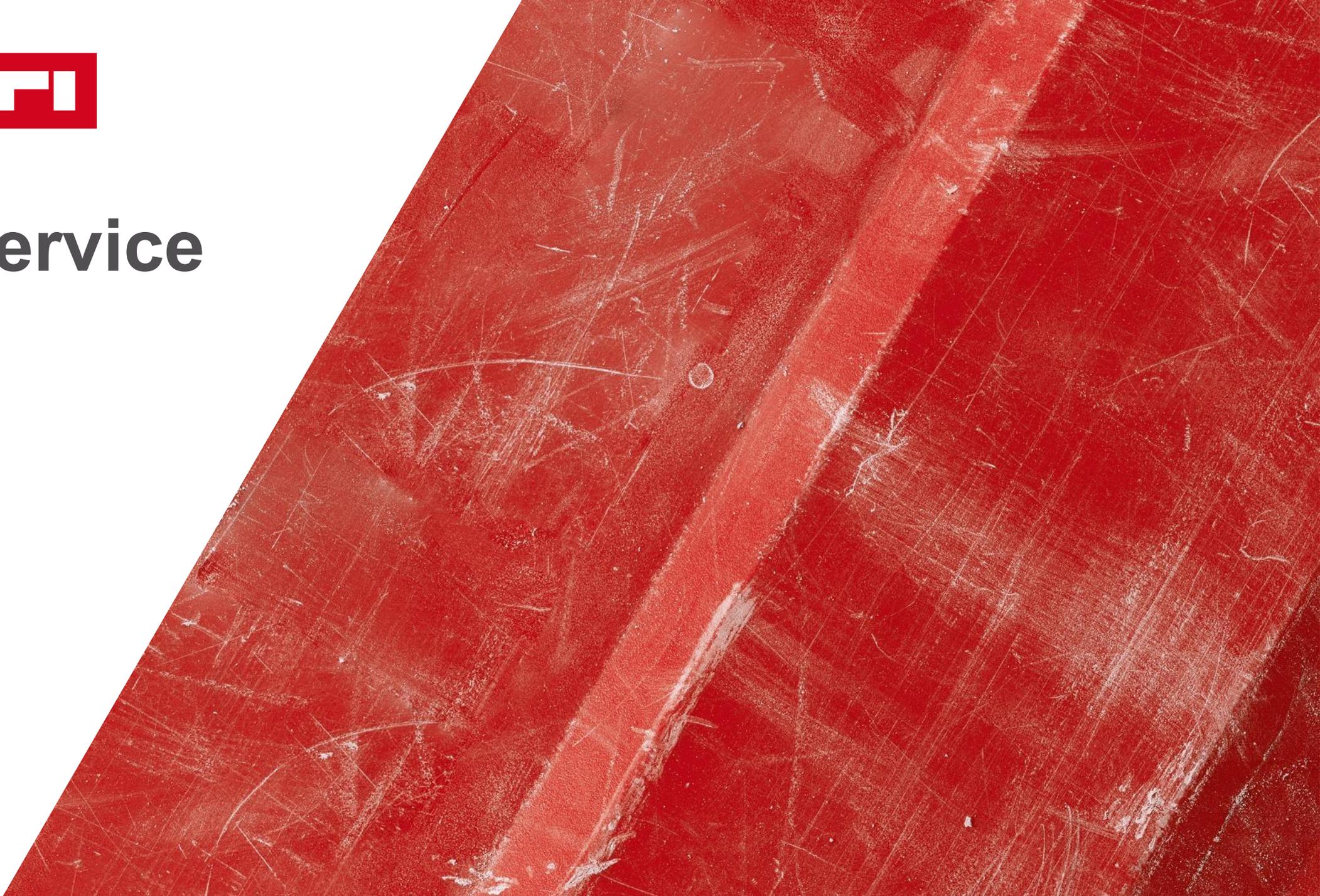




Tool Service List

Hilti Indonesia
2026



Tool Warranty Coverage

Corded Tools & Measuring



	<1 YEAR COVERAGE	1 YEAR COVERAGE	2 YEARS COVERAGE			
OTHERS	 UD 4 HDM 500 (No coverage)	 HDE 500-A12 B 12-30 C 4/12-50	 SI-AT-22	 TE DRS-4/6		
CUTTING/GRINDING	 AG 100-D/S AG 125 (3 months coverage)					
MEASURING & SCANNER		 PD-S	 PD-E	 PM 20-CG	 PM 40-MG	 PR 2-HS PS 300 PS 1000-X
ROTARY HAMMER		 TE 1 TE 2	 TE 3-CL/ML	 TE 6-CL		
COMBIHAMMER			 TE 30-AVR	 TE 50-AVR	 TE 70-AVR	
BREAKER			 TE 500-X	 TE 600-AVR	 TE 700-AVR	 TE 800-AVR TE 1000-AVR TE 2000-AVR TE 3000-AVR
DIAMOND (CORING & WIRE/WALL SAW)			 DD 120	 DD 160	 DD 200	 DST 20-CA (2 yrs/200 hrs) DSW 1510-CA (2 yrs/200 hrs)



Tool Warranty Coverage

Cordless Tools NURON



2 YEARS COVERAGE		2 YEARS COVERAGE	
ROTARY HAMMER	TE 2-22 TE 4-22 TE 6-22	LIGHTS	SL 2-22 SL 6-22 SL 10-22
COMBIHAMMER	TE 30-22 TE 60-22	OTHER TOOLS & ACCESORIES	HDE 500-22 RT 6-22 NBL4-22
BREAKER	TE 500-22 TE 2000-22	BX 3-22 BX 4-22 DWP 15-22 VC 10L-22	
UCD	SF 4H-22 SF 6H-22 SID 6-22 SD 5000-22 SIW 4AT-22 SIW 6AT-22 SIW 8-22 SIW 10-22 SBT 6-22 SIW 4R-22	CUTTING & GRINDING	GDG 6-22 AG 4S-22-100 AG 6D-22-125 STR 4-22 SC 4MR-22 SC 6WL-22 SR 6-22 SB 6-22 DSH 600-22
		BATTERIES & CHARGERS	B22-85 B22-170 B22-255 C6-22 C8-22



Repair Cost Limit

MATERIAL NO	TOOL TYPE	NO COST PERIOD (YEAR)	REPAIR COST LIMIT (IDR)
TE Tools			
2256704	TE 2-22	2	1,030,000
