

## Techtronic Industries North America, Inc.

All Ryobi and RIDGID Authorized Service Dealer Managers:

This letter contains important service information from Techtronic Industries North America Inc on how to fill warranties online, labor rate charts, warranty on Ryobi Power Tools, Lifetime Service Agreement on Ridgid tools and more. Please read all the information included and keep for your records.

**We are pleased to announce that all warranty claim filing can be completed through our on-line warranty claim process effective July 9, 2007. The information listed below will help get you started and give you some details for this program.**

- The link to the warranty claim form is located on the Gardner Inc. website.
- After logging into the dealer login on gardnerinc.com click on the TTI warranty claim process instructions for the correct claim type. After reading the instructions, click on the correct warranty claim form and follow the instructions. Your **user Id** is your dealer number that starts with a W. And your initial **password** is: initpass1
- All information contained in the warranty claim form is critical for processing. Please fill in all information correctly and completely to assure the claim is processed when received.
- All U.S. claims submitted electronically by Wednesday afternoon will be processed for payment on Friday of the same week with payment being mailed on Monday of the following week.
- All claims submitted in paper form will be processed for payment within 30 days.
- RIDGID Lifetime Service Agreement verification is available using the warranty claim process.
- Effective 7/09/07 the handling charge on warranty claims will be 15% of net price on parts with a maximum of \$5.00 **per** individual part number claimed. You may continue to use your old claim forms but make sure the handling charge is calculated correctly. The on-line warranty claim form has the correct handling charge calculation.

RIDGID (CORDLESS POWER TOOLS)

RIDGID WOODWORKING CHART

	PULLEY		GEAR		GEAR CASING		FIXED TABLE		BLADE ADJ		SPEED MODULE		COMPLETE BRUSH HOLDER OR BRUSH 4 OR MORE CATEGORIES	
	FIELD ARM.	SWITCH	BELT	CHAIN	BEARING	SHAFT	MOTOR HOUSING	MOTOR BASE	ADJ	ADJ	MODULE	OR BRUSH	OR BRUSH	CATEGORIES
DRILLS - IMPACT		\$17.50				\$17.50	\$17.50	\$17.50			\$17.50			\$25.00
SAWS (RECIPROCATING/JIG/CIRCULAR)		\$19.50			\$22.50	\$22.50	\$27.50	\$17.50			\$22.50			\$32.50
CAULK GUN		\$19.50	\$17.50				\$17.50				\$22.50			\$25.00
PLANER		\$19.50	\$17.50	\$22.50				\$17.50			\$22.50			\$32.50

\*\*Any repair not listed above will be paid \$17.50 labor.  
 LABOR NOT CUMULATIVE ! CHOOSE HIGHEST LABOR  
 CATEGORY WHEN DETERMINING LABOR ALLOWANCE.

- \*Model number, serial number, date code not required if shipped to the customer after repair
- \* Customer signature
- \* Customer name & address.
- \* Date in and date out of repair.
- \* Parts used with associated ASC cost.
- \* Actual freight only.
- \* Appropriate labor from above chart.
- \* Distributor Account Number



**RIDGID (BENCHTOP & STATIONARY)**

**RIDGID WOODWORKING CHART**

	SWITCH	FIELD ARM.	PULLEY -- BELT --	CHAIN	BEARING	GEAR -- SHAFT	GEAR HOUSING	MOTOR HOUSING	MOTOR	FIXED TABLE -- BASE	BLADE ADJ	SPEED MODULE	COMPLETE BRUSH HOLDER OR BRUSH	COMPLETE OVERHAUL -- 4 OR MORE CATEGORIES
SANDERS (BENCHTOP BELT, SPINDLE, )	\$19.50	\$27.50	\$17.50	\$22.50	\$22.50	\$22.50	\$27.50	\$27.50	\$22.50	\$22.50		\$22.50	\$17.50	\$32.50
SAWS (MITER, CUT-OFF, SCROLL, BAND)	\$19.50	\$25.00	\$22.50	\$22.50	\$22.50	\$22.50	\$32.50	\$32.50	\$22.50	\$22.50	\$17.50	\$22.50	\$17.50	\$42.50
SAWS (TABLE - EXTERNAL MOTOR)	\$22.50	\$27.50	\$22.50	\$27.50	\$27.50	\$27.50	\$32.50	\$32.50	\$27.50	\$27.50	\$17.50		\$17.50	\$47.50
SAWS (TABLE - INTERNAL MOTOR)	\$22.50	\$32.50	\$22.50			\$32.50	\$32.50	\$32.50	\$32.50	\$32.50	\$17.50		\$17.50	\$47.50
SAWS (RADIAL ARM)	\$22.50	\$27.50	\$22.50			\$27.50	\$32.50	\$32.50	\$32.50	\$27.50	\$17.50		\$17.50	\$47.50
PLANER, JOINTER, LATHE	\$22.50	\$27.50	\$22.50	\$27.50	\$27.50	\$32.50	\$32.50	\$32.50	\$27.50	\$22.50			\$17.50	\$47.50
DRILL PRESS	\$19.50	\$25.00	\$22.50	\$22.50	\$22.50	\$17.50	\$32.50	\$32.50	\$22.50	\$22.50			\$17.50	\$42.50

\*\* Any repair not listed above will be paid \$17.50 labor.

LABOR NOT CUMULATIVE ! CHOOSE HIGHEST LABOR CATEGORY WHEN DETERMINING LABOR ALLOWANCE.

- \* Model number, serial number, date code not required if shipped to the customer after repair
- \* Customer signature
- \* Customer name & address.
- \* Date in and date out of repair.
- \* Parts used with associated ASC cost.
- \* Actual freight only.
- \* Appropriate labor from above chart.
- \* Distributor Account Number



**RYOBI (CORDLESS POWER TOOLS)**

**RYOBI LABOR CHART**

	RYOBI LABOR CHART											COMPLETE OVERHAUL 4 OR MORE CATEGORIES		
	SWITCH	FIELD	PULLEY	GEAR	GEAR	GEAR	SHAFT	BEARING	HOUSING	MOTOR	FIXED		MAGAZINE	
	ARM.	BELT	CHAIN	HOUSING	HOUSING	HOUSING	HOUSING	HOUSING	HOUSING	TABLE	BASE			
DRILLS	\$12.50				\$17.50	\$17.50	\$17.50	\$17.50	\$17.50	\$17.50				\$22.50
SANDERS	\$12.50			\$15.00		\$15.00		\$15.00	\$15.00	\$12.50				\$22.50
SAWS (RECIPROCATING, JIG, CIRCULAR)	\$17.50				\$22.50	\$22.50	\$22.50	\$27.50	\$22.50					\$32.50
GRINDER	\$17.50	\$22.50			\$17.50	\$17.50	\$17.50	\$17.50						\$32.50
TRIMMER	\$17.50				\$17.50	\$17.50	\$17.50	\$17.50	\$17.50	\$17.50				\$22.50
PLANER	\$17.50		\$15.00		\$22.50	\$22.50	\$22.50	\$27.50	\$22.50	\$17.50				\$32.50
SPEED SAW	\$12.50				\$22.50	\$17.50	\$17.50	\$17.50	\$22.50					\$32.50
NAILER - STAPLER	\$17.50					\$22.50		\$22.50	\$22.50			\$17.50		\$32.50
INFLATOR - CANISTER VAC	\$12.50								\$17.50					\$22.50
CAULKING GUN	\$12.50							\$17.50	\$17.50					\$22.50
CHAIN SAW	\$17.50		\$15.00		\$17.50	\$17.50	\$17.50		\$17.50					\$22.50
MITER SAW	\$17.50			\$22.50	\$22.50	\$22.50	\$22.50	\$22.50	\$22.50	\$17.50				\$32.50

\*\*Any operation not listed above will be paid \$15.00 labor

Labor is not cumulative. Choose the highest labor category when determining labor allowance.

- \*Model number, serial number, date code
- \* Customer signature not required if shipped to the customer after repair
- \* Customer name & address.
- \* Date in and date out of repair.
- \* Parts used with associated ASC cost.
- \* Actual freight only.
- \* Appropriate labor from above chart.
- \* Ryobi Account Number

**RYOBI (CORDED POWER TOOLS)**

**RYOBI LABOR CHART**

	PULLEY										GEAR		FIXED		SPEED		COMPLETE OVERHAUL
	FIELD	ARM.	CHAIN	BEARING	SHAFT	HOUSING	MOTOR	BASE	ADJ	MODULE	GEAR	CASING	TABLE	BLADE	MODULE	CATEGORIES	
DRILLS - IMPACT WRENCHES	\$12.50				\$17.50	\$17.50	\$17.50			\$17.50	\$17.50				\$22.50	\$22.50	
SANDERS (PALM, DETAIL, BELT, PAD)	\$12.50		\$15.00							\$15.00	\$15.00		\$12.50		\$12.50	\$22.50	
SAWS (RECIPROCATING, JIG, CIRCULAR)	\$17.50			\$22.50	\$22.50	\$22.50	\$22.50			\$27.50	\$27.50			\$17.50	\$22.50	\$32.50	
ROUTERS - LAMINATE TRIMMERS	\$17.50	\$22.50		\$17.50						\$27.50			\$22.50		\$27.50	\$32.50	
GRINDERS	\$17.50	\$22.50		\$17.50	\$17.50	\$17.50				\$17.50	\$17.50					\$20.00	
PLANERS - BISCUIT JOINER	\$17.50	\$22.50		\$22.50	\$22.50	\$22.50				\$27.50	\$27.50		\$17.50	\$17.50		\$32.50	
SPEED SAW - ROTARY TOOL	\$17.50	\$22.50		\$22.50	\$17.50	\$17.50				\$22.50	\$22.50				\$22.50	\$32.50	

\*\* Any operation not listed above will be paid \$15.00 labor  
 Labor is not cumulative. Choose the highest labor category  
 when determining labor allowance.

- \* Model number, serial number, date code
- \* Customer signature not required if shipped to the customer after repair
- \* Customer name & address.
- \* Date in and date out of repair.
- \* Parts used with associated ASC cost.
- \* Actual freight only.
- \* Appropriate labor from above chart.
- \* Ryobi Account Number

**RYOBI (BENCHTOP & STATIONARY)**

**RYOBI LABOR CHAKI**

	BRUSH		PULLEY		GEAR		GEAR		GEAR		FIXED		SPEED		COMPLETE OVERHAUL
	HOLDER	BRUSH	FIELD	BELT	ARM.	CHAIN	BEARING	SHAFT	HOUSING	MOTOR	BASE	ADJ	MODULE	CATEGORIES	
SAWS (BAND, SCROLL)	\$12.50	\$12.50		\$17.50	\$17.50	\$17.50	\$17.50	\$17.50	\$17.50	\$17.50	\$17.50	\$17.50	\$12.50	\$22.50	
SANDERS (SPINDLE, BELT-DISC, DRUM)	\$12.50	\$19.50	\$27.50	\$17.50	\$22.50	\$22.50	\$22.50	\$27.50	\$22.50	\$22.50	\$22.50	\$22.50		\$32.50	
SAWS (MITER, CUT-OFF, RADIAL ARM)	\$17.50	\$19.50	\$25.00	\$22.50	\$22.50	\$22.50	\$22.50	\$25.00	\$22.50	\$22.50	\$22.50	\$22.50	\$22.50	\$42.50	
SAWS (TABLE)	\$17.50	\$22.50	\$27.50	\$27.50	\$27.50	\$27.50	\$27.50	\$32.50	\$32.50	\$32.50	\$27.50	\$27.50		\$47.50	
GRINDERS (BENCH)		\$17.50				\$22.50	\$22.50	\$22.50	\$22.50	\$22.50	\$17.50	\$17.50		\$32.50	
PLANER	\$17.50	\$19.50	\$27.50	\$22.50	\$27.50	\$27.50	\$27.50	\$32.50	\$32.50	\$27.50	\$22.50	\$17.50	\$27.50	\$47.50	
DRILL PRESS	\$17.50	\$19.50		\$22.50		\$22.50	\$22.50			\$22.50	\$22.50			\$32.50	
OTHERS NOT LISTED	\$17.50	\$19.50	\$25.00	\$22.50	\$22.50	\$22.50	\$17.50	\$32.50	\$32.50	\$22.50	\$22.50	\$17.50	\$27.50	\$42.50	

\*\*Any operation not listed above will be paid \$15.00 labor

\*\* OSS450 Repair Kit \$25.00 Labor

Labor not cumulative. Choose highest labor category when determining labor allowance.

**ASC WORK ORDER/INVOICE SUBMITTED FOR WARRANTY REIMBURSEMENT MUST INCLUDE:**

- \*Model number, serial number, date code
- \* Customer signature not required if shipped to the customer after repair
- \* Customer name & address.
- \* Date in and date out of repair.
- \* Parts used with associated ASC cost.
- \* Actual freight only.
- \* Appropriate labor from above chart.
- \* Ryobi Account Number



## WARRANTY

### **RYOBI® POWER TOOL - LIMITED TWO YEAR WARRANTY AND 30 DAY EXCHANGE POLICY**

One World Technologies, Inc., warrants its RYOBI® power tools with the following conditions:

**30-DAY EXCHANGE POLICY:** During the first 30 days after date of purchase, you may either request service under this warranty or you may exchange any RYOBI® power tool which does not work properly due to defective workmanship or materials by returning the power tool to the dealer from which it was purchased. To receive a replacement power tool or requested warranty service, you must present proof of purchase and return all original equipment packaged with the original product. The replacement power tool will be covered by the limited warranty for the balance of the two year period from the date of the original purchase.

**WHAT THIS WARRANTY COVERS:** This warranty covers all defects in workmanship or materials in your RYOBI® power tool for a period of two years from the date of purchase. With the exception of batteries, power tool accessories are warranted for ninety (90) days. Batteries are warranted for two years.

**HOW TO GET SERVICE:** Just return the power tool, properly packaged and postage prepaid, to an Authorized Service Center. You can obtain the location of the Service Center nearest you by contacting a service representative at One World Technologies, Inc., P.O. Box 1207, Anderson, SC 29622-1207, by calling 1-800-525-2579 or by logging on to [www.ryobitools.com](http://www.ryobitools.com). When you request warranty service, you must also present proof of purchase documentation, which includes the date of purchase (for example, a bill of sale). We will repair any faulty workmanship, and either repair or replace any defective part, at our option. We will do so without any charge to you. We will complete the work in a reasonable time, but, in any case, within ninety (90) days or less.

**WHAT'S NOT COVERED:** This warranty applies only to the original purchaser at retail and may not be transferred. This warranty only covers defects arising under normal usage and does not cover any malfunction, failure or defects resulting from misuse, abuse, neglect, alteration, modification or repairs by other than Authorized Service Centers. One World Technologies, Inc. makes no warranties, representations or promises as to the quality or performance of its power tools other than those specifically stated in this warranty.

**ADDITIONAL LIMITATIONS:** Any implied warranties granted under state law, including warranties of merchantability or fitness for a particular purpose, are limited to two years from the date of purchase. One World Technologies, Inc. is not responsible for direct, indirect, or incidental damages, so the above limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.



**RYOBI POWER TOOLS PURCHASED NEW** HAVE A TWO YEAR WARRANTY USING DATE ON RECEIPT IF AVAILABLE, OTHERWISE, USE DATE ON SERIAL NUMBER. PLEASE REFER TO THE ATTACHED PAPERWORK TO VERIFY WHAT IS COVERED UNDER THE WARRANTY.

**RECONDITIONED RYOBI POWER TOOLS** HAVE A ONE YEAR WARRANTY WITH RECEIPT. PLEASE REFER TO THE ATTACHED PAPERWORK TO VERIFY WHAT IS COVERED UNDER THE WARRANTY.

**RIDGID POWER TOOLS PURCHASED NEW** HAVE A THREE YEAR WARRANTY. USING DATE ON RECEIPT IF AVAILABLE, OTHERWISE, USE DATE ON SERIAL NUMBER. PLEASE REFER TO THE ATTACHED PAPERWORK TO VERIFY WHAT IS COVERED UNDER THE WARRANTY.

AFTER THREE YEARS HAVE EXPIRED, THEY MUST HAVE A LIFETIME SERVICE AGREEMENT CARD TO RECEIVE WARRANTY REPAIRS. PLEASE REFER TO THE ATTACHED PAPERWORK TO VERIFY WHAT IS COVERED UNDER THE WARRANTY.

**RECONDITIONED RIDGID POWER TOOLS** WITH "TTI" SERIAL NUMBERS HAVE A ONE YEAR WARRANTY WITH RECEIPT. PLEASE REFER TO THE ATTACHED PAPERWORK TO VERIFY WHAT IS COVERED UNDER THE WARRANTY.

**EXCEPTION:** IF IT IS AN EMERSON TOOL – LIFETIME WARRANTY COVERS MANUFACTURING DEFECTS ONLY (NO RECEIPT IS REQUIRED)

**NOTE:**

BATTERIES ARE INCLUDED IN THE WARRANTY COVERAGES.

## **RIDGID® HAND HELD AND STATIONARY POWER TOOL LIMITED THREE YEAR WARRANTY AND 90-DAY SATISFACTION GUARANTEE POLICY**

This product is manufactured by One World Technologies, Inc., under a trademark license from RIDGID, Inc. All warranty communications should be directed to One World Technologies, Inc., attn: RIDGID handheld and stationary power tool technical service at (toll free) 1-866-539-1710.

### **90- DAY SATISFACTION GUARANTEE POLICY**

During the first 90 days after the date of purchase, if you are dissatisfied with the performance of this RIDGID tool for any reason you may return the tool to the dealer from which it was purchased for a full refund or exchange. To receive a replacement tool you must present proof of purchase and return all original equipment packaged with the original product. The replacement tool will be covered by the limited warranty for the balance of the three year warranty period.

### **WHAT IS COVERED UNDER THE LIMITED THREE YEAR WARRANTY**

This warranty covers all defects in workmanship or materials in this RIDGID tool for the three year period from the date of purchase. This warranty is specific to this tool. Warranties for other RIDGID products may vary.

### **HOW TO OBTAIN SERVICE**

To obtain service for this RIDGID tool you must return it, freight prepaid, to an authorized RIDGID service center for hand held and stationary power tools. . You may obtain the location of the authorized service center nearest you by calling (toll free) 1-866-539-1710 or by logging on to the RIDGID website at [www.ridgid.com](http://www.ridgid.com). When requesting warranty service, you must present the proof of purchase documentation, which includes a date of purchase. The authorized service center will repair any faulty workmanship, and either repair or replace any defective part, at our option at no charge to you.

### **WHAT IS NOT COVERED**

This warranty applies only to the original purchaser at retail and may not be transferred. This warranty only covers defects arising under normal usage and does not cover any malfunction, failure or defect resulting from misuse, abuse, neglect, alteration, modification or repair by other than an authorized service center for RIDGID branded hand held and stationary power tools. **RIDGID, INC. AND ONE WORLD TECHