



# HERE TO SERVE YOU

Hilti Services

2020

Discover the best professional  
service-offering in South Africa for  
construction companies.



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## OVERVIEW OF BROCHURE



Onsite testing

**For onsite tests post-installed rebar and fastenings**



Firestop installer training

**Best practice on how to install firestop systems**



Direct Fastening operator training

**Reliable fastenings in a fast and efficient manner**



Basic Health & Safety training

**Assess and reduce risks onsite**



Chemical products safety training

**Learn how to protect yourself from chemical hazards**



Drilling and demolition safety training

**Overview of the risks and how to prevent them**



Angle grinder safety training

**Overview of the risks, how to prevent them and safety features**



Anchor installer training

**Training on different anchor types and working principles**



Post installed rebar training

**Training on safe installation practices of post-installed rebar**



Passive fire protection installer training

**Training on fire protection systems and adequate installation thereof**



Repair fast track

**Perfect service for a faster turnaround time**



Lifetime Tool Service

**Avoid additional cost with our unique service offering**





# ONSITE TESTING FOR REBAR AND ANCHORS

For onsite tests  
post-installed  
rebar and  
fastenings



# ONSITE TESTING SERVICES



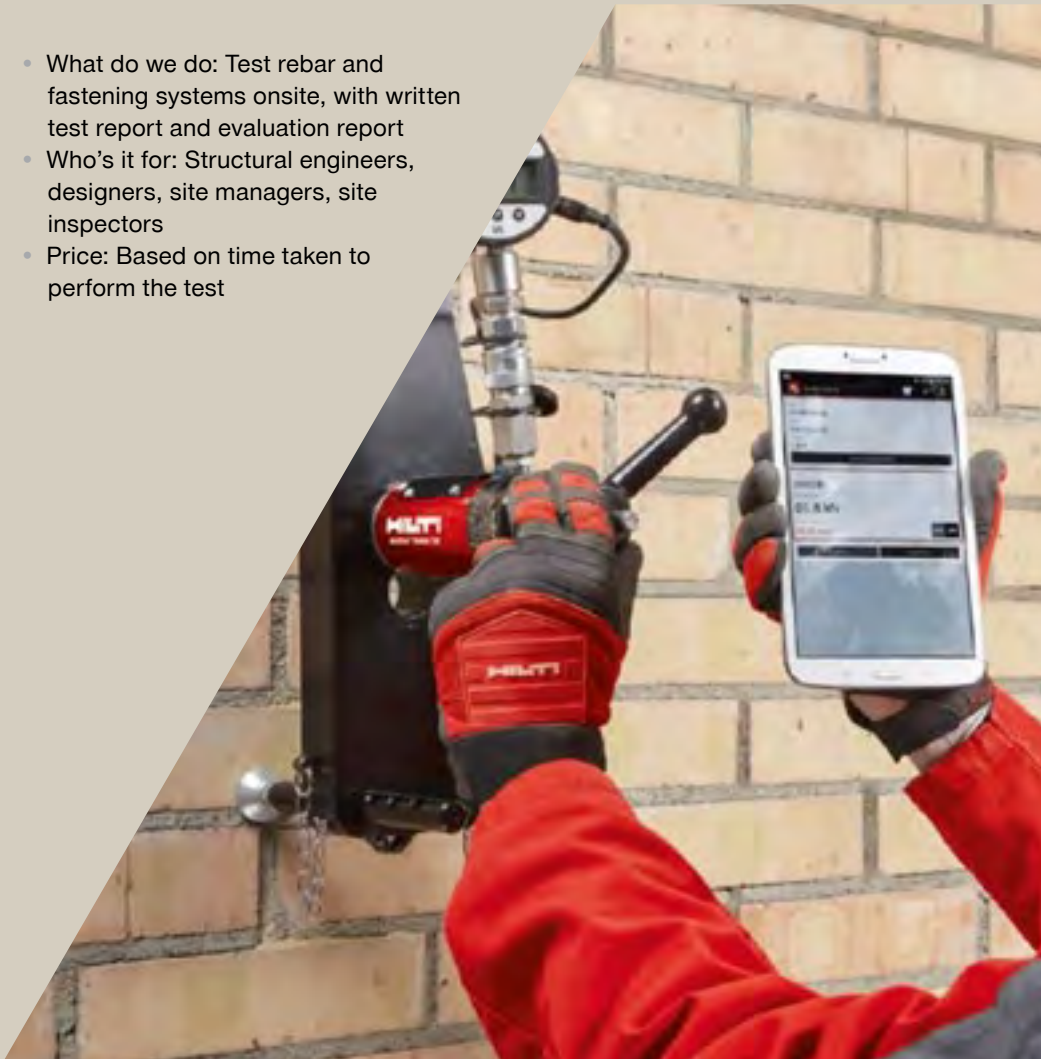
Onsite testing calculates the design resistance of a base material and can determine which anchor system is right for your project. Onsite testing can be carried using a destructive pull-out test or a non-destructive proof load test.