2253087	TE 4-22	2	1,391,000
2253058	TE 6-22	2	1,670,000
2253114	TE 30-22	2	2,825,000
2253098	TE 60-22	2	4,876,000
2309295	TE 500-22	2	4,168,000
2313199	TE 2000-22	2	9,045,000
Cutting, Sawing & Grinding			
2248343	AG 4S-22 (100)	2	898,000
2215454	AG 6D-22 (125)	2	1,498,000
2240578	SR 6-22	2	Replacement
2351364	SC 4MR-22	2	1,284,000
2326030	SC 6WL-22	2	Replacement
2361756	Threaded rod cutter STR 4-22 case	2	3,167,000
2326050	Band saw SB 6-22 box	2	1,915,000
2267026	Die grinder GDG 6-22 box	2	1,020,000
Universal Cordless Drill			
2253855	SF 4H-22	2	792,000
2254885	SF 6H-22	2	1,348,000
2291205	SIW 4AT-22	2	1,262,000
2251608	SIW 6-22	2	1,487,000
2251627	SIW 8-22	2	1,594,000
2247392	SID 6-22	2	Replacement
2349973	Cordl. RA imp wrench SIW 4R-22 3/8" box	2	1,050,000
Direct & Screw Fastening			
2253762	BX 3-22	2	3,292,000
2248354	SD 5000-22	2	Replacement
2363097	SBT 6-22	2	3,567,000
Diamond and Dusst Management			
2251367	DSH 600-22	2	5,212,000
2254439	VC 10L-22	2	2,696,000
Lights			
2243002	SL 2-22	2	Replacement
2242904	SL 6-22	2	Replacement
2374158	Tower light SL 10-22 100-240V box	2	2,418,000
Riveting Tool			
2218781	Cordl. riveting tool RT 6-A22 box	2	2,556,000
Batteries and Chargers			
2251347	B 22-55	2	Replacement
2251351	B 22-85	2	Replacement
2251359	B 22-170	2	Replacement
2251363	B 22-255	2	Replacement
2254427	C 6-22	2	Replacement
2260058	C 8-22	2	Replacement
Adaptor			
2251343	Battery adaptor BA-22	2	Replacement

