

DEWALT®

WARRANTY GUIDELINES



www.dewalt.com

GUARANTEED TOUGH.

Table of contents

- Guide how to deal with warranty claims 1
- Table of contents 2
- Preamble 3
- Terms and conditions 4
- DEWALT Warranty: What is not covered? 8
- Warranty cases - individual examples 9
- Non-Warranty cases - individual examples 21

Preamble:

- In the next section from the service training team, you will find some real examples and how we assessed these as warranty or not.
- This document should help you develop a correct way of thinking on how to properly assess warranty.
- This is a living document and not conclusive.
- In case of any doubt please contact our regional service organization.
- All the warranty cases are within their legal (1Y) or commercial (1+2Y) warranty period.
- The power tools in the warranty cases are all in good condition.

Terms and Conditions

DEWALT European Power Tool (PT) Guarantee Terms and Conditions

DEWALT is confident of the quality of its Power Tools and offers an outstanding guarantee for users of the product. This guarantee statement is in addition to and in no way prejudices your contractual rights as a professional user or your statutory rights as a private non-professional user. The guarantee is valid within the territories of the Member States of the European Union and the European Free Trade Area.

1. ONE YEAR DEWALT European PT Guarantee

If your DEWALT Power Tool becomes defective due to faulty materials or workmanship within 12 months from the date of purchase, DEWALT may, subject to the Guarantee conditions stated in sections 2 to 4 below, replace all defective parts free of charge or, at our discretion, replace the unit free of charge:

2. General conditions

2.1 The DEWALT European PT Guarantee is available to the original DEWALT product user who has purchased the DEWALT products from an authorised DEWALT European reseller for use in the course of their trade or profession. The DEWALT European PT Guarantee is not available to persons purchasing DEWALT product for the purpose of resale or Hire.

2.2 This guarantee is not transferable. It is only available to the original DEWALT product user who has purchased the product as identified in 2.1 above.

2.3 The Guarantee is applicable to DEWALT Professional Power tools unless specifically excluded

2.3 A product repair or replacement under this guarantee does not extend or renew the guarantee period. The guarantee period starts from the original purchase date and ends 12 months later.

2.4 DEWALT reserves the right to refuse any claim under this guarantee which in the opinion of the authorized repair agent is not due to material or manufacturing defect or in accordance with the stated DEWALT European PT Guarantee terms and conditions

2.5 Freight and transportation costs between the DEWALT product user and the place of purchase or between the DEWALT product user and a DEWALT Authorized Service Centre are not covered by the DEWALT Guarantee.

3. Products excluded from the DEWALT PT guarantee include.

3.1 Products that are not manufactured to a DEWALT European specification and imported from a non-authorized reseller from locations outside the Member States of the European Union and European Free trade area.

3.2 Accessories in contact with the work piece deemed to be consumable items, e.g. drill bits, saw blades, abrasive discs.

3.3. Products used for series production applications, supplied to hire companies, under service agreements or Business to Business contracts are excluded and are subject to the specific guarantee terms specified in the supply contract.

3.4 DEWALT Branded Product supplied by partners that are subject to product specific guarantee or Warranty terms. See documentation supplied with the product.

3.5 A product supplied as part of a kit that is submitted for a guarantee repair where the manufacturing date code of that product is not consistent with other products in the kit and/or the date of purchase.

3.6. Manual hand tools, clothing, Personal Protective Equipment

3.7 Products used in Production or high use applications or processes unless supported by a DEWALT service plan.

4. 4. Guarantee Claim Exclusions

Claims under this guarantee may be refused where:

4.1 It cannot be reasonably demonstrated to the authorized DEWALT Service Agent that the product failure is due to material or manufacturing defect.

4.2 The failure or damage is due to wear & tear incurred on the product during the course of normal use. See item 4.14. All products are subject to wear and tear during use. Correct product selection is important.

4.3 The product date code and serial number cannot be verified.

4.4 The original proof of purchase is not produced when the tool is presented for repair.

4.5 Damage caused by product misuse including drops, accidents or operations non-compliant with the operating instructions.

4.6 Damage caused by the use of non-approved DEWALT accessories or attachments or consumables not specified by the instruction manual.

4.7 Any product where a modification to the original product has occurred.

4.8 Any product where actual or attempted repair work on the product has been carried out by anyone other than a DEWALT authorized service technician, or where a repairer has used non-genuine DEWALT parts.

