



**AUTHORISED SERVICE AGENT
WARRANTY GUIDELINES**

Applicable for

FatMax Power Tools

Lasers

Pneumatics

Compressors

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

For a tool to be repaired under warranty, your checklist must match all cells highlighted yellow above.

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

WHAT IS THE STANLEY POLICY ON WARRANTY?

STANLEY One Year Warranty

STANLEY 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.

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 STANLEY Warranty. The STANLEY 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 STANLEY products it signifies that STANLEY has verified that the product complies with the requirements of the relevant Directives.



(Excludes Lasers and Pneumatics which do not require CE certification)

INTERPRETING THE WARRANTY POLICY

Key aspects of the Warranty are:

STANLEY 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

STANLEY applies very high quality standards to its suppliers and manufacturing operations, and 100% of 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 STANLEY's Warranty provides for the repair of such a defect to the product at no charge to the user

INTERPRETING THE WARRANTY POLICY

Wear and Tear

The STANLEY 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:



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)

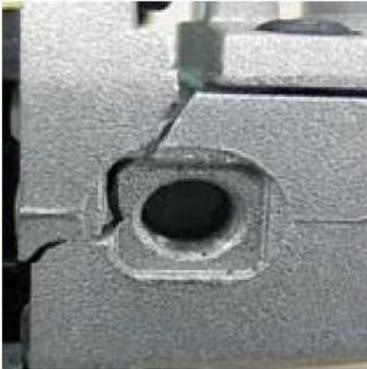
Tool misuse

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)



Abused fence - blade impact



Fractured housing caused by drop



Cracks on dropped unit

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 STANLEY 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 STANLEY spare parts.
- Do not accept a product that has been repaired with non-genuine STANLEY 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 it's original packaging including the kit box wherever possible.

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.

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

Batteries should be tested using the Pegasus battery tester available from STANLEY. Please contact your local Service Manager for further details.

* For information on specifics refer to user manual

Battery packs - Equipment

Warranty battery exchange should only be carried out by agents using the STANLEY approved processes and test equipment.



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 PCB's are sensitive to high current and heat caused by overload of the tool. Such failures are not covered by Warranty.