MATERIAL NO	TOOL TYPE	NO COST PERIOD (YEAR)	REPAIR COST LIMIT (IDR)
Power Tool & Accessories			
355439	TE 1	1	822,000
228080	TE 2	1	1,102,000
2122603	TE 3-CL	1	1,209,000
2122696	TE 3-ML	1	1,359,000
2251578	TE 6-CL	2	1,776,000
228058	TE 7-C	2	1,776,000
402592	TE 30-C-AVR	2	3,574,000
2160042	TE 30-AVR	2	3,574,000
2160169	TE 30	2	3,574,000
2029312	TE 30-A36	2	2,825,000
2126350	TE 50-AVR	2	3,960,000
2063007	TE 70-AVR	2	6,163,000
274704	TE 500	2	2,375,000
2224569	TE 500-Y (New Gen)	2	2,375,000
2170290	TE 500-X	2	2,118,000
2360375	Breaker TE 600-AVR 230V	2	5,000,000
428940	TE 700-AVR	2	6,100,000
2117396	TE 800-AVR	2	6,955,000
2124425	TE 1000-AVR	2	8,958,000
249085	TE 1500-AVR	2	11,235,000
2155478	TE 2000-AVR	2	11,235,000
2033100	TE 3000-AVR	2	13,620,000
2229060	TE 3000-AVR (New Gen)	2	13,610,000
429275	SFC 14-A	1	1,310,000
2072954	SFC 22-A	1	2,255,000
409459	SIW 22T-A	2	2,130,000
2242016	SIW 9 A22	2	3,094,000
2075661	AG 100-8D	3 Months	450,000
2075660	AG 100-8S	3 Months	450,000
Diamond System			
2058750	DD 120	2	6,890,000
2005205	DD 160	2	8,368,000
2105461	DD 200 230V BL ST	2	12,176,000
2121347	DSH 700-X	0	Replacement
2296603	Vacuum cleaner VC 5L	2	1,060,000
Measuring System			
2190182	PD-S *	1	1,046,000
2062050	PD-E *	2	3,060,000
2322751	PM 20-CG (AA Battery) *	2	2,225,000
2152386	PM 40-MG *	2	2,868,000
2131538	PR 2-HS A12 *	2	9,159,000
2190880	Ferrosan PS 300 *	2	82,368,000
2154108	X-Scan PS 1000 *	2	99,195,000
Direct & Screw Fastening			
2123719	SF BT 22-A	1	5,180,000
2101334	BX 3-ME	2	12,560,000
2123346	BX 3-IF	2	12,640,000
2211438	BX 3-BT	2	7,300,000
2229876	SD 5000-A22 case	1	1,090,000

* Repair conducted in other country, Repair Cost Limit Excludes Freight Cost.



All batteries and chargers of cordless tools are covered in LTS 2-Year No Cost program. No Repair Cost Limit, since no repair for battery and charger in place. Applicable for replacement only.



Tools Warranty – Lifetime Service

2 YEARS NO COST WARRANTY

Up to 2 years wear & tear coverage

We will repair your tool completely free of charge for up to 2 years from the date of purchase. This includes damage resulting from normal wear and tear.

You don't have to pay for spare parts, labor cost, pick up and delivery charges.

After the wear & tear period, the cost of paid repairs are capped at our repair cost limit (RCL) for the remaining warranty period.