4.9 Product overload or continued use after partial failure

- 4.10 Use in abnormal environments including ingress of fluids and materials
- 4.11 Lack of maintenance or servicing to replace parts subject to wear and tear.
- 4.12 The product is returned incomplete or fitted with non-original components
- 4.13 The product defect is due to an alignment, adjustment or assembly activity to be undertaken by the operator that is described in the operating instructions. All products are inspected and checked during manufacture. Any product damage or misalignment identified on delivery must be communicated immediately to the seller.
- 4.14 Failure or damage due to wear & tear of a component incurred during the course of normal use. Wear and tear components include, but are not limited to the following examples:

Common Components

- Carbon Brushes
- Enclosures
- Flanges
- Seals
- Lubricants, grease
- Cord sets
- Chucks
- Blade Holders
- O-Rings

Product Specific components

- Service Kits

Fastening tools

- O-Rings
- Springs
- Driver Blades
- Bumpers

Hammers

- Beat Piece-Ram
- Tool holder
- Cylinders
- Ratchets

Impact Tools

- Anvil
- Impactor
- Bit Holder

5. Making a Guarantee Claim

5.1 To make a guarantee claim contact your seller or check the location of your nearest DEWALT authorized DEWALT repair agent at www.2helpU.com.

5.2 The DEWALT Tool must be returned to the seller or an authorized DEWALT repair agent with all parts complete and with the original proof of purchase.

5.3 The DEWALT authorized repair agent will inspect the product and confirm whether the claim for repair under the guarantee is valid or not.

5.4 Where the guarantee repair activity identifies worn components, the repair agent may provide a quotation for the repair or replacement of worn components.

5.5 Failure to ensure products are maintained correctly may invalidate future claims.

5.6 When the repair is complete, the product will be returned to the location where it was submitted for repair under this guarantee

6. Invalid guarantee claims

6.1 DEWALT reserves the right to refuse any claim under this guarantee which, in the opinion of the authorized repair agent is not in accordance with the stated DEWALT European Guarantee terms and conditions.

6.2 Where a guarantee claim is refused by an Authorized DEWALT Service Agent, the reason for refusal will be communicated together with an estimate for the tool repair. Where a guarantee claim is refused a charge may be made for the re-assembly and return of the defective product.

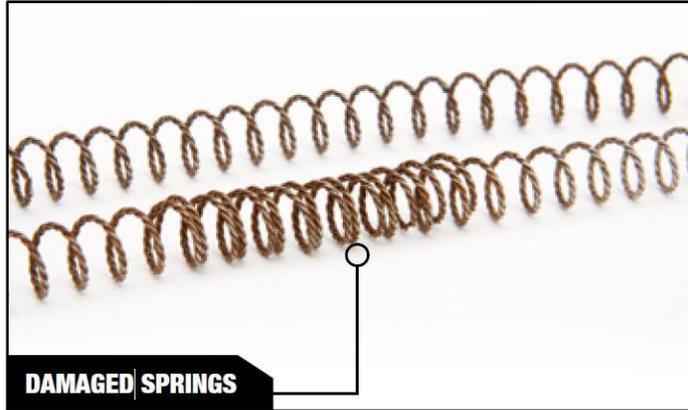
7. Changes to Terms and Conditions

7.1 DEWALT reserves the right to review and amend its guarantee policies, periods and product eligibility without notice as DEWALT considers appropriate.

