

STANLEY® FATMAX®

AUTHORISED SERVICE AGENT WARRANTY GUIDELINES - POWER TOOLS



WARRANTY CHECKLIST

Is an original valid proof of purchase available?	YES	NO
Is the tool still within the warranty period?	YES	NO
Does the tool carry a CE mark?	YES	NO
Has the tool been repaired before? Have genuine STANLEY FATMAX parts been used?	YES	NO
Has the tool been returned with the original proof of purchase?	YES	NO
Are all parts the same age? (Batteries, chargers etc.)	YES	NO
Has the damage been caused by a defect in material or workmanship?	YES	NO
Does the tool show evidence of excessive wear or abuse?	YES	NO
Does the tool show evidence of damage caused by external influences or foreign bodies?	YES	NO
What type of warranty does the tool have?	1 YEAR	3 YEAR
If it's a warranty repair during years 2 or 3 – is there a valid extended warranty certificate?*	YES	NO



For a tool to be repaired under warranty, your checklist must match all cells highlighted yellow above.

*3 Years – requires a valid extended warranty certificate.

AUTHORISED SERVICE AGENT WARRANTY GUIDELINES

Introduction

This document serves as a reference guide for the use of our Authorised Service Agents, to assist in distinguishing between worn parts, misused parts and defective parts for Guarantee payment purposes. **These are guidelines and do not identify all failure types.**

The decision to authorise Guarantee is that of the Authorised Service Agent; however in cases of dispute the final decision rests with the local Service Manager.

If sending to our Company Owned Repair Centre please ensure appropriate packaging is used. We have the right to refuse Guarantee claims if products/packaging arrive damaged to our repair centres due to inadequate packaging.

Examples of specific causes of failure are provided and are classified as follows:

Defective materials or manufacture
Covered under Guarantee

Wear and tear or tool misuse
Not covered under Guarantee

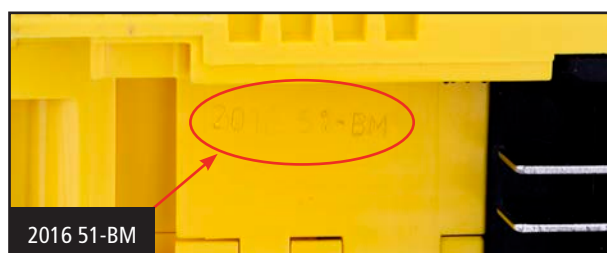
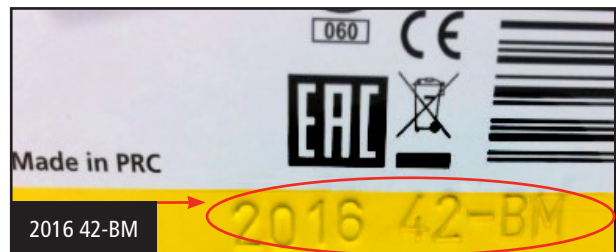
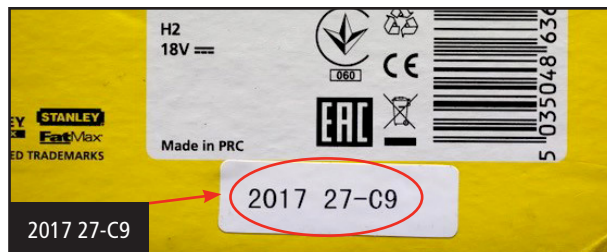
Guarantee Registration – Tool has to be registered within four weeks of purchase to qualify for the STANLEY FATMAX 3 year warranty. If not registered or if no registration certificate can be provided only a 1 year warranty applies.

The date code (Production Date) is required to ensure that the correct tool has been registered when the tool was originally purchased. It is also required when there are disputes on the proof of purchase, as the date code indicates when the tool was manufactured. All products (including tools, accessories, and attachments) have date codes. For all Guarantee claims, the date code must be identified. The Date code is made of 8 characters.

Date codes can be located anywhere on the outside of the unit (usually under the battery slot), and also on the packaging box (next to the barcode).

The date code on the tool should match what is on the Guarantee certificate for any claims under the 3 Year Guarantee.

Example of Date Codes:



STANLEY®

WHAT IS THE STANLEY FATMAX GUARANTEE POLICY?