1 MONTH REPAIR WARRANTY

Our 1-month repair guarantee

If your tool breaks down within 1 month of a paid repair, we will repair it free of charge for the same diagnostic. This also covers:

- wear and tear
- labor
- free pick-up and delivery

3 DAYS OR FREE REPAIR PROMISE

3-day repair of your Hilti tools or no charge (Jabodetabek)

When you buy a Hilti tool, you get more than just a tool. You also get the super fast Hilti tool repair service. At Hilti, with **pre-approval**, we'll repair your Hilti tool within 3 days or repair it free of charge.

We'll even **pick it up at your jobsite and return it to you onsite as well***.

Just contact us by phone or online and we'll do the rest. Every Hilti tool is registered, so there's no proof of purchase required.

Super fast. Pleasantly predictable. Incredibly simple.



Tool Repair Process Flow



Customer Request

Filtering process with credit hold, blacklist, customer application for new customer

Information required to pick up tools:

- Company name
- Tool model
- Serial number
- Quantity
- Pick-up address
- Person in charge name & phone number
- Ship-to address

Free pick up!

Inbound Transport

Tanda Terima Servis (from outside Jabodetabek)

Register in system, service order number creation

Estimation

- Repair cost estimation
- Repair quotation
- Follow up and repair

Tool Repair

- Cleaning
- Tool check with Global Standard
- Repair and spare parts replacement
- Tool use testing

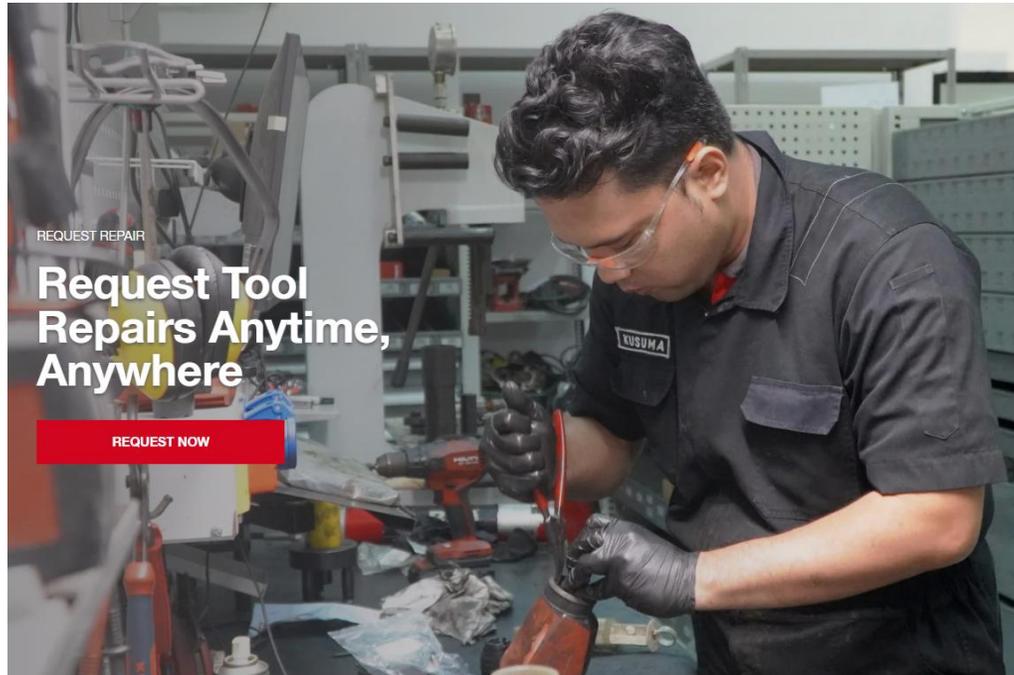
Outbound Transport

- Tools handover to repair admin
- Handover to courier



You can also request your repair from Hilti Online!

Register and log in to www.hilti.co.id



MS. JOSEPHINE | (30006580) | ORDERS | CONTACT US | CART | Search

Josephine

HIL INDONESIA
The Garden Center
Level 3 No. 3-11 B
Jakarta
12560

Account number
30006580

User role
Buyer

SWITCH ACCOUNT
LOGOUT

SELF-SERVICE | ACCOUNT & FAVORITES

Orders
See your order history, track shipments and request invoice copy

Orders & shipment tracking
Quotes

Tool Management
View your tools and manage repair requests

Tool list
Repair tools

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TOOL MANAGEMENT 9 Tools

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YOUR HILTI TOOLS | **REPAIR TOOLS**

Filter by Serial number, Org. reference ADVANCED FILTER

TOOL	GROUP	TOOL STATUS	SERIAL NUMBER
<input type="checkbox"/> Rotary hammer TE 2 230V case #228080	FLEET	Active	TESTHOL01
<input type="checkbox"/> Rotary hammer TE 2 230V case #228080	PURCHASED	Active	TESTREPAIRHOL1
<input type="checkbox"/> Breaker TE 2000-AVR 230V #2155478	PURCHASED	Active	TESTREPAIRHOL5
<input type="checkbox"/> Breaker TE 500 230V	PURCHASED	Active	TESTREPAIRHOL4



Terms & Condition



Syarat dan ketentuan perbaikan mesin PT HILTI NUSANTARA

1. Pengambilan

- Pengambilan dilakukan secara cuma-cuma oleh PT HILTI NUSANTARA untuk wilayah Jabodetabek, Jawa, Bali - Batas waktu permohonan pengambilan ke Customer Service sebelum jam 12:00 WIB (Kota Jakarta) dan sebelum jam 10.00 WIB (Bodetabek), untuk pelayanan pickup di hari yang sama

2. Pembayaran

- Term payment untuk customer cash yang berlaku adalah Cash Before Repair

3. Estimasi

- Mesin yang telah diestimasi tetapi tidak mendapat konfirmasi status lebih dari 15 (lima belas) hari kerja akan dikembalikan.
- Untuk mesin yang telah diestimasi dan dibatalkan untuk diperbaiki atas permintaan pelanggan, akan dipasang kembali sesuai dengan standarisasi PT HILTI NUSANTARA dengan tidak menjamin keadaan mesin tetap dalam kondisi semula saat mesin diterima

4. Perbaikan

- Perbaikan mesin mengacu pada standarisasi PT HILTI NUSANTARA, bukan berdasarkan permintaan pelanggan
- Apabila customer menginginkan penggantian komponen spare part pada proses perbaikan sesuai permintaannya, maka otomatis akan menggugurkan garansi repair pada repair selanjutnya

5. Pengiriman

- Mesin yang telah selesai diperbaiki akan diantar langsung oleh PT HILTI NUSANTARA ke alamat pelanggan (sesuai dengan Delivery Address di atas), secara cuma-cuma
- Untuk mesin yang akan diambil sendiri, kami tidak bertanggung jawab untuk mesin yang tidak diambil lebih dari 1 (satu) minggu setelah pemberitahuan selesai perbaikan atau tanggal yang tercetak di Delivery Note

6. Hal-hal di luar garansi Life Time Service (Garansi Seumur Hidup)

- Penyalahgunaan mesin dari desain / spesifikasi awal / penggunaan mesin dengan tidak mengikuti instruksi yang benar
- Mesin terbakar api, tercebur/ terendam di dalam air, jatuh atau terlindas kendaraan · Mencoba memperbaiki sendiri atau mengganti sparepart

7. Untuk tools yang sudah berada diluar masa No Cost Period, Hilti akan langsung melakukan proses repair bilamana estimasi biaya repair adalah dibawah Rp.2,000,000.-(dua juta rupiah), diluar PPN, tanpa menunggu approval quotation dari customer. Quotation akan tetap dibuat dan dikirimkan ke customer. Dan untuk customer yang membutuhkan PO/Approval, tool akan dikirimkan setelah Tool Service Center terima PO atau Approval.



Thank you