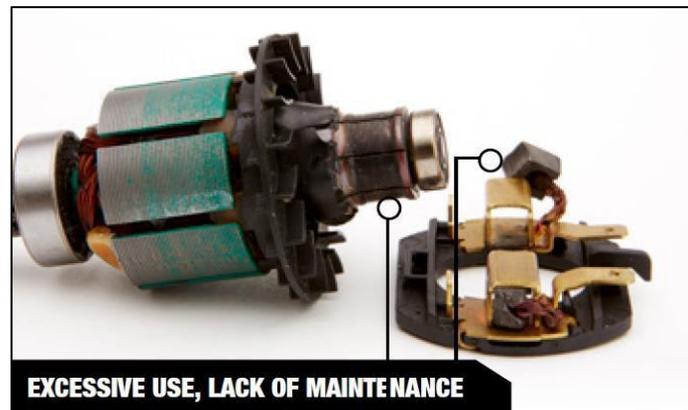
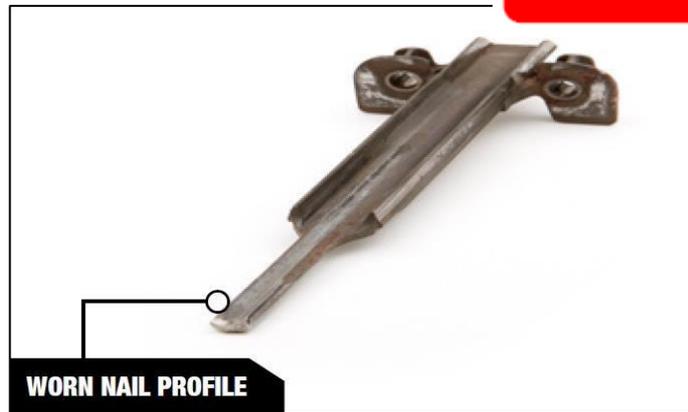
7.2 Current Guarantee Terms and Conditions are available from www.2helpU.com. Or contact your local DEWALT seller, authorized repair agent or local DEWALT office

DEWALT Warranty: What is not covered?

Wear and Tear Parts



NON-WARRANTY



Repair training Warranty and Non-Warranty Rules

Product Group: Impact driver

Type: DCF894

Rule: **Warranty** **Restricted Warranty** **Non-Warranty**

Part-No.: N536344; N536356

Description: Spindle is stuck in its housing

Specifications: Spindle has circle damage marks as well as its housing.
The tool is in a good condition.



Repair training
Warranty and Non-Warranty Rules**Product Group:** Impact driver**Type:** DCF899**Rule:** **Warranty** **Restricted Warranty** **Non-Warranty****Part-No.:** N880093**Description:** Non-smooth rotation of the spindle**Specifications:**
Spindle has circle damage marks as well as its housing

**Repair training
Warranty and Non-Warranty Rules****Product Group:** Nailer**Type:** DCN692**Rule:** **Warranty** **Restricted Warranty** **Non-Warranty****Part-No.:** N601077**Description:** PROFILE**Specifications:**
broken support

**Repair training
Warranty and Non-Warranty Rules**

Product Group: Jigsaw

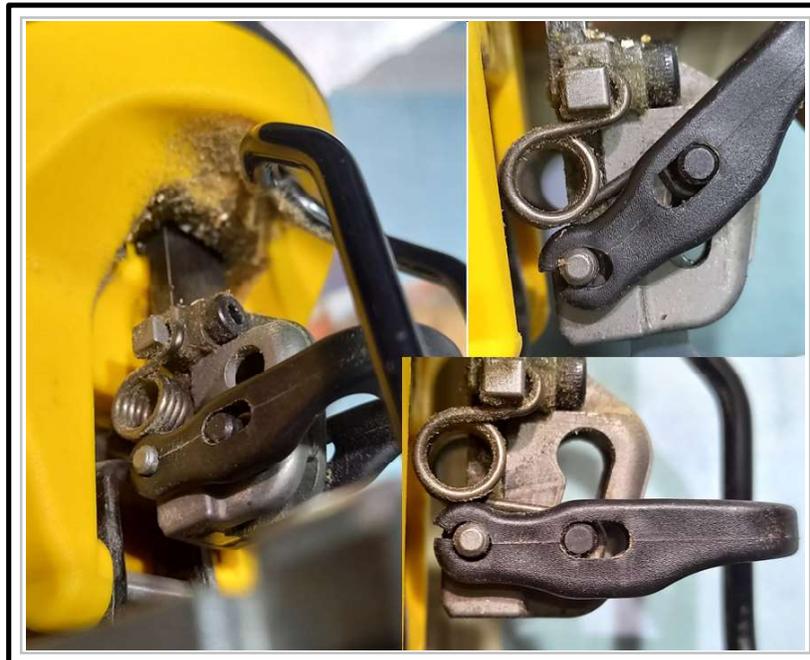
Type: DWE349

Rule: **Warranty** **Restricted Warranty** **Non-Warranty**

Part-No.: 90563039

Description: Blade holder lever deformed by regular use.

Specifications: The plastic lever cracked when the user tried to change a blade.



