



HILTI FAR EAST PTE. LTD.
TOOL SERVICE TERMS AND CONDITIONS (“Tool Service Terms”)
Updated August 2026

1. Hilti Tool Service

- 1.1. All repairs undertaken by Hilti are performed in the Hilti Tool Service Centre (TSC) by Hilti trained technicians and using only genuine Hilti replacement parts.
- 1.2. Should the customer at any time decide on his/her own to render tool servicing that is performed by either the customer him-/her-self and/or by 3rd parties, which is not in accordance with the manufacturer’s guidelines, Hilti’s tool service benefits outlined in these Tool Service Terms shall be null and void.
- 1.3. Standard working day for Hilti Tool Service is defined as Monday – Friday 8.30AM – 5.30PM, excluding Singapore official public holiday.

2. No Cost Period

- 2.1. For up to an initial two-year period, starting from the date the tool was purchased from Hilti, all repairs will be provided to the customer free of charge. This includes:
 - 2.1.1. Collection and transportation costs
 - 2.1.2. Labor costs
 - 2.1.3. Faulty parts and parts subjected to reasonable wear and tear.
 - 2.1.4. Servicing when indicated by the service indicator on the tool
 - 2.1.5. Functional check, adjustment and safety check
 - 2.1.6. Return transportation
- 2.2. For diamond systems with an operating hours counter, the No Cost Period applies for 1 year or 100 hours, whichever is earlier.
- 2.3. At the end of the No Cost Period, tool repair costs will be charged to the customer unless covered under the Manufacturer’s Warranty. For Hilti repair charges, see Clause 3.

3. Repair Cost Limit

- 3.1. At the expiration of the No Cost Period, Hilti sets a Repair Cost Limit for the lifetime of the tool.
- 3.2. For repairs requested by the customer outside of the initial No Cost Period, Hilti will invoice the customer the following charges:
 - 3.2.1. Repair Cost Limit (RCL) – up to a maximum of **34%** of the online price of the corresponding new tool OR the actual cost of parts and labor, if the actual cost is below the RCL.
 - 3.2.2. Goods and Services Tax (GST)
 - 3.2.3. 2% Packaging and Forwarding charges charge per Tool that includes both pick-up and return.
 - 3.2.4. The price used in the calculation of the Repair Cost Limit does not and will not, consider any negotiated price agreement between Hilti and the customer.
 - 3.2.5. Hilti reserves the right to adjust the calculation basis of the Repair Cost Limit without any prior notice.
- 3.3. For 1 month after every charged functional repair, a 1-month No Cost Period will apply, see Clause 2.
- 3.4. The 1 month No Cost Period commences from the time a charged repair is dispatched from Hilti’s Tool Service Centre and is deemed to end if no repair order is received for the same tool within 30 days from dispatch.
- 3.5. The Repair Cost Limit will apply for the lifetime of the tool, on the condition that all repairs over the tool’s life are carried out by Hilti.

4. 20-year-Free-of-Manufacturing-Defect Warranty

- 4.1. For a period of twenty (20) years, starting from the date of purchase, and provided all repairs are carried out by Hilti, Hilti warrants that Hilti tools are free of defects in materials or workmanship.
- 4.2. If, during this period, a defect in materials or workmanship is confirmed and attributable to Hilti, Hilti will within a reasonable period, at its sole option, repair the tool at no charge or replace the tool (or relevant parts), using new or reconditioned parts that meet Hilti's applicable quality, functional and safety standards.
- 4.3. For full information about the warranty, refer to clause 7.2 of our General Terms and Conditions of Sale & Services, published on www.hilti.com.sg.
- 4.4. This 20-year-free-of-manufacturing-defect warranty is subject to the exclusions and limitations set out at clause 8 of these Tool Service Terms.

5. Time Promise

- 5.1. The terms and conditions of the Time Promise as outlined in Clause 5, apply to all post codes in Singapore.
- 5.2. Hilti will repair and return the tool to the customer within 3 working days from the day of tools collection by Hilti.
- 5.3. If the tool repair turnaround exceeds the Time Promise, then the repair will be free of charge.
- 5.4. Delays that result in a Time Promise failure occurring after the invoice is generated with costs charged to the customer will be refunded in the form of a credit note.
- 5.5. The following conditions must be satisfied for the Time Promise to take effect:
 - 5.5.1. Customer provides Hilti with written advice through the [Online Pre-Approval Form](#) at our [Tool Services Webpage](#), that they pre-approve all future Hilti repairs up to the maximum Repair Cost Limit, and give consent to Hilti to proceed repairs without notice and quotation.
 - 5.5.2. The tool repair must be notified to Hilti via Customer Services or online: To arrange for same working day tools collection, customer needs to notify Hilti between 08.30AM – 11.30AM. Notifications received by Hilti from Customers between 11.35AM – 17.30PM is to be treated as next working day tools collection.
 - 5.5.3. If Hilti is arranging collection from the customer's nominated address, then the tool must be ready for collection the next working day.
 - 5.5.4. If the tool is dropped off at Hilti Store, it will be collected by Hilti's carrier the next working day.
 - 5.5.5. The Time Promise commences the day the tool is collected. See Clauses 5.5.2 and 5.5.3.
- 5.6. All tools for repair must be sent to Hilti individually, to enable tracking of each tool and serial number.
- 5.7. Hilti is not liable for any damages or losses caused by late delivery of a repaired tool. Failure of the Time Promise will be compensated as outlined in Clauses 5.3, 5.4, 5.5.
- 5.8. Exclusions apply. For a full list, see Clause 9.

6. Pre-approvals, Quoted repairs and Process

- 6.1. If the customer requires a purchase order number before a repair can proceed then the Purchase Order number must be provided at the time of booking in the tool repair, otherwise repair delays may occur.
- 6.2. Customers may choose to eliminate repair quotes and decrease turnaround times by pre-approving charged repair costs up to the Repair Cost Limit.
- 6.3. Should the customer provide Hilti with written advice that they pre-approve all future Hilti repairs up to the maximum Repair Cost Limit, Hilti will proceed without notice and the repair will be eligible for the Time Promise.
- 6.4. Repair quotes will remain open for five (5) working days from the date the quote was created.
- 6.5. Hilti will make all reasonable attempts to contact the customer with the quote throughout the five (5) day period. If the customer is uncontactable, does not reply or chooses not to

proceed with a charged repair within five (5) working days from quotation date, the quote will be closed and the tool will be returned unrepaired and disassembled. If the customer wishes the tools to be assembled and delivered back to customer's location, a reassembling charge of SGD 21.80 and delivery charge before GST and 2% of P&F Charges.

7. Delivery charge P&F

- 7.1. Hilti will only charge delivery fees for repairs outside of the No Repair Cost period, see Clause 2.
- 7.2. The delivery charge for repairs outside the No Cost Period is 2% of the repair charges (excl. GST) per tool. This includes pick-up from and return to the customer's nominated address.

8. General and Exclusions

- 8.1. Accessory items which are added attachments to the tool and are not part of the tool body are not covered by the Hilti Tool Service. Such items include, but are not limited to, dust removal attachments, pole tool extensions, vacuum accessories, batteries, guide rails and other such items classified as "Accessories" on the Hilti website www.hilti.com.sg.
- 8.2. Consumables including but not limited to tools related consumables, magazines, fastener guides, pistons and buffers in direct fastening tools, filters for vacuum cleaners and gas saws, pull cord assemblies and detachable power supply cords are not covered by Hilti Tool Service. Repair or replacement cost of these items shall be at the customers' expense.
- 8.3. Hilti does not offer partial repairs, only full functional repairs to restore the tool to factory standards for maximum performance.
- 8.4. Any self-repair beyond the allowed serviceability parts will null and void all warranties.
- 8.5. Stolen tools must be reported to Hilti immediately and tool serial numbers provided.
- 8.6. Tools from customers on credit block will not be collected or booked for Hilti repair.
- 8.7. The following cases are excluded from the Hilti Tool Services coverage described above, including:
 - 8.7.1. Tools which are not used for their intended purpose, in strict compliance with the operating instructions and other instructions issued by Hilti. Including damage caused by fire, flood, natural disaster, undue force (e.g. dropping, impact damage, damaged caused by improper use) or repair/modification of the tool by unauthorized persons.
 - 8.7.2. The Repair Cost Limit and 1-month No Cost Period on repaired tools, do not apply to batteries and chargers. Batteries and chargers will be exchanged rather than repaired within the No Cost Period for up to two years.
 - 8.7.3. Hilti reserves the right to deny the repair cost limit for customers who misuse tools or damage tools beyond normal working conditions.

9. Time Promise Exclusions

- 9.1. Heavy diamond tools (DS tools and wall saws), PS 250
- 9.2. Special equipment / non-standard list items.
- 9.3. Tool repairs which need clarification from the customer to complete the repair
- 9.4. Tools which have been returned to Hilti for a repair quote request.
- 9.5. Deliveries which are denied, refused or rescheduled by the customer.
- 9.6. Tools which are shipped as dangerous goods (including lithium batteries more than 100 Wh).
- 9.7. Repairs collected from the customer by a third party not instructed by Hilti.
- 9.8. Any tools which have not been sold by Hilti Far East Pte. Ltd.
- 9.9. Items which never received a serial number from Hilti.
- 9.10. Deliveries which are delayed by a Force Majeure event.
- 9.11. Days when Hilti Tool Service Centre is not operational due to public holidays or other special occasions.
- 9.12. The period consisting of 5 working days before and after the Chinese New Year holiday.

10. No-Approval Value

- 10.1. Hilti will proceed with repair without quotation approval, when the repair cost is less than or equal to 200 SGD (exclusive of GST).
- 10.2. Quotation will be provided for approval, if the repair cost is greater than 200 SGD (excluding GST).
- 10.3. If the customer wants to change this “no approval value”, he/she can provide a different value in the form of pre-approvals.
- 10.4. Access our online pre-approval form [here](#).

11. Hilti General Terms and Conditions of Sale & Services

- 11.1. This is a supplemental document to Hilti's General Terms and Conditions of Sale & Services published on www.hilti.com.sg.
- 11.2. Unless otherwise specified, the terms and provisions contained in the General Terms and Conditions of Sale & Services shall remain unchanged and be in full force and effect.
- 11.3. In case of doubt or any discrepancy between this document and Hilti's General Terms and Conditions of Sale & Services, Hilti's General Terms and Conditions of Sale & Services shall prevail in all circumstances.