

HOW TO TRACK YOUR TOOL REPAIRS ON HILTI ONLINE



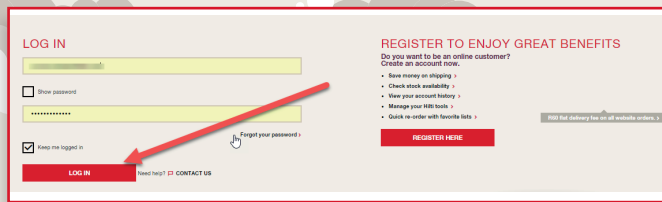
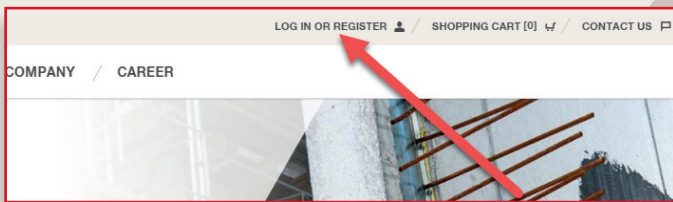
Visit www.Hilti.co.za to get started

Repair Tracking

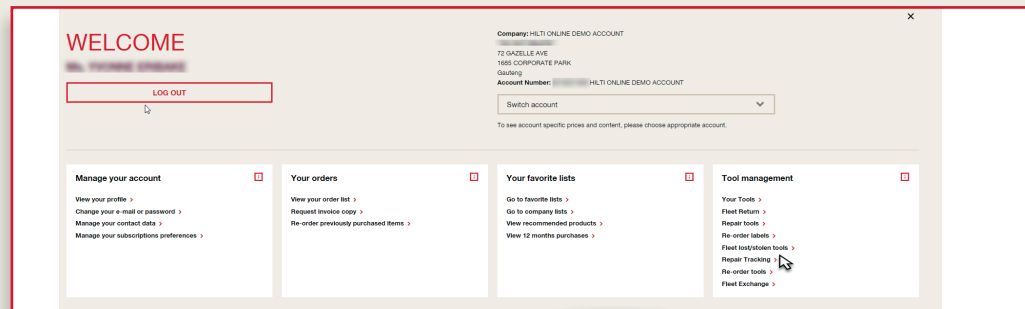
Do you need to check the status of your tool repair? This is easy and convenient on Hilti Online.

Tip: You can book in your tool for repairs on Hilti Online.

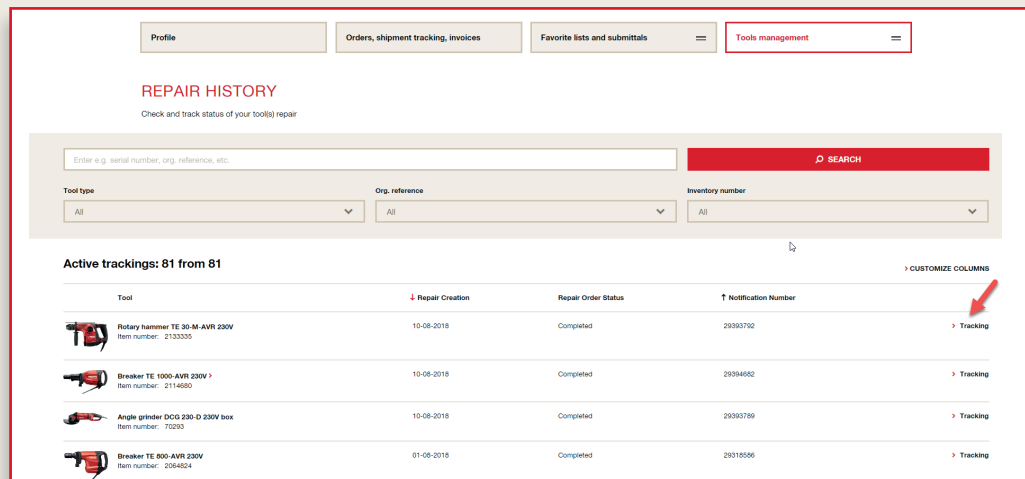
1. Login to your Hilti Online account



2. Under Tool management, click on 'Repair tracking'.



3. You will see a list of your tool(s) in for repairs, click on 'tracking' to view the status of the individual tools.



FIND OUR HILTI APP

iOS



www.hilti.co.za

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4. You will see the status of the tool repair up until it has been sent back to you.

Profile | Orders, shipment tracking, invoices | Favorite lists and submittals | **Tools management**

← Back to repair history

REPAIR DETAIL | #2

Below you can find detailed information about your tool (or combi) and how far it was already processed. If you have any questions please contact our regular support. Please always refer to your service number.

Order received	Arrived in the Tool Service Center	Tool in service	Tool service completed and shipped
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Costs

Tool	Defect description	Repair price
Hilti hammer TE 30 M-AVR 230V Item number: 2123202 Serial number: [redacted] Number of repairs: 3 Accumulated repair costs: 248 0.00	Burned	Covered by fleet management

PICKUP & BILLING INFORMATION

Pickup & Delivery

5. You can view a repair that is awaiting approval on a quote, weigh your different options and proceed, all on Hilti Online.

Order received	Tool picked up	Arrived at tool center	Awaiting quote decision	Tool in service	Service completed	Tool Shipped	Tool returned
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

NEED APPROVAL

Costs

Tool	Defect description	Quote price
Set VC 20-UM-Y + B 36/6.0 (2) + VC 20/40 Item number: 2068463 Serial number: 1234567 Tool age: 3 years Number of repairs: 3 Accumulated repair costs: \$550.45	Motor - burned Gear - broken	\$ 300.45
Meiselhammer TE 1500-AVR 230V Item number: 2068463 Serial number: 1234567 Tool age: 3 years Number of repairs: 3 Accumulated repair costs: \$550.45	Motor - burned Gear - broken	Covered by fleet management
Set HIT-RE 500 330/1 (25) + HDM 330 Kof Item number: 2068463 Serial number: 1234567 Tool age: 3 years Number of repairs: 3 Accumulated repair costs: \$550.45	Motor - burned Gear - broken	Covered by warranty
Total repair costs		\$ 400.45
Freight costs		\$ 0.00
Vat 20%		\$ 23.45
Total		\$ 727.02

APPROVE QUOTE

OTHER OPTIONS

Contact Hilti

Do you require further assistance on your repair quote? Call our customer service team and we will be happy to help.

→ CONTACT HILTI

Recycle Tool

No longer need these tools? We will stop the repair order and help you recycle them for free in an ecological friendly manner.

→ RECYCLE TOOL

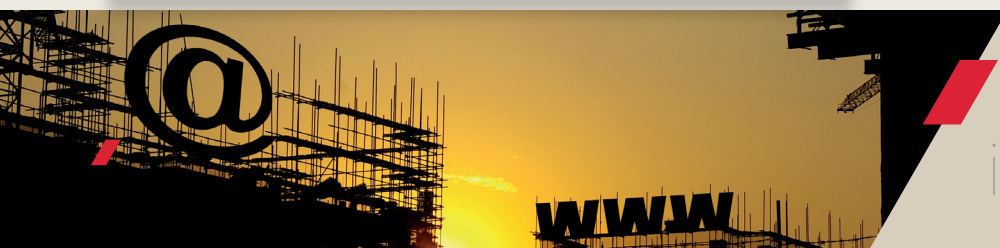
Buy New Tool

Would you rather get a new tool? We will stop the repair and recycle your old tool. See this great replacement offer.

Set TE 30-A36 + TE-CX(4)M10
Item number: 2068463

Fleet Monthly \$1732.32/piece

BUY NEW & RECYCLE



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iOS



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