Repair training
Warranty and Non-Warranty Rules**Product Group:****Type:****Rule:** **Warranty** **Restricted Warranty** **Non-Warranty****Part-No.:** Motor - Brushed**Description:** Field wires are defect at one side only**Specifications:** Damage was not caused by the customer. Production error.

**Repair training
Warranty and Non-Warranty Rules**

Product Group: Rotary hammer

Type: DCH133

Rule: **Warranty** **Restricted Warranty** **Non-Warranty**

Part-No.: N417744

Description: Beat piece damage

Specifications: Beat piece damaged. Other parts & grease are OK. Tool is in good condition. The failure is considered as a material issue.



**Repair training
Warranty and Non-Warranty Rules**

Product Group: Impact driver

Type: DCF899 Type 2

Rule: **Warranty** **Restricted Warranty** **Non-Warranty**

Part-No.: N816252

Description: Anvil is broken to pieces.

Specifications: Material issue. Tool condition is OK (new tool or very limited use. For sure no abuse).



Repair training Warranty and Non-Warranty Rules

Product Group: Small Angle Grinder

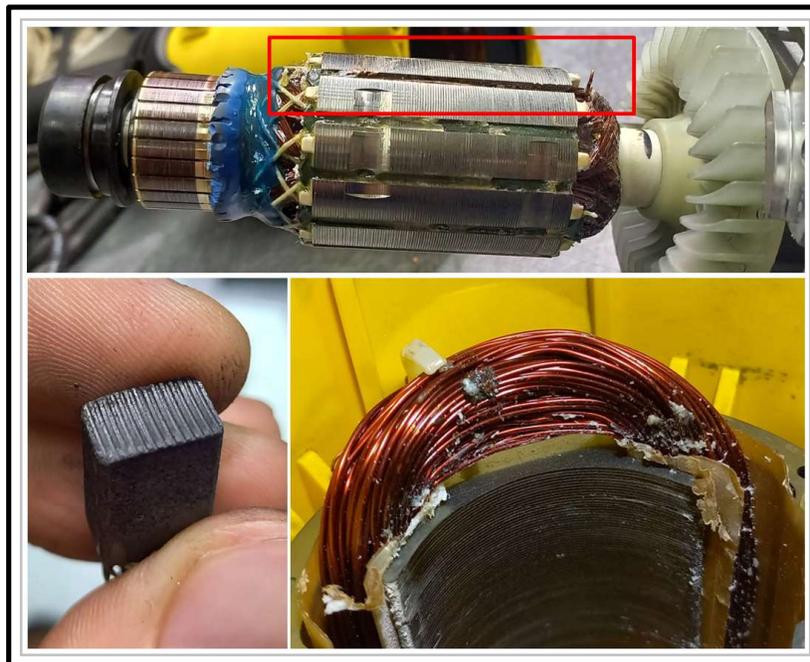
Type: SGM146

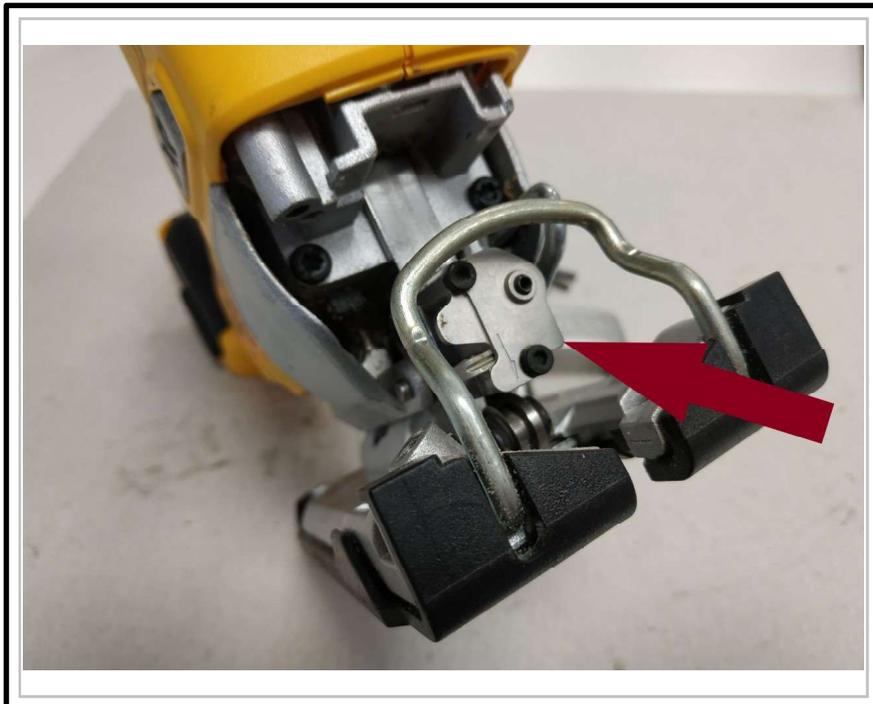
Rule: **Warranty** **Restricted Warranty** **Non-Warranty**

