### HOW TO REQUEST TOOL REPAIRS ON HILTI ONLINE

Visit www.Hilti.co.za to get started

Do you need to send a tool for repair, track and keep progress on your tool repairs or access warranty status or repair history. Let's get started...

Tip:

Click on Customize columns to access more information like warranty status, serial numbers, last repair, number of repairs etc.

#### 1. Login to your Hilti account

**Repair Tools** 

#### 2. Under Tool management, click on 'Repair tools'.



## 3. A list of your tools will appear, click on 'customize columns' to add more columns. You can get with additional information, such as serial numbers etc. You can also download a list of your tools into an excel sheet.

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## FIND OUR HILTI APP



### HOW TO MANAGE TOOL REPAIRS ON HILTI ONLINE

Visit www.Hilti.co.za to get started

## R

## 4a. If you are booking in a single tool, click on 'Repair' for that tool on the right.

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# 5. Next screen shows the 'Repair form', indicate if the tool is in its case and let us know what is wrong with the tool(s).



7. Fill in your PO number in the next screen and click 'Continue'.



4b. If you are booking in multiple tools, check the boxes on the left next to each tool and click the button 'Repair'.

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REPAIR							
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	DX 400 MX Comba 1 Item number: 3547400	PURCHASED COMBO					0
	New-Actuated tool DX 460 MX 72 > New number: 371000		Active HIDE COMBO	982			0
	Rotary hammer TE 1 2001 (H) case > Item number: 400012	PURCHASED	Active	1988			0
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- 13	Conditions rodary havement TE 2-822 case > item number: 2021620	PURCHASED	Active	4000			0
- <u>7</u>	Cordiess drill driver SF 2-A case > litem number: 2000012	PURCHASED	Active	DUMMY			0

# 6. Please confirm contact person, delivery and pick up addresses. You can keep the default selection or change the contact person or addresses. Click continue.



8. In the last screen on the repair form, you will view the Repair Summary. Click on 'Print' to print this summary and click on 'Submit Order' to request your repair.





