as consumers. The Warranty is valid within the territories of the Member States of the European Union and European Free Trade Area. The Warranty we provide users with their product, reminds them of their rights and complies with the requirements of the law on consumer guarantees.

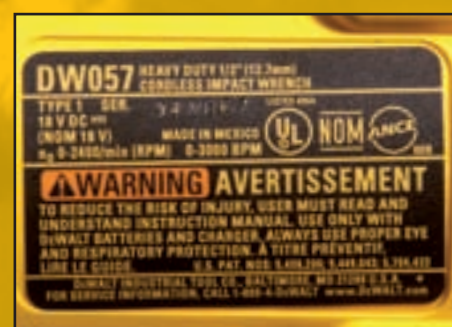
DEWALT® Three-Year Warranty

This applies to all DEWALT® XR® Lithium Ion products. The extended Two-Year warranty is in addition to the standard DEWALT® One-Year warranty. The warranty is valid when the user registers the DEWALT® XR® Lithium Ion product online within four weeks of purchase. Proof of purchase and a valid extended warranty certificate must be produced when the tool is brought in for repair. The Three-Year extended warranty does not cover batteries and chargers, these are subject to normal warranty conditions.



Evaluating a claim – first steps

You must obtain proof of purchase before evaluating any claim against the Warranty. Products which are not marked with a CE Marking are not covered under the DEWALT Warranty. The DEWALT product must display the CE Marking, as shown below:



The CE Marking is a **legal requirement** for products covered by one or more of the European Directives stipulating its use. In the case of DEWALT products it signifies that DEWALT has verified that the product complies with the requirements of the relevant Directives*.

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

INTERPRETING THE WARRANTY POLICY



Key aspects of the Warranty are:

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

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

The Warranty **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.

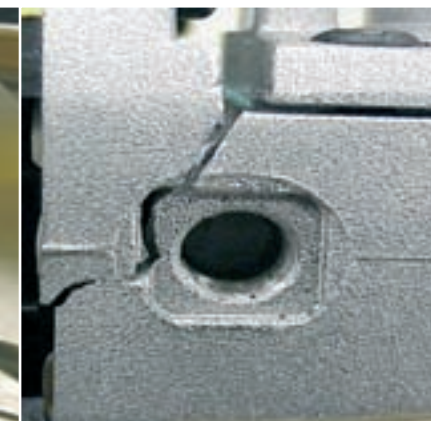
Where it can be verified to your satisfaction that a product defect was caused by either

- a) incorrect assembly by the manufacturer or,
- b) a failure of the manufacturer to manufacture one or more product components to design specification limits then DEWALT's Warranty provides for the repair of such a defect to the product at no charge to the user.

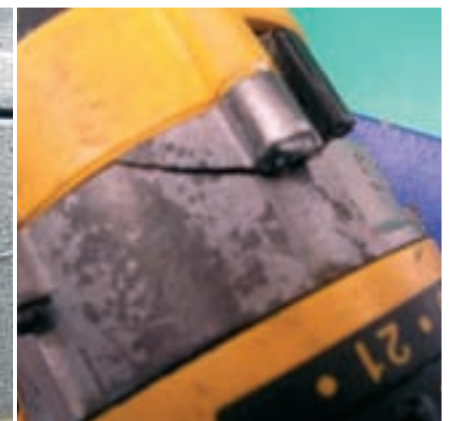
The examples below are not covered under warranty:



Abused fence - blade impact



Fractured housing caused by drop



Cracks on dropped unit

INTERPRETING THE WARRANTY POLICY

Wear and Tear

The DeWALT Warranty 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, and
- In general, any other parts which interact.

The examples below are not covered under the Warranty:



Melted end piece - overloaded Melted field terminals Worn beatpiece



Pinion wear Extreme contamination / residue Damage caused by polishing activity with grinders

In addition to the "Wear and Tear" statement on our products, the following parts are not covered under Warranty unless defective during manufacturing, to be determined by you as Authorised Service Agent:

- Brushes
- Chucks
- Clamshells
- Cordsets (note: damaged cables impact safety & performance of tool and leads to warranty refusal)
- Firing pin for cordless Nailers (item 45) is only accepted as warranty under a 90 day guarantee after the tool purchase*.

*90 day wear and tear items cover does not apply to the DeWALT DCN690 Framing Nailer.

INTERPRETING THE WARRANTY 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).



Cracked gearcase caused by tool misuse

Correct blade fitment must be used

Bent firing pin shows the nail has hit a mass inside the wood housing causing back flush of stress on firing pin

Service attempted by unauthorised persons

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

Any such attempt invalidates the Warranty for said tool.

Warranty 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 Warranty period.
- In some countries, Warranty cards must be completed and provided with the tool being returned under Warranty.
- The product must have been used in accordance with the user manual.
- All Warranty claims must have customer name and address supplied.
- Services provided under Warranty do not lengthen or renew the Warranty 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 Warranty 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.

GUIDELINES

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.

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 Warranty.



User attempted to open battery

User has dropped battery causing severe damage

Old charger brought back with brand new drill

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

Battery packs – Equipment

Batteries should be tested using the Pegasus battery tester available from DEWALT. Warranty 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.



Pegasus battery tester

GUIDELINES

Chucks

Chuck damage may occur due to misuse, for example:

- Bit slippage due to incorrect tightening of the chuck.
- Wear caused by operating the drill with the chuck running against hard surfaces.
- 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 Warranty unless they were not manufactured to design specification limits.
- Rust caused by prolonged exposure to dampness.
- If you attempt to remove the chuck or accessories by using incorrect tools for example by using a vice.



Wear caused by operating the drill with the chuck running against masonry or other hard surfaces

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.



Armature burnt out (overloaded)

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 Warranty, 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 Warranty.

Lasers

Lasers can only be repaired and/or calibrated under warranty 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 warranty.

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.



ONE YEAR FREE SERVICE CONTRACT

The DeWALT catalogue states:

If you need maintenance or service for your DeWALT tool, in the 12 months following purchase, you are entitled to one service free of charge. It will be undertaken free of charge at an authorised DeWALT repair agent*.

Proof of purchase must be produced. Includes labour. Excludes accessories and spare parts unless failed under warranty.

The following items are covered within the Free Service Contract:

- Functionality test
- Brush life inspection where appropriate
- Chuck inspection where appropriate
- Cable inspection where appropriate
- Flash test where appropriate
- Internal and external cleaning
- Accuracy checks and calibration where appropriate
- Replacement of any parts failed under warranty
- Recommendation to user of action that may be required, such as
 - Preventative maintenance
 - Replacement of wear and tear parts
 - Replacement of grease or seals
- Application of tool tag

The replacement of parts that have not failed under Warranty is not covered as part of the Free Service Contract. For example, replacing worn-down brushes or the replacement of grease or seals are not covered.



*One year free service does not apply to the DeWALT DCN690 Framing Nailer.

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.