Part-No.: N521297; N480783

Description: The tool indicate thermal issue by first use.

Specifications: One of the armature coils is short-circuited and exploded leading to the field mechanical damage.



**Repair training
Warranty and Non-Warranty Rules****Product Group:** Jigsaw**Type:** DCS334**Rule:** **Warranty** **Restricted Warranty** **Non-Warranty****Part-No.:** N723991**Description:** doesn't hold saw blades**Specifications:**
factory defect

Repair training
Warranty and Non-Warranty Rules

Product Group: Thicknesser

Type: DW735-KS

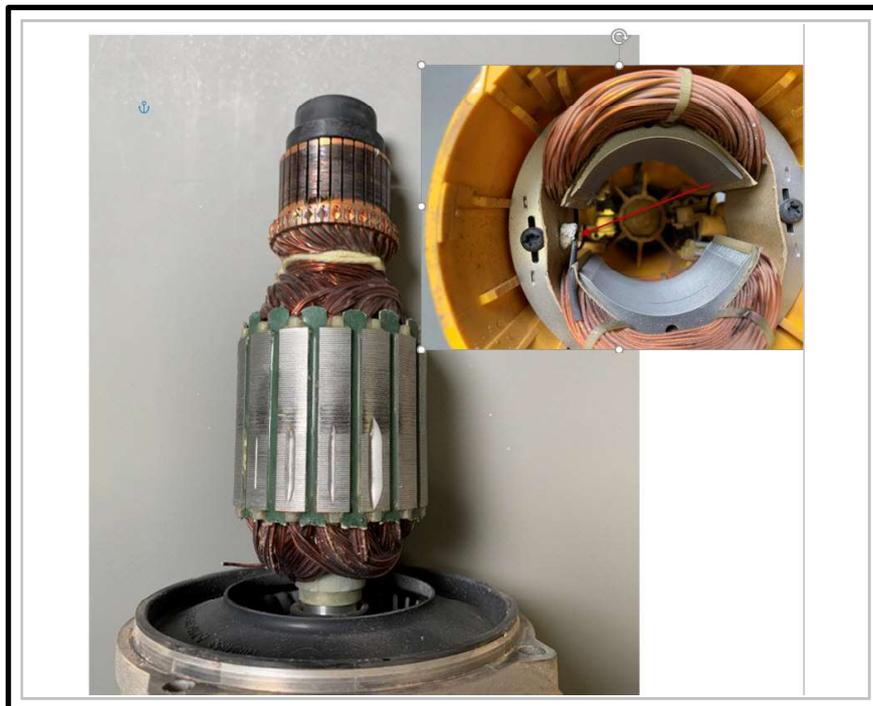
Rule: **Warranty** **Restricted Warranty** **Non-Warranty**