STANLEY Europe is confident of the quality of its products and offers an outstanding guarantee for users of the product. This guarantee statement is in addition to and in no way prejudices your contractual or statutory rights. The guarantee is valid within the territories of the Member States of the European Union and the European Free Trade Area.

ONE-YEAR FULL WARRANTY*

If your STANLEY FATMAX product becomes defective due to faulty materials or workmanship within 12 months from the date of purchase, STANLEY Europe guarantees to replace all defective parts free of charge or – at our discretion – replace the unit free of charge provided that:

- The product has been used in accordance with any instructions provided and has not been subject to misuse, excessive force, load or mechanical impact.
- The product has been subject to fair wear and tear.
- Repairs have not been attempted by unauthorised persons.
- Proof of purchase is produced.
- The STANLEY product is returned complete with all original components.

This guarantee does not cover consumable products and does not exclude the obligation of the user to maintain or calibrate the product where required.

If you wish to make a claim, contact your seller or check the location of your nearest authorised STANLEY dealer in the STANLEY catalogue or contact your local STANLEY office at the address indicated on the packaging or in the manual. A list of authorised STANLEY dealers and full details of our after sales service is available on the internet at www.STANLEY.eu.

* Most STANLEY FATMAX power tools have a 3 year guarantee if the product is registered online within 4 weeks of purchase.

3 YEAR EXTENDED GUARANTEE**

Register your STANLEY FATMAX power tool within 4 weeks of purchase and qualify for an additional 2 years guarantee. Having registered your power tool, in the unlikely event that your power tool becomes defective due to faulty materials or workmanship, STANLEY guarantees to replace or repair all defective parts free of charge, or – at our discretion – replace the item free of charge.

What do you need?

- The tool that you wish to register
- Proof of purchase
- Login or register to MySTANLEY
- Add the details of your tool
- To add more than one product, simply click "register a new product"

WHAT IS THE STANLEY FATMAX GUARANTEE POLICY?

Terms & Conditions

In the unlikely event that your power tool becomes defective due to faulty materials or workmanship within 3 years of purchase; STANLEY guarantees to replace or repair all defective parts free of charge, or – at our discretion – replace the item free of charge provided that:

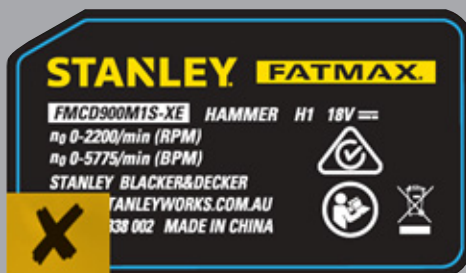
- The product is registered at www.STANLEY.eu/3 within 4 weeks of purchase.
- The product has not been misused and has been used in accordance with the instruction manual
- The product has been subject to fair wear and tear only
- Repairs have not been attempted by unauthorized persons
- The product is returned complete with all original components
- The product is CE Marked
- The proof of purchase and the appropriate extended guarantee certificate are produced when the tool is taken in for repair
- This guarantee does not cover consumable products and does not exclude the obligation of the user to maintain or calibrate the product where required.
- Batteries and chargers are excluded from the extended 3 year guarantee

If you haven't registered your product within 4 weeks of purchase, don't worry! You still qualify for our standard 1 year guarantee, which means that in the unlikely event that your power tool becomes defective due to faulty materials or workmanship within 1 year of purchase; STANLEY guarantees to replace or repair all defective parts free of charge, or – at our discretion – replace the item free of charge provided that:

- The product has not been misused and has been used in accordance with the instruction manual
- The product has been subject to fair wear and tear only
- Repairs have not been attempted by unauthorized persons
- The product is returned complete with all original components
- The product is CE Marked
- Proof of purchase are produced when the tool is taken in for repair
- This guarantee does not cover consumable products and does not exclude the obligation of the user to maintain or calibrate the product where required.

Evaluating a claim – First Steps

You must obtain proof of purchase before evaluating any claim against the Guarantee. Products bought outside EU or the European Free Trade zone, which are not marked with a CE Marking are not covered under the STANLEY Guarantee. The STANLEY product must display the CE Marking, as shown below:



The CE Marking is a legal requirement for products covered by one or more of the European Directives stipulating its use. In the case of STANLEY products it signifies that STANLEY has verified that the product complies with the requirements of the relevant Directives*.