## YOUR BENEFITS

- Be sure that the load resistance, quality and safety of a design is as expected.
- Determine the resistance values of an unknown base material or of base materials, which are different from the original approval document.
- Check the quality and safety of post-installed rebar and fastening systems, by testing part of the installation.
- What do we do: Test rebar and fastening systems onsite, with written test report and evaluation report
- Who's it for: Structural engineers, designers, site managers, site inspectors
- Price: Based on time taken to perform the test

## SERVICE SCOPE

- At Hilti our onsite testing is carried out by trained Hilti engineers.
- We work with you onsite and work with accurate and regularly calibrated test equipment to ensure reliable results.
- We adapt our onsite tests to suit your requirements.
- Application: Onsite testing of anchor and rebar
- Who does it: Specially trained and certified Hilti teams



### Service Key Facts

Service Code	Service per:	Duration	Service type	Target Group	Max No. of Participants	Price	Documents
2068236	Company	per hour	Onsite anchor and rebar testing	Structural Engineers Designers Site Managers Site Inspectors	Not relevant	R1,150* per hour *Excl VAT	Onsite test report





# ANCHOR/REBAR TRAINING

/ For Installers



# ANCHOR/REBAR TRAINING FOR INSTALLERS



The Hilti Anchor/Rebar Installation Training is a mix of theory and hands-on training, designed for installers and foremen. It explains the basics of how to install anchors & rebar correctly and safely. It can be tailored to your own needs on your own jobsite, or you can join a planned session at our local Hilti premises.

## YOUR BENEFITS

- The ability to make reliable installations with adequate quality of work execution
- Provides peace of mind by helping to ensure that the installation is carried out safely and correctly
- Increases productivity by reducing mistakes and rework
- Recognition is provided in the form of a participation certificate for successful completion of the training

## SERVICE SCOPE

- Installing post-installed rebar and anchors correctly and efficiently (hands-on exercises and theory)
- Reading and following the instructions for use of the various products
- Handling rebar and anchor installations safely and reducing potential accident risks
- Identifying the key influences on the performance of post-installed rebar and anchors



### Training Key Facts

Training Code	Training per:	Duration	Content	Target Group	Max No. of Participants	Price	Documents
2178942	<b>Group</b>	5 hours (Approx.)	Theoretical and Practical	Installers, Workers, Foremen, Site Managers	10	R6,230* *Excl VAT	Installer Certificate
2178943	<b>Individual</b>	5 hours (Approx.)	Theoretical and Practical	Installers, Workers, Foremen, Site Managers	1	R1,200* *Excl VAT	Installer Certificate





# FIRESTOP INSTALLER TRAINING SERVICES

/ For Installers





# FIRESTOP INSTALLER TRAINING



Hilti Firestop training is an interactive, theoretical and hands-on training for engineers, site managers and site teams to learn how to install firestop systems.

The course covers comprehensive theory regarding passive fire stopping and includes hands-on practice that explains the basics of how to install firestop correctly and compliant with the local codes and standards. This full day training (Theory and hands-on) is designed for groups of up to 10 participants. Individual training can be offered upon request. It can also be tailored to your own needs on your jobsite, or you can join a planned session at our local Hilti premises.

## YOUR BENEFITS

- A pathway to start a registration with local authorities
- Grow your company's expertise in firestop application
- The ability to make reliable firestop installations with adequate work execution
- Select the correct product on different applications
- Saving cost by minimizing wastage with correct installation

### Code insight

- Safety code of practice and be code compliant
- Acceptable standards as per South African code
- Installer requirement as per South African code
- Inspector requirement as per South African code

### Application

- Health and safety measures when working with firestop products
- How to apply the firestop material correctly

### Firestop Systems

- The difference between a system and a product
- How to read a firestop system
- How to find a firestop system

## SERVICE SCOPE

### General

- Why is firestop important?
- The difference between passive and active firestop protection
- Firestop principals

### Firestop Products

- Thorough explanation on the different firestop products
- How to select the right product vs application



## Training Key Facts

Training Code	Training per:	Duration	Content	Target Group	Max No. of Participants	Price	Documents
2068208	Group	5 hours (Approx.)	Theoretical and Practical	Site Engineers, QA/QC, Installers, Foremen	10	R6,230* *Excl VAT	Installer Certificate



ACCREDITED  
DIRECT  
FASTENING  
OPERATOR  
TRAINING





# DIRECT FASTENING OPERATOR TRAINING



## What our training looks like:

Hilti Direct Fastening Systems are used in a variety of applications today, to make reliable fastenings in a fast and efficient manner.

This training will enable tool operators to safely and efficiently handle tools and optimize productivity.

The personal training on site or in a similar location allows for hands on as well as asking questions for an optimal training experience.

## SERVICE SCOPE

- Basics of Direct Fastening Systems and typical applications
- Do's and don'ts when using the tools
- Cartridge & gas can disposal and storage guidelines
- Basic Maintenance and Trouble Shooting
- Where to find more information & support
- License card will be provided in accordance with applicable regulations upon completion of an operator exam

## YOUR BENEFITS

- Increase productivity due to proper use of the tools and fasteners, helping to reduce downtime
- Help ensure operator safety while using direct fastening systems
- Become licensed direct fastening tool operator
- Help improve fastening quality on concrete and steel base materials



**Training Key Facts. Please note notice period for cancellation is 1 week.**

Training Code	Training Venue	Duration	Content	Target Group	Max No. of Participants	Price	Documents
366429 - Group	<b>Jobsite or office</b>	7 hours (Approx.)	Theoretical, Practical & Assessment	All industries	10	R6,500* *Excl. VAT	MERSETA Accreditation
2107755 - Indiv.	<b>Jobsite or office</b>	7 hours (Approx.)	Theoretical, Practical & Assessment	All industries	1	R850* *Excl. VAT	MERSETA Accreditation



The background of the entire page is a photograph of a construction site. It features extensive red metal scaffolding structures. In the lower right, three construction workers are visible: one in a yellow hard hat and blue shirt, one in a red hard hat and red shirt, and one in a white hard hat and light-colored shirt. They are standing near a large stack of grey, perforated metal beams. A red Hilti toolbox is also visible on the beams. The overall scene is bright and clear, suggesting a sunny day.

# HILTI

## HEALTH & SAFETY TRAININGS

Trainings in health  
and safety for a  
more productive,  
and safe workplace



# BASIC HEALTH AND SAFETY TRAINING



## WHY

### Why should you take the training?

As an employee it's important to understand how to avoid accidents. It is also important to understand your obligations to assess and reduce risks onsite, and how to inform your employees of these risks.

There are several national laws and regulations which regulate risk to construction workers on the jobsite. It's the legal duty of an employer to ensure these laws are adhered to.

At Hilti we have decades of experience working onsite with our customers, all over the world, every day. We understand the dangers, challenges and solutions onsite for health and safety. Our trainers are certified with years of experience.

## WHAT

### What is included in the training:

Find out more about the most common injuries and effects on health on the jobsite, and how to prevent them:

Bring in preventative measures using the STOP analysis (Substitution, Technical, Organizational, and Personal protective measures)

Find out how to prevent injury onsite, including tips for protecting arms, fingers and hands, eyes, knees and ankles, heads, hearing, lungs and backs.

How to take effective action in the event of an emergency

Professional, effective and hands-on learning

## WHAT

### What can I take away from the training:

- Increase competence and productivity
- Reduce physical risks and insurance claims on the jobsite
- Underpin your image as an attractive employer
- Each participant receives a training certificate

**Training Key Fact. Please note notice period for cancellation is 1 week.**

Training Code	Training Venue	Duration	Content	Target Group	Max No. of Participants	Price	Documents
2102798 - Group	Jobsite or office	8 hours (Approx.)	Theoretical, Practical, & Assessment	All industries	10	R6,500* *Excl. VAT	MERSETA Accreditation
2140409 - Indiv.	Jobsite or office	8 hours (Approx.)	Theoretical, Practical & Assessment	All industries	1	R800* *Excl. VAT	MERSETA Accreditation

## THE IMPORTANCE OF HEALTH AND SAFETY FOR EVERY COMPANY

### Minimizing Hazards

1

Potential hazards are rampant in almost every workplace environment. Equipment, chemicals, certain behaviors and activities, can potentially cause injury or harm to you or your workers. Staying up to date with the trainings can help minimize many hazards onsite.

2

### Staying Up to Date

Training is important and effective, as it will educate your employees on proper workplace procedures, practices, and behavior to help prevent possible injuries and accidents.

3

### Avoiding Liabilities

Without proper health and safety trainings, the company might face many setbacks such as employee liabilities, legal implications, disruption of work, loss of credibility with clients, and higher insurance premiums.

# HOW TO SAFELY USE CHEMICALS ONSITE



## WHY

### Why should you take the training?

Our Hilti Safe Use of Chemical Products Training gives you an overview of the short and long term risks of being exposed to chemical products on the jobsite.

Workers will learn how to protect themselves effectively from chemical hazards and get the proper training in case of an emergency. Legally compliant waste disposal of chemical products is also covered in the training.

## WHAT

### What is included in the training:

Find out more about how to use chemical products safely on the construction site:

- Overview of the importance and dangers of chemical products on the jobsite
- Responsibilities of employer and employee
- How to bring in preventative measures using the STOP (Substitution, Technical, Organizational, and Personal protective measures) analysis – from hazard symbols to selecting the right protective clothing
- Waste disposal and what to do in an emergency
- Professional, effective and hands-on learning

## WHAT

### What can I take away from the training:

- Increase competence and productivity
- Reduce physical risks and insurance claims on the jobsite
- Underpin your image as an attractive employer
- Each participant receives a training certificate

### Training Key Facts. Please note notice period for cancellation is 1 week.

Training Code	Training Venue	Duration	Content	Target Group	Max No. of Participants	Price	Documents
2090804 - Group	<b>Jobsite or office</b>	4 hours (Approx.)	Theoretical, Practical, & Assessment	All industries	10	R6,500* *Excl. VAT	Certificate
2140406- Indiv.	<b>Jobsite or office</b>	4 hours (Approx.)	Theoretical, Practical & Assessment	All industries	1	R800* *Excl. VAT	Certificate





# STAYING SAFE DURING DRILLING AND DEMOLITION



## WHY

### Why should you take the training?

Drilling and Demolition hammers can be found at many sites. The usage of these everyday tools can result in a number of dangers and health risks which are perhaps not obvious at first glance. There are a number of risks when working with drilling and demolition hammers on the construction site – these include recoil, electric shock, vibration and dust.

Our Hilti Drilling & Demolition Safety Training gives you an overview of the risks caused by using drilling and demolition devices, and how to help prevent them.

## WHAT

### What is included in the training:

Find out more about how to use drilling and demolition tools safely on the construction site:

- Overview of the safety features of drilling and chisel hammers
- Potential hazards of using drilling and chisel hammers on the jobsite
- How to bring in preventative measures using the STOP (Substitution, Technical, Organizational, and Personal protective measures) analysis
- How to take effective action in the event of an emergency
- Professional, effective and hands-on learning

## WHAT

### What can I take away from the training:

- Increase competence and productivity
- Reduce physicalUnderpin your image as an attractive employer
- Risks and insurance claims on the jobsite
- Each participant receives a training certificate

#### Training Key Facts. Please note notice period for cancellation is 1 week.

Training Code	Training Venue	Duration	Content	Target Group	Max No. of Participants	Price	Documents
2110167 - Group	Jobsite or office	8 hours (Approx.)	Theoretical, Practical, & Assessment	All industries	10	R6,500* *Excl. VAT	MERSETA Accreditation
2140430- Indiv.	Jobsite or office	8 hours (Approx.)	Theoretical, Practical & Assessment	All industries	1	R800* *Excl. VAT	MERSETA Accreditation

## WHY SHOULD YOU SIGN UP FOR ONE OF OUR TRAININGS TODAY

# 1

### Personalized

Tailor-made trainings based on your needs.

# 2

### Targeted

Smaller groups and very interactive (hardware / videos / simulations).

# 3

### Accessible

Trainings are available at the office or the jobsite. You decide.

# 4

### Professional

Our trainers are certified with years of experience.

# 5

### Certified

Certificate of competence provided.

# WORKING WITH ANGLE GRINDERS



## WHY

### Why should you take the training?

There are a number of risks when working with angle grinders on construction sites. Our Hilti Angle Grinder Safety Training gives an overview of those risks, how to help prevent them and the safety features of angle grinders.

This training course is a practical hands-on training, tailored to your needs and the equipment you use.

## WHAT

### What is included in the training:

Find out more about how to use angle grinders safely on the construction site:

- Overview of the safety features of angle grinders
- Potential hazards of using angle grinders on the jobsite
- How to bring in preventative measures using the STOP (Substitution, Technical, Organizational, and Personal protective measures) analysis
- How to take effective action in the event of an emergency
- Professional, effective and hands-on learning

## WHAT

### What can I take away from the training:

- Increase competence and productivity
- Reduce physical risks and insurance claims on the jobsite
- Underpin your image as an attractive employer
- Each participant receives a training certificate

## Training Key Facts. Please note notice period for cancellation is 1 week.

Training Code	Training Venue	Duration	Content	Target Group	Max No. of Participants	Price	Documents
2102796 - Group	Jobsite or office	8 hours (Approx.)	Theoretical, Practical, & Assessment	All industries	10	R6,500* *Excl. VAT	MERSETA Accreditation
2140407- Indiv.	Jobsite or office	8 hours (Approx.)	Theoretical, Practical & Assessment	All industries	1	R800* *Excl. VAT	MERSETA Accreditation

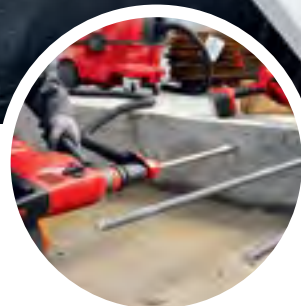






# ENGINEERING CPD ACCREDITED TRAININGS

Trainings for engineers that  
expands the design possibilities  
and new technologies



# ANCHOR FASTENING TRAINING FOR ENGINEERS

CPD accredited training

**SIGN-UP TODAY**  
[www.hilti.co.za](http://www.hilti.co.za)

Hilti has partnered with voluntary institutions of the Engineering Council of South Africa to provide CPD accredited training that elaborates on this new method of structural connection design. Course outline and details below.

## OUTLINE OF MODULES

### Advanced Structural Connection Design Course.

- Overview of different anchor types and their working principles, followed by the main factors influencing correct anchor selection.



### FASTENER DESIGN INTRODUCTION

#### Regulatory framework for post-installed fastener design in RSA

- Since there is currently only minimal framework available when it comes to the designing of post-installed fasteners in South Africa, we give an overview of how international structural guidelines fits into local framework.

### ADVANCED BASEPLATE DESIGN

#### Holistic design of anchor baseplates on concrete

- Overview of the regulatory framework and the design principles governing concrete anchors. A real-world example shows how to design and optimize anchors efficiently, followed by how to generate a specification using our PROFIS Engineering software.

### POST-INSTALLED ANCHOR DESIGN

#### Static design in concrete

- Overview of the regulatory framework and the design principles governing concrete anchors. A real-world example shows how to design and optimize anchors efficiently, followed by how to generate a specification using our PROFIS Engineering software.

### MASONRY DESIGN MODULE

#### Post-installed fasteners for masonry

- Basics overview of how to design post-installed fasteners into masonry according to European structural guidelines and regulations.

### HANDS-ON

#### Correct installation of post-installed fasteners

- Practical training that shows you how adhesive and/or mechanical anchors are correctly installed. First-hand experience helps you to identify how installation errors can arise on the jobsite so you can prevent them in the specification stage.

**Training Key Fact. Please note notice period for cancellation is 1 week.**

Training Code	Training Venue	Duration	Content	Target Group	Max No. of Participants	Price	Documents
2068207 - Indiv.	Jobsite or office	8 hours (Approx.)	Theoretical, Practical, & Assessment	Site Engineers, QA/QC, Installers, Design Engineer	1 - 10	R2,230* per person *Excl. VAT	CPD Certificate



# POST INSTALLED REBAR TRAINING FOR ENGINEERS

CPD accredited training

**SIGN-UP TODAY**  
[www.hilti.co.za](http://www.hilti.co.za)

Hilti has partnered with voluntary institutions of the Engineering Council of South Africa to provide CPD accredited training that elaborates on concrete to concrete structural connection design. Course outline and details below.

## OUTLINE OF MODULES

### Concrete to Structural Connection Design Course.

- Overview of post-installed rebar design principles, scope and quality of rebar design.



#### REBAR DESIGN INTRODUCTION

##### Regulatory framework for post-installed rebar design in RSA

- Since there is currently only minimal framework available when it comes to the designing of post-installed fasteners in South Africa, we give an overview of how international structural guidelines fits into local framework.

#### POST-INSTALLED REBAR DESIGN

##### Static design in concrete

- Post-installed reinforcement works at least as well as cast-in rebars. This has been proven by the comprehensive testing required for European Technical Approvals for post-installed reinforcement connections. Hilti has invested in extensive research to find solutions that allow post-installed reinforcement to be used in situations where standard structural concrete detailing would require hooks or bins.

#### HANDS-ON

##### Correct installation of post-installed rebar

- Practical training that shows you how post-installed rebar is correctly installed. First-hand experience helps you to identify how installation errors can arise on the jobsite so you can prevent them in the specification stage.

#### POST INSTALLED REBAR DESIGN

##### Course description

- Anchor vs Rebar Theory, the differences between anchors and rebar.
- The key applications for rebar.
- Works like cast-in, what is cast-in, rebar comparison to cast-in.
- Geometrical rules, edge distance and spacing.
- Overlapping and splicing.
- Shear and splitting design.
- Understanding rebar design criteria.
- Approvals concerning rebar design.
- Fire prevention requirements on rebar design.
- Consequences of not following proper installation techniques.
- Hilti PROFIS rebar design software.
- Calculation Examples.

**Training Key Fact. Please note notice period for cancellation is 1 week.**

Training Code	Training Venue	Duration	Content	Target Group	Max No. of Participants	Price	Documents
2068183 - Indiv.	Jobsite or office	8 hours (Approx.)	Theoretical, Practical, & Assessment	Site Engineers, QA/QC, Installers, Design Engineer	1 - 10	R2,230* per person *Excl. VAT	CPD Certificate

# PASSIVE FIRE PROTECTION TRAINING FOR ENGINEERS

CPD accredited training

**SIGN-UP TODAY**  
[www.hilti.co.za](http://www.hilti.co.za)

Hilti has partnered with voluntary institutions of the Engineering Council of South Africa to provide CPD accredited training that educates on Passive Fire Protection approach. Course outline and details below.

## OUTLINE OF MODULES

### Passive Fire Protection Course

- Course objective is to equip delegates with the understanding of Fire Protection Systems and the principles of firestop.



### PASSIVE FIRE PROTECTION

#### Fire protection aims at:

- **Saving lives:** Life safety is a code enforced topic.
- **Protecting assets:** prevent buildings, equipment, machines and tools to be destroyed and burnt down and to therefore avoid business interruption.
- **Improving building performance:** meet product and application specific additional requirements and address higher design needs.

### LEARNING OBJECTIVES

#### Fire Protection design in order to:

- Understand the importance of Passive Fire Protection and the different fire stopping systems.
- Define fire compartment and compartmentation review and outline impact of passive fire protection within the business context and community.
- How to in store integrity of compartments that have been breached by services.
- Relevant codes, building regulations and the different types fire system

### PORTFOLIO COVERAGE

- Green buildings
- Acoustic ratings
- Healthcare facilities
- Hotels
- Data centers
- Façade systems

### CODE REQUIREMENTS

#### Summary & Goal:

- Need a tested system
- Need to be securely installed
- Special inspection may be required
- Extend the fire rating of the rated floor to the non-rated exterior wall

### CERTIFICATION

#### Product certification and documents

- Product certificates and documents can be pursued to communicate related attributes to comply and to contribute to several standards.

### HANDS-ON

#### Correct installation of Passive Fire Protection Systems

- Practical training that shows you how Hilti passive Fire Protection Systems are correctly installed.

**Training Key Fact. Please note notice period for cancellation is 1 week.**

Training Code	Training Venue	Duration	Content	Target Group	Max No. of Participants	Price	Documents
2068208 - Indiv.	Jobsite or office	8 hours (Approx.)	Theoretical, Practical, & Assessment	Site Engineers, QA/QC, Installers, Design Engineer	1 - 10	R2,230* per person *Excl. VAT	CPD Certificate





## SERVICES FOR YOUR TOOLS

/ You get more than just a tool



# REPAIR FAST TRACK. NO DOWNTIME.

## WHY

### Why you should sign up for Fast Track

As your partner, we understand how downtime caused by repair delays can negatively impact your business.

This is why we launched our Time Promise “3/5 days or Free” in 2018. With this initiative we promise our customers that the whole repair process would take 3/5 days (location dependent) from the moment we collect your tools, till we deliver it back to your jobsite fully repaired. If we do not fulfill this promise your repair will be **FREE**.

This service is applicable if there is no quote needed otherwise our promise will start from the moment we receive quotation approval and proof of payment.

We realized that the quotation process create a huge delay in the Repair Process ( average 5 days/quote). With launching Repair Fast Track , we would be able to stream line the process and eliminate any unnecessary delays during repair process.

## WHAT

### What is included when you sign up:

The process is easy and fast.

We come to your premises and present the service. On agreement, you will be requested to sign the Repair Fast Track Contract.

You can provide us with an “Open Purchase Order” after which the service will be activated.

With this contract, you will also benefit from our Time Promise of “3/5 days or Free”

This will also allow you to forecast your repair cost since the price charged will never exceed the Repair Cost Limit which will form part of the agreement.

That's not all! You will also receive a 20% discount on all spare parts and labor cost. All these benefits to reduce your downtime.

## WHAT

### What are the benefits of Repair Fast Track:

- Fast turnaround time
- Avoid unnecessary cost due to “tool replacement”
- No administration cost – no paperwork
- Benefit from our Full Time Promise “3/5 days or Free” for all repairs
- Reduced pricing on spare parts and labor by 20% for all repairs
- Quarterly Tool Consultancy Report to track performance and productivity

## Service Key Facts

Service Code	Service Venue	Duration	Service area	Target Group	Max No. of Participants	Price	Documents
Not relevant	<b>Hilti Tool Service Centre</b>	As per repair fast track agreement	Direct fastening, Power tools Measuring Excl. battery chargers & accessories	All industries	Not relevant	Free	Tool Service Consultancy report Repair Fast Track Agreement



# UNIQUE SPEED UNIQUE COVERAGE UNIQUE SIMPLICITY

You get more than just a tool

Unforeseen or hidden factors like repair costs can lead to serious productivity issues on the jobsite. Our service offering can help you avoid these additional costs and stay within budget.

## UNIQUE SPEED

### 3 Days or Free:

Because we own and control the complete repair process, you get a comprehensive repair service with super-fast turnaround time. If it takes longer than 3 business days, your repair is free of charge!\*

- Day 1/ Contact us to arrange collection of your tool from wherever it is. The clock starts when the tool is collected from site.
- Day 2/ Your tool arrives at our dedicated Tool Service Centre in Johannesburg where our highly trained technicians will strip, analyze, repair, clean and test your tool.
- Day 3/ We deliver your tool back to wherever you wish. If we don't get it back to you on day 3, your repair will be free!

\*Terms, Conditions and Geographical restrictions apply.

\*\*Subject to wear and tear.

## UNIQUE COVERAGE

### Full cost control:

Hilti Tool Service is pleasantly predictable so there's no financial guess-work.

- Up to 2 years no cost, including labor costs, faulty parts\*\*,pick-up and delivery.
- After the no cost period, repair costs are capped at Repair Cost Limit (RCL). Hilti will cover the cost above it!
- 20 years manufacture warranty covers tools that suffer defects as a result of faulty manufacturing and/or materials.
- 3 months no cost coverage after each paid repair

## UNIQUE SIMPLICITY

### One click or call does it all:

Just call using one of our contact channels and we'll take care of the rest: from on-site pick-up to on-site delivery.

- No registration or proof of purchase required
- Tool pick-up and delivery from one of our trusted carriers



## UNIQUE

Hilti Tool Service

## SPEED

3 days or free!

## SIMPLICITY

1 click or a call  
does it all!



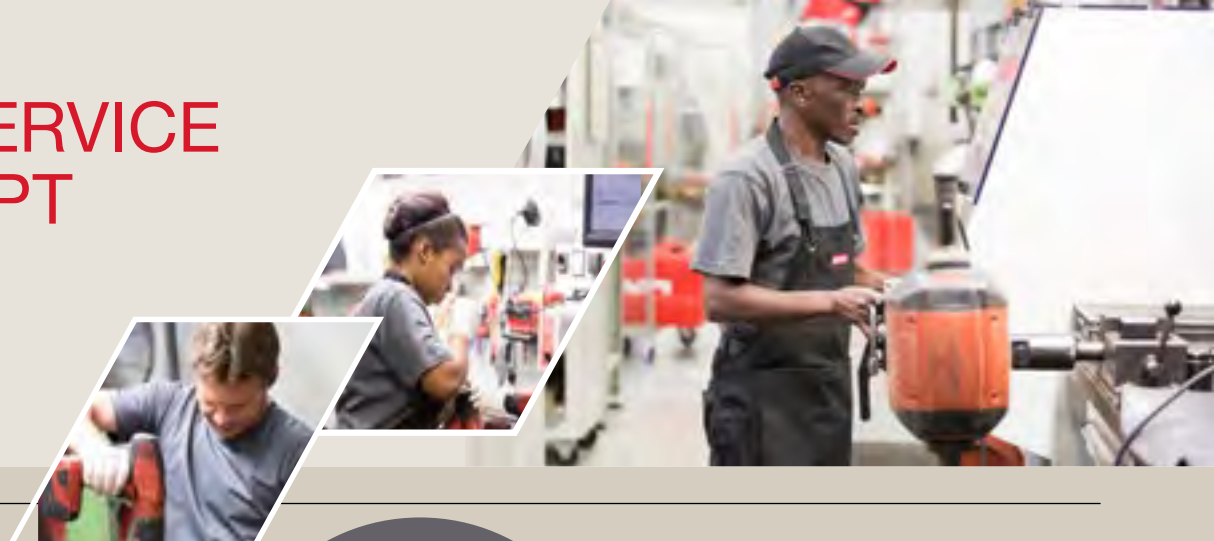
REPAIR,  
SIMPLIFIED.  
PRODUCTIVITY,  
AMPLIFIED.

/ Self maintenance





# SELF-SERVICE CONCEPT



Supply Cord



Carbon Brush



ON/OFF Switch

What it means?

Service could be done in-house, at the jobsite by customers

Tools included

Drill (UD 4)

AG 115-7  
AG 115-8

AG 180  
AG 230  
TE 1/ 2-M  
TE 50/60/70  
TE 500/800



What parts can be changed?

All parts including rotor & stator (UD4 only)

1. Carbon brush  
2. Supply cord  
3. ON/OFF Switch

Repaired done by

Customer Maintenance Department  
NO Special Training required

Only flat screw driver and plier required



How to do

Following instruction manual leaflets which exists in digital platforms and as a hardcopy in Hilti Stores

Following how-to videos on Hilti Online and on Youtube

How to Order

All major spare parts are available on the price list and can be ordered normally

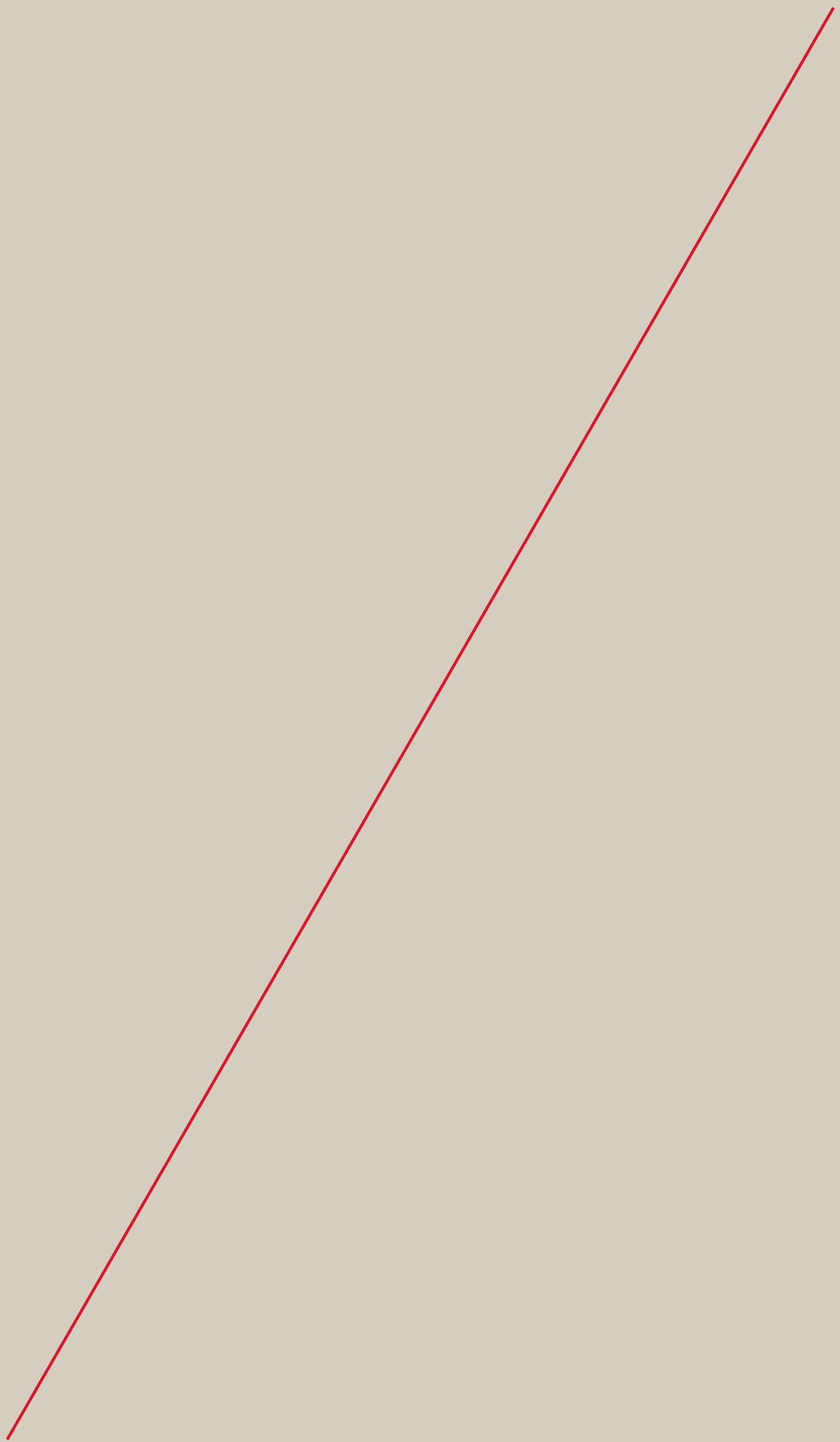
By visiting Hilti Stores, Hilti Online or by calling Customer Services

Spare Parts have also been included in selected product combo's









Hilti South Africa  
Toll Free: 08000 23331

[www.hilti.co.za](http://www.hilti.co.za)