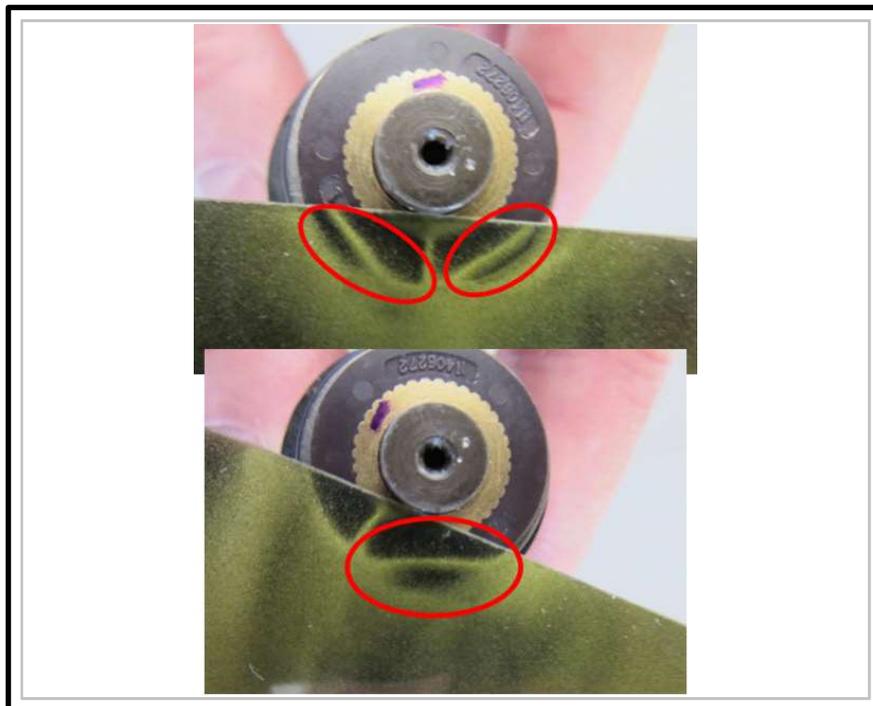
Part-No.: 5140007-99; 5140007-98

Description: Stopped working

Specifications: Armature and field are burnt. No wear on collector or brushes.
Blades are fine.



Repair training
Warranty and Non-Warranty Rules**Product Group:** CORDED GRINDER**Type:** DWE4579R-QS**Rule:** **Warranty** **Restricted Warranty** **Non-Warranty****Part-No.:** N203630**Description:** NO-RUN**Specifications:**
Broken windings wires, due to stone debris gets into the tool

**Repair training
Warranty and Non-Warranty Rules****Product Group:****Type:****Rule:** **Warranty** **Restricted Warranty** **Non-Warranty****Part-No.:** Motor - Brushless**Description:** Broken magnet ring**Specifications:** Issued happened without the customer
being able to prevent it

Repair training
Warranty and Non-Warranty Rules**Product Group:** Cordless Drill**Type:** DCD791**Rule:** Warranty Restricted Warranty Non-Warranty**Part-No.:** N415399**Description:** the housing of the tool is broken**Specifications:**
damage due to pressure with excessive force or by a fall

**Repair training
Warranty and Non-Warranty Rules****Product Group:** CORDLESS CUT-OFF TOOL**Type:** DCS690**Rule:** Warranty Restricted Warranty Non-Warranty**Part-No.:** N569131**Description:** Broken tool**Specifications:**
Gearcase is broken due to fall or impact

**Repair training
Warranty and Non-Warranty Rules**

Product Group: Air Impact driver

Type: NS.1600F

Rule: Warranty Restricted Warranty Non-Warranty

Part-No.: 1004756-25

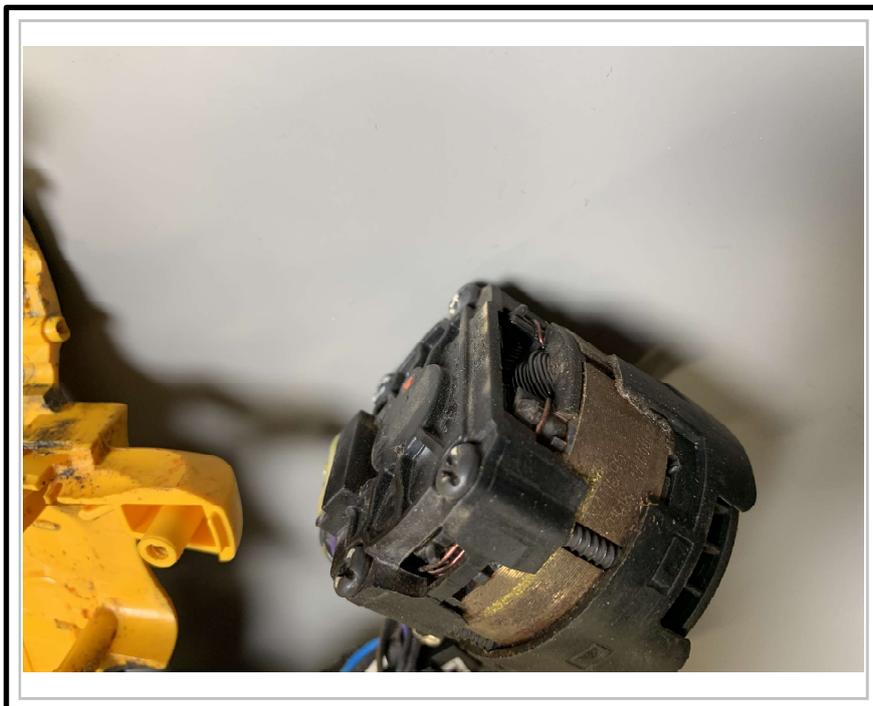
Description: Broken housing due to mechanical impact

Specifications:



Repair training
Warranty and Non-Warranty Rules**Product Group:** Sander**Type:** Stanley SS30**Rule:** Warranty Restricted Warranty Non-Warranty**Part-No.:** 5170034-40 or 1004759**Description:** Bearing is jammed due to fine plaster dust**Specifications:**
Mixture of dust and lubricant inside the bearing.

Repair training
Warranty and Non-Warranty Rules**Product Group:** Corded Hammers**Type:** D25333**Rule:** Warranty Restricted Warranty Non-Warranty**Part-No.:** N584772**Description:** Armature winding damaged by debris**Specifications:** Abuse. Excessive dirt and small stones in the engine compartment

**Repair training
Warranty and Non-Warranty Rules****Product Group:** Cordless**Type:** DCD796NT-XJ**Rule:** Warranty Restricted Warranty Non-Warranty**Part-No.:** NA123142**Description:** Tool has stopped working, claim warranty - POP**Specifications:**
Burned motor due to overload, confirmed by tool read-out

**Repair training
Warranty and Non-Warranty Rules**

Product Group: Cordless Angle grinder

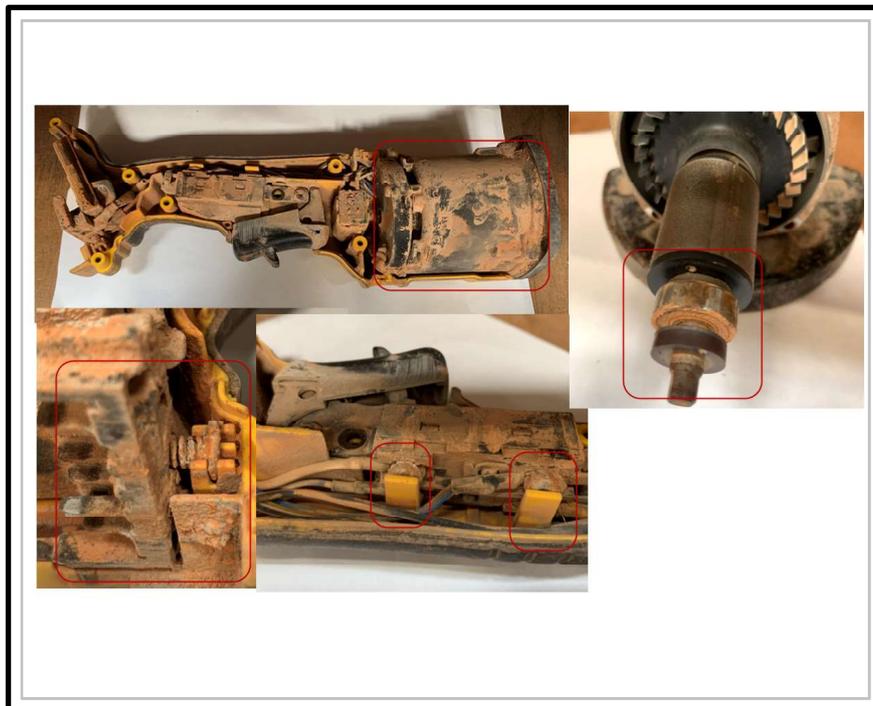
Type: DCG414

Rule: Warranty Restricted Warranty Non-Warranty

Part-No.:

Description: Complete tool (several parts infected)

Specifications:
Water inside the tool, rust and corrosion



Repair training Warranty and Non-Warranty Rules

Product Group: Outdoor - Chainsaws

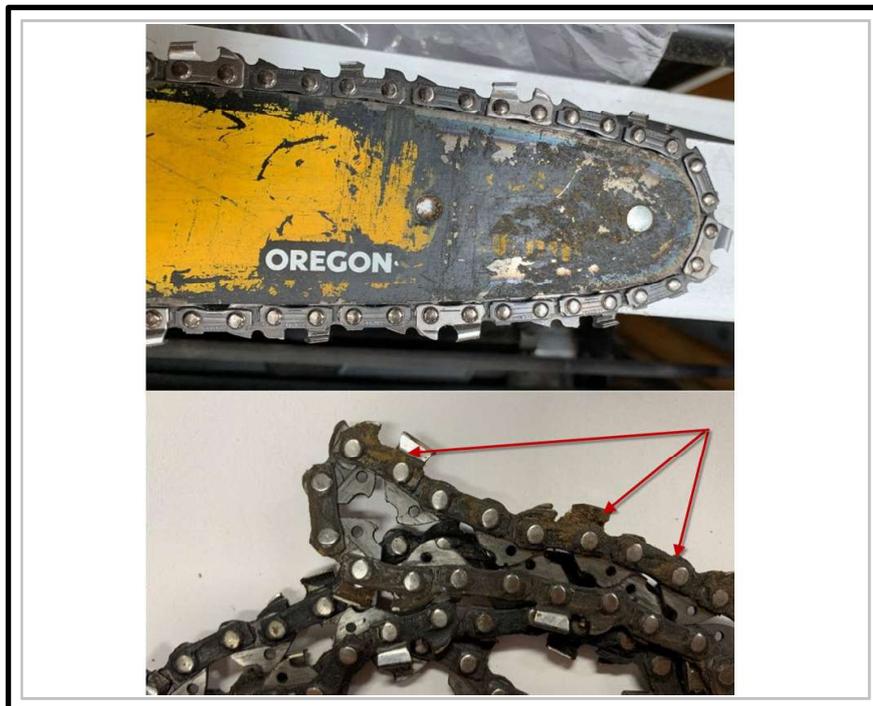
Type: 1

Rule: Warranty Restricted Warranty Non-Warranty

Part-No.: N594320 & N594321

Description: Guide is worn out an heated. Chain cut sand

Specifications: Extreme wear of the parts for reason of incorrect use



Repair training
Warranty and Non-Warranty Rules**Product Group:****Type:****Rule:** Warranty Restricted Warranty Non-Warranty**Part-No.:** Motor - Brushed**Description:** Field wires is defect for application reason**Specifications:** Liquids got into the field causing damage

Repair training
Warranty and Non-Warranty Rules**Product Group:** HTS - IRWIN**Type:** Workshop Vice**Rule:** **Warranty** **Restricted Warranty** **Non-Warranty****Part-No.:** T41211000**Description:** IR REC WS VICE WITH ANVL 4IN**Specifications:**
Broken parts due to overload. Abuse

**Repair training
Warranty and Non-Warranty Rules**

Product Group: angle grinder

Type: DWE4257

Rule: Warranty Restricted Warranty Non-Warranty

Part-No.: N484918

Description: blown the fuses

Specifications:
metallic filings cause a short circuit, lack of maintenance



**Repair training
Warranty and Non-Warranty Rules**

Product Group: D25333K-QS

Type: 2

Rule: Warranty Restricted Warranty Non-Warranty

Part-No.: N505552 - N505553

Description: PISTON KIT - RAM SA

Specifications:
COMPONENTS BROKEN OUT DUE TO WEAR AND TEAR



Repair training
Warranty and Non-Warranty Rules**Product Group:****Type:****Rule:** Warranty Restricted Warranty Non-Warranty**Part-No.:** Motor - Brushed**Description:** Field wires are overheated**Specifications:** Customer has overloaded the tool, resulting in damaged field wires

**Repair training
Warranty and Non-Warranty Rules****Product Group:** Linelasers**Type:** DCE088**Rule:** Warranty Restricted Warranty Non-Warranty**Part-No.:****Description:** Laser is out of spec, beam difficult visible**Specifications:** Laser shows traces of a fall or glass get impact from external.

Repair training
Warranty and Non-Warranty Rules**Product Group:** Linelasers**Type:** DW088**Rule:** Warranty Restricted Warranty Non-Warranty**Part-No.:****Description:** Laser is out of spec**Specifications:**
Laser shows traces of a fall or blow