

HOW TO REQUEST TOOL REPAIRS ON HILTI ONLINE



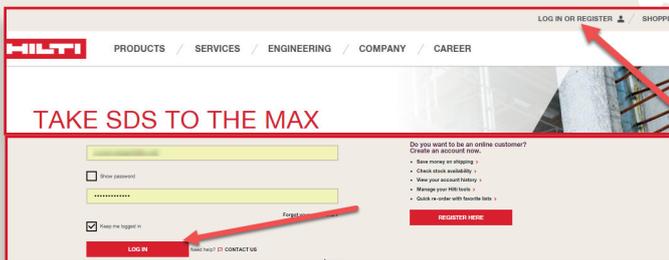
Visit www.Hilti.co.za to get started

Repair Tools

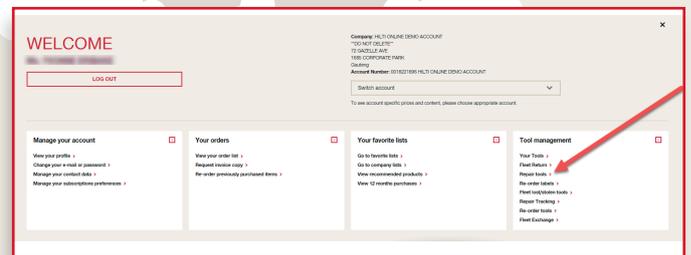
Do you need to send a tool for repair, track and keep progress on your tool repairs or access warranty status or repair history. Let's get started...

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

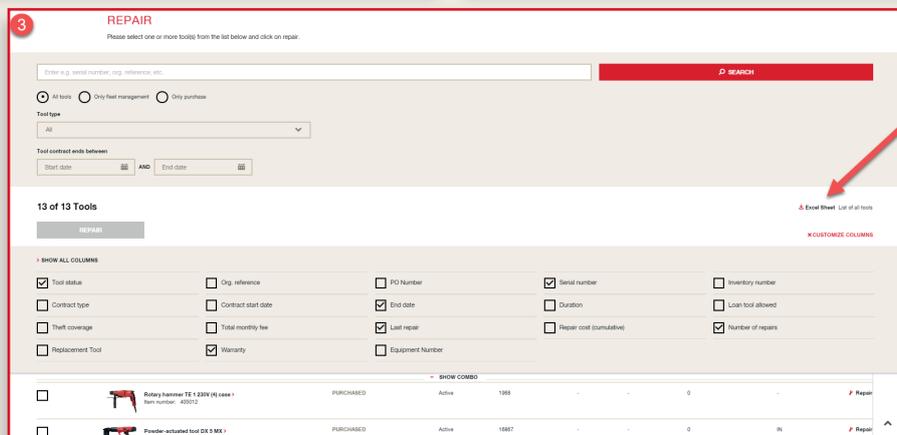
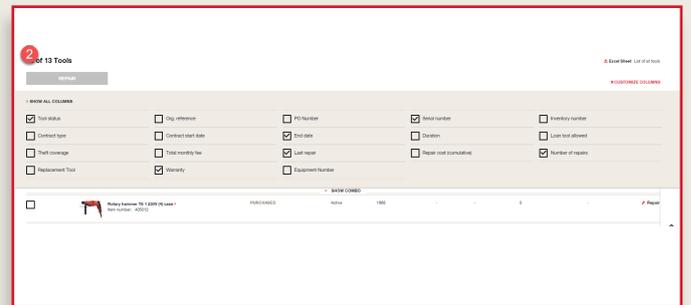
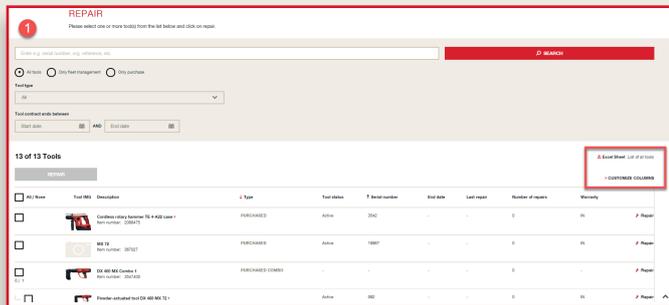
1. Login to your Hilti account



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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iOS



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HOW TO MANAGE TOOL REPAIRS ON HILTI ONLINE



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

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

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).

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.

7. Fill in your PO number in the next screen and 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.



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