*Excludes Lasers and Pneumatics, these products do not require CE marking.

INTERPRETING THE GUARANTEE POLICY



Key aspects of the Guarantee are:

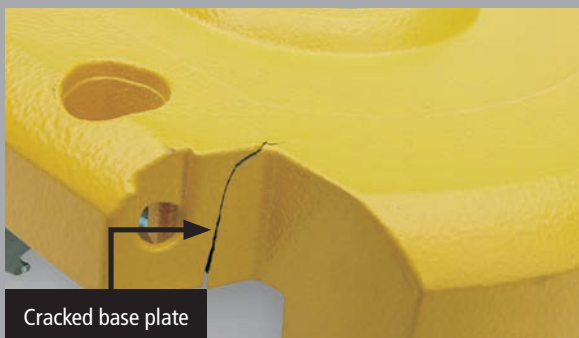
- STANLEY will repair, without charge, any defects due to defective materials or workmanship within 12 months from the date of purchase.
- The Guarantee does not cover part failure due to excessive wear and tear or tool misuse.
- The Guarantee does not apply where repairs have been attempted by unauthorised persons.
- Defective materials or workmanship.

STANLEY applies very high quality standards to its suppliers and manufacturing operations, and all products are tested prior to leaving the factory. There are however, rare occasions where a product defect occurs.

Where it can be verified to your satisfaction that a product defect was caused by either:

- a) Incorrect assembly by the manufacturer or,
- b) A failure of the manufacturer to manufacture one or more product components to design specification limits then STANLEY's Guarantee provides for the repair of such a defect to the product at no charge to the user.

The examples below are not covered under Guarantee:



INTERPRETING THE GUARANTEE POLICY

Wear and tear

The STANLEY FATMAX Guarantee does not cover components that are subject to "Excessive Wear and Tear". The term "Wear and Tear" refers to the number of hours that a product has been used and the environment it has been used in. The extent of Wear and Tear for any product will be determined by you as Authorised Service Agent.

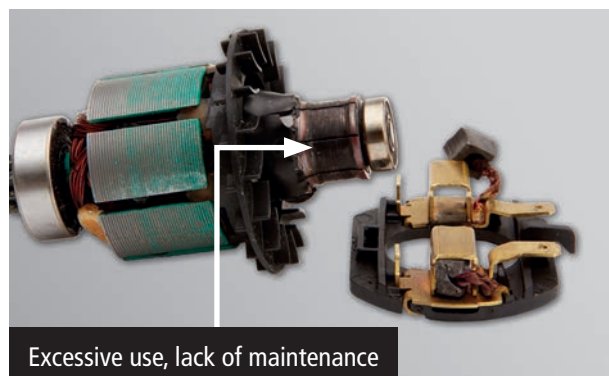
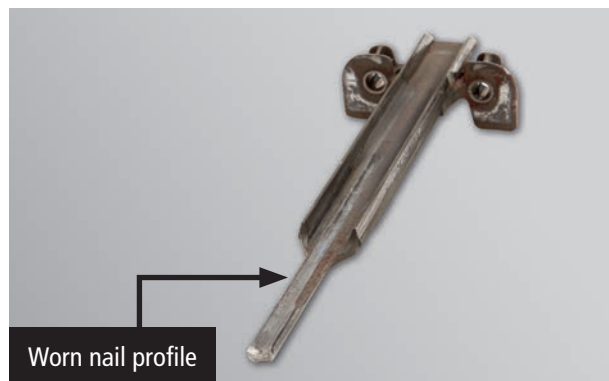
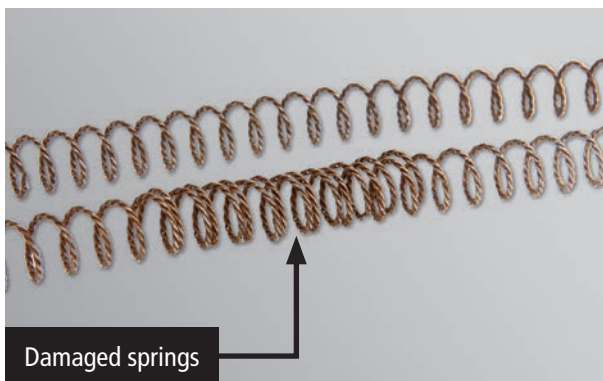
The following parts are examples of those which may be subject to Wear and Tear, and are therefore not covered if the product has had excessive use in relation to the application and the environment for which it was designed:

- Armature commutators
- Bearings
- Switches
- Beat pieces and rams
- Clutches
- Return springs
- In general, any other parts which interact

In addition to the "Wear and Tear" statement on our products, the following parts are not covered under Guarantee unless defective during manufacturing, to be determined by you as Authorised Service Agent:

- Brushes
- Chucks
- Clamshells
- Cord sets (note: damaged cables impact safety & performance of tool and leads to guarantee refusal)

The examples below are not covered under Guarantee:



INTERPRETING THE GUARANTEE POLICY

Tool misuse

Examples of tool misuse include:

- Extreme impacts or drops
- Ingestion of foreign objects, for example nails, screws, sand, etc
- Using the wrong tool for the application
- Any modification to a tool
- Prolonged exposure to the environment
- Wrong voltage delivered to tool
- Using incorrect accessories or batteries
- Lack of recommended service (especially hammers)
- Use of incorrect grease (your power tool requires no additional lubrication, do not lubricate the tool as it will damage the internal parts)

Tool incorrectly repaired



Water damage



Service attempted by unauthorised persons

Under no circumstances during the Guarantee period should a customer attempt to service their own tool.

Any such attempt invalidates the Guarantee for said tool. Guarantee repairs should only be carried out through an Authorised STANLEY FATMAX Service Agent.

General guidelines

- Enforce Proof of Purchase. Be certain it is a valid document that was issued at the time of purchase and that the tool is still within the Guarantee period.
- In some countries, Guarantee cards must be completed and provided with the tool being returned under Guarantee.
- The product must have been used in accordance with the user manual.
- All Guarantee claims must have customer name and address supplied.
- Services provided under Guarantee do not lengthen or renew the Guarantee period for the tool.
- Only use genuine STANLEY FATMAX spare parts.
- Do not accept a product that has been repaired with non-genuine STANLEY FATMAX components, including non-genuine batteries.
- Do not accept under Guarantee tools which have been abused, dropped or damaged.
- For articles sold as part of a promotional kit (for example clothing or electrical items) please refer to your local Service Manager for assistance.

Transportation

- In order to protect the tool in transportation it should be returned for repair in its original packaging including the kit box.

BATTERY PACKS - GENERAL CARE

To ensure the maximum life out of a battery pack there are some best practices which must be followed as a general guide.

Check that the user has adhered to the following guidelines:

1. The battery will achieve optimum performance when charged at room temperature. It should not be charged at temperatures below 4°C or above 40°C. Under these conditions, the battery will not take a full charge, and may be permanently damaged.
2. If the battery is hot, the user should let it sit out of the charger for at least 2 hours until the battery is at room temperature.
3. The user should not try to discharge the battery beyond the point where the tool no longer performs with the power and torque needed for the job. This may cause permanent damage which will prevent the battery from taking a full charge. The user must not tape the trigger on the tool to discharge the battery.
4. The battery must be stored in a cool, dry place. If temperatures exceed 49°C, it may reduce the battery life.
5. Periodically the user should charge the battery overnight to take full advantage of the 3-stage charging system for optimum runtime and battery life.
6. Battery terminals should be protected using the storage cap when not in use (caution: do not leave loose metal parts in the kit box close to the battery terminals).
7. Battery latches should be protected from abuse or extreme contamination that may affect the latching of the battery into the tool.
8. Overloading of the machine. If you overload the machine this may discharge the battery which can result in permanent damage to the battery cells.
9. The battery should not be stored inserted on the charger.
10. The battery should be stored away from direct sunlight.

Where it is clear that these guidelines have not been followed, any resultant damage to the battery or low performance is not covered by the Guarantee.

Wrong charger brought back with brand new drill



Batteries accepted under Guarantee must be submitted to the Agent complete (tool, charger & original batteries) to qualify.

Battery packs – Equipment

Batteries should be tested using the STANLEY FATMAX battery tester available from STANLEY. Guarantee battery exchange should only be carried out by agents using the STANLEY approved processes and test equipment. Please contact your local Service Manager for further details.

Damaged battery

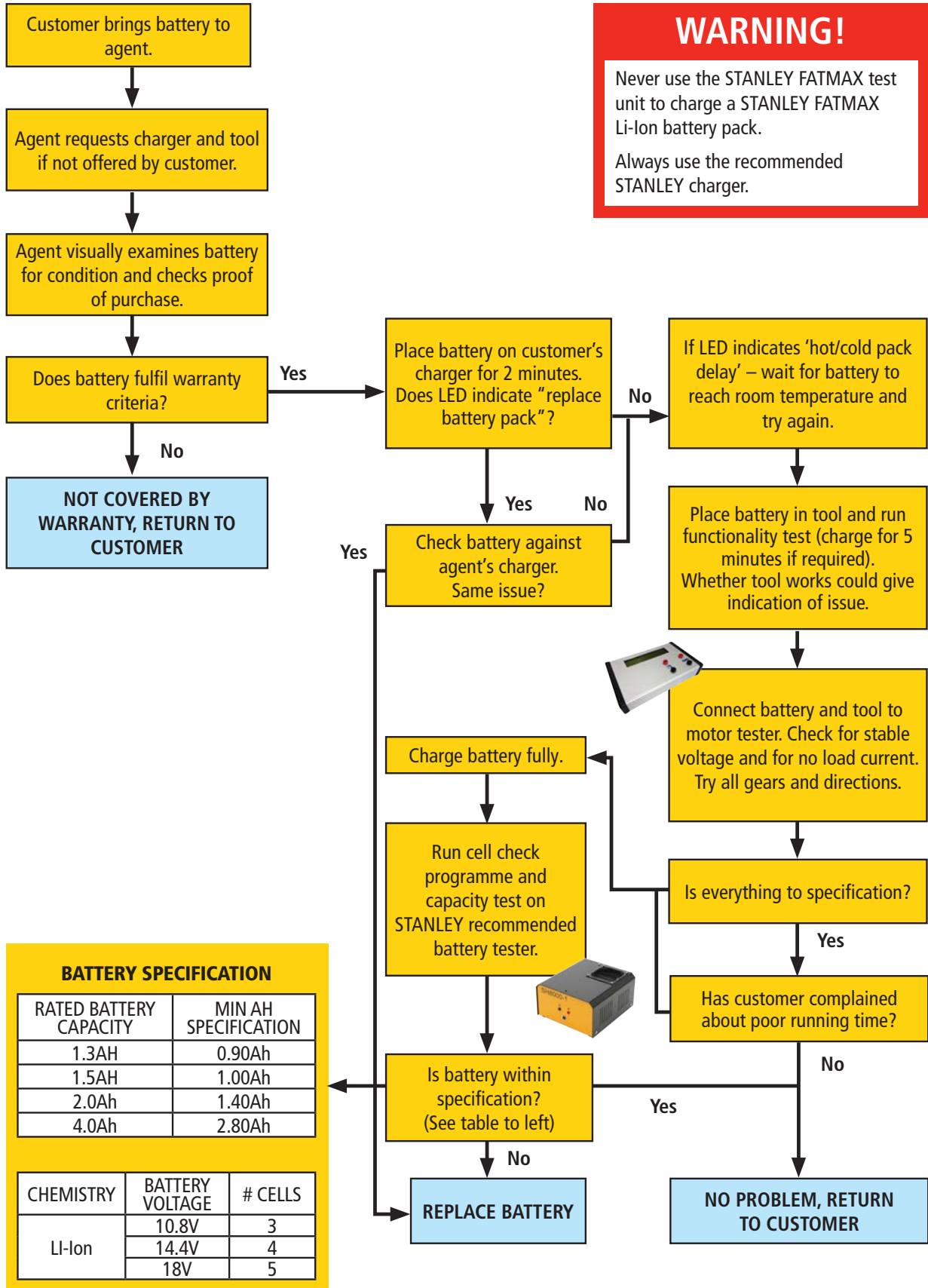


STANLEY FATMAX recommended battery tester

BATTERY TEST PROCESS

WARNING!

Never use the STANLEY FATMAX test unit to charge a STANLEY FATMAX Li-Ion battery pack.
Always use the recommended STANLEY charger.



BATTERY SPECIFICATION		
RATED BATTERY CAPACITY	MIN AH SPECIFICATION	
1.3AH	0.90Ah	
1.5AH	1.00Ah	
2.0Ah	1.40Ah	
4.0Ah	2.80Ah	

CHEMISTRY	BATTERY VOLTAGE	# CELLS
Li-Ion	10.8V	3
	14.4V	4
	18V	5

BATTERY FAQS

Q: How do battery packs fail?

A: More often than not battery packs fail because of old age. Their capacity degrades to a point where the battery pack is incapable of providing a useful run time per charge. Other failures include overheating of the battery, short circuit and damage due to sudden impact.

Q: What can I do to help my batteries stay in their prime for as long as possible?

A: Batteries degrade over the initial period of use. This is natural and is common to all batteries from all manufacturers. However, there are ways which you can help the battery degrade more slowly.

- Do not overload your tool.
- Store your battery packs in dry conditions between 4 and 20°C if it is not to be used for a few months.

Li-ion batteries they should always be stored fully charged. If not, there is a risk that the self-discharge of the pack may cause one or more cells to go below critical voltage and thereby making the battery unusable.

For normal shorter periods of storage - room temperature is desirable.

Q: What is 'memory effect' and does it affect power tool batteries?

A: Memory is one of many conditions, which causes a loss of runtime. Memory is created from repetitive shallow discharges (battery use terminated before

the full capacity is delivered) in the exact same application (i.e. Toothbrush or Electric Shavers) daily. Power Tools rarely see shallow discharges under the exact same load, due to the variety of applications. Most users still use the term "memory" incorrectly for all types of reduced battery performance.

Whilst NiCd and NiMH can suffer from this condition, Li-Ion does not.

Q: Should a battery be discharged completely before being charged?

A: No power tool battery should be discharged completely before charging, this is more likely to permanently damage the battery pack than prolong the battery pack's life. With Li-Ion batteries the battery (or sometimes the tool) cuts off automatically when the power drops below a fixed point. This is normal and is the point when it should be placed on charge.

Q: Can any STANLEY FATMAX charger be used to charge any STANLEY FATMAX battery?

A: No. Different chargers are suitable for use with different batteries. Although many chargers will charge many voltages and chemistries it is best to check compatibility with your local dealer or STANLEY Service team if you are unsure.



GUIDELINES - CHUCKS

Chuck damage may occur due to misuse, for example:

- Bit slippage due to incorrect tightening of the chuck.
- Wear caused by operating the drill with the chuck running against hard surfaces.
- Allowing a build-up of debris on the chuck (to minimise risk, always clean the drill bit before inserting into the chuck).
- Rust caused by prolonged exposure to dampness.
- If you attempt to remove the chuck or accessories by using incorrect tools for example by using a vice.

Chucks are not normally covered by Guarantee unless they were not manufactured to design specification limits.



Beschädigtes Bohrfutter - Werkzeug nicht gepflegt



Verrostetes Bohrfutter - Feuchtigkeit etc.



Verbrannter Motor



Übermäßiger Gebrauch

Motors

To ensure long service, motors are equipped with a cooling fan. The efficiency of this cooling system is directly related to the speed of the armature. When increased stress is placed on a motor, more energy is required to sustain the rated RPM. Under prolonged stress the motor speed drops and the cooling effect decreases rapidly. The motor temperature then increases which may result in critical overheating.

To avoid overheating, the motor should at all times be able to operate at its optimal RPM. An overheated motor, which is never a case of Guarantee, is almost always an indication of incorrect application of a tool.

Switches & PCBs

Switches and PCBs can be static sensitive parts. As such, they should always be stored and fitted using appropriate static protection. Note: Switches and PCBs are sensitive to high current and heat caused by overload of Tool. Such failures are never covered by Guarantee.

ONLINE INFORMATION

Information available on www.2helpU.com

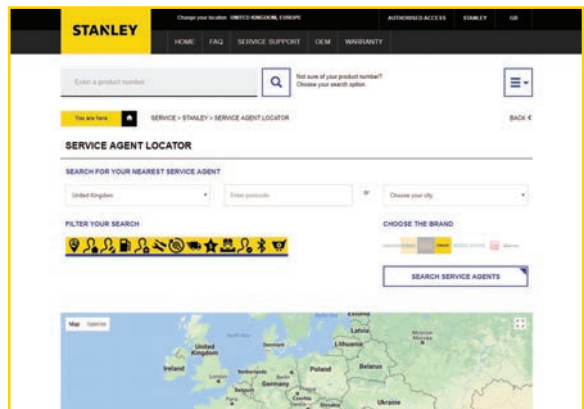
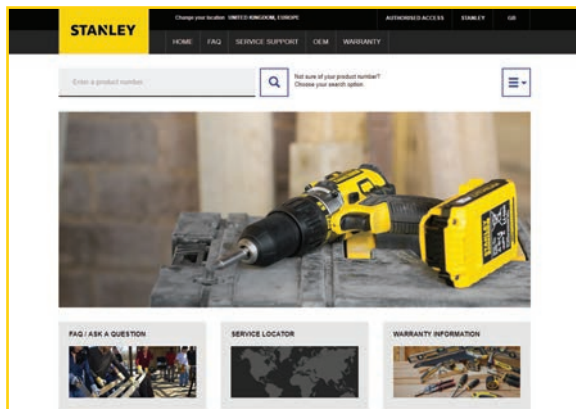
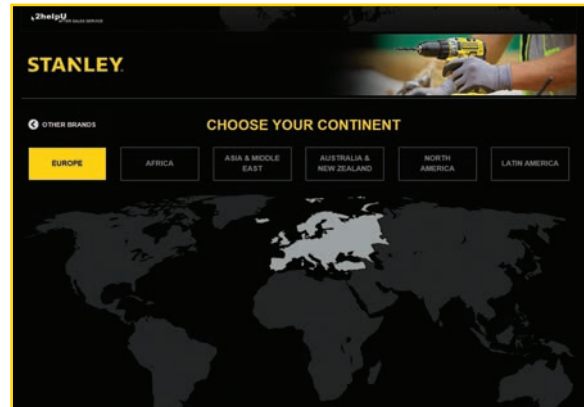
Our service website, 2helpU will give you everything you need to know about STANLEY service:

Technical data about our products:

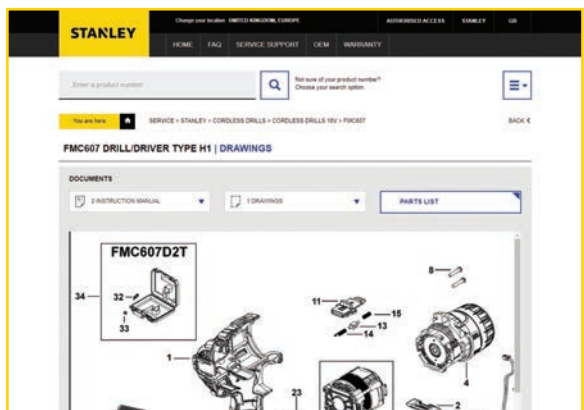
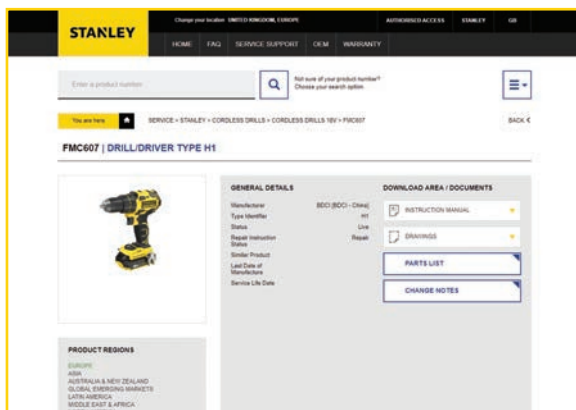
- Instruction manuals
- Technical features
- Spare parts list
- Technical drawing

Details about our authorised service agents and CRUs:

- List of our agents
- Find the closest agent
- Agents' details
- Map to locate your agent



As an Authorised Repair Agent you have full access to www.2helpU.com via tool commerce. In addition to technical specifications, drawings and parts lists, 2helpU contains wiring diagrams, instruction manuals, repair instructions, service bulletins, repair videos, repair animation and training information. The level of information varies by product and is regularly updated.



GENERAL FAQS

Q: What products are covered by the STANLEY FATMAX 3 year guarantee?

A: The STANLEY FATMAX European Power Tool (PT) 3 year guarantee is valid for eligible STANLEY FATMAX Power Tools that have been registered online within 4 weeks from the date of purchase. Terms and conditions apply.

Q: What Power Tools are not included in the additional 2 year guarantee?

A: The following power tool groups are excluded:

- Fastening Tools e.g. Nailers, Powder Impact tools, Batteries and Chargers
- Rebuilt or Reconditioned products identified with additional markings – “Factory rework” and/or “Q”
- Compressors and Generators

These products are covered by the standard 1 year guarantee.

Q: Who can register a STANLEY FATMAX product for a 3 year guarantee?

A: The extended 3 year guarantee registration must be made by the STANLEY FATMAX end user who has purchased the STANLEY FATMAX power tool from an authorized STANLEY FATMAX European reseller for use in the course of their trade or profession. The guarantee is not transferable. Therefore only the original STANLEY

FATMAX end user can make the registration and claim under the guarantee.

Q: Do these STANLEY FATMAX warranty guidelines also relate to STANLEY FATMAX hand tools (Tapes, levels, knives etc.)?

A: No, these STANLEY FATMAX warranty guidelines are for STANLEY FATMAX power tools only.

Q: Are we including reconditioned products for the 3 year offering?

A: Reconditioned products are excluded from the 3 year guarantee offering. Rebuilt or Reconditioned products identified with additional markings – “Factory rework” and/or “Q”.

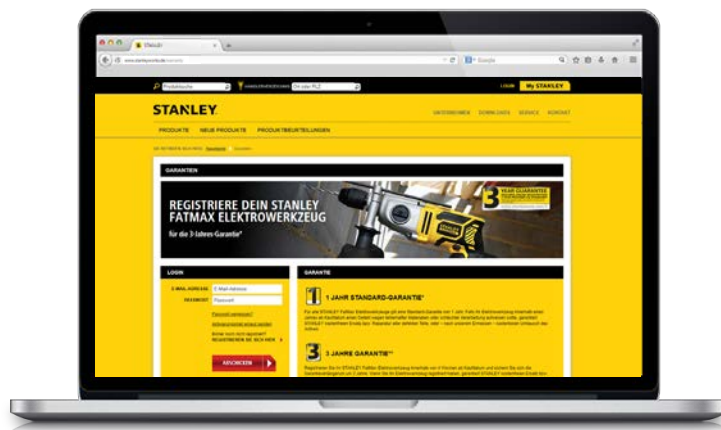
Q: Do you exclude high production tools within the Terms and conditions of 3 year guarantee?

A: Yes products used for series production applications, scaffolding, 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.

Q: Can a customer register by post for the additional 2 year guarantee?

A: We’re sorry but the registration is only possible online.

Visit '<http://www.STANLEYtools.eu/3>' to check if a tool is eligible for the 3 year guarantee.

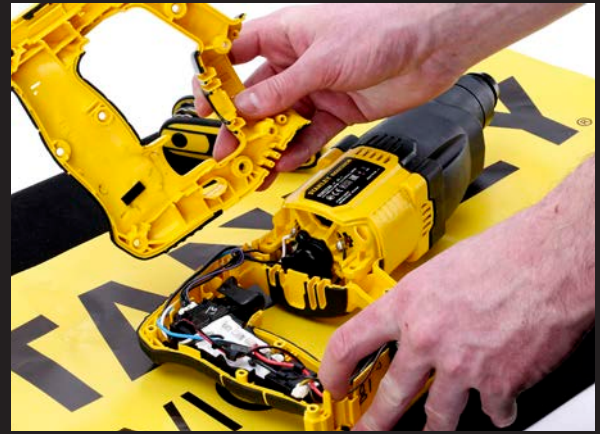


STANLEY[®]

SERVICE

WARRANTY AND SERVICE

Please refer to the current terms and conditions offered in your market.



www.2helpU.com

Visit our STANLEY Service site for information on After Sales Services, including:

- Your nearest Authorized Repair Agent
- Frequently Asked Questions
- Technical Drawings
- Instruction Manuals

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Your STANLEY Service Agent: