

Independent Authorized Service Center Tool Replacement Request Instructions

Products covered under warranty or service agreements are always repaired if the parts are available. However the need for a full tool replacement may come up for a product that is still covered.

The following situations will justify a full tool replacement:

- Part(s) required are no longer available**
- Part(s) required are on back order and will not be available for 90 days.**
- The same tool has been brought in 3 or more times for the same repair in a relatively short time frame.**

To expedite the replacement process please use the following steps:

1. Call the Authorized Service Center Priority Line
877-371-8735
2. Press 1 for Power Tools, or Press 2 for Outdoor Products
3. Explain the situation to the TTI Technician and an authorization number will be provided for filing a warranty claim on the diagnostic labor.
4. A replacement will be shipped directly to the customer's address.
Please keep tool for 30 days after request has been approved before scrapping.

Note: Most replacements will be reconditioned units.

To expedite the call, please have the following information ready:

Product Model and Serial Number

Date of Purchase

Customer's contact and mailing address information

Part number that is no longer available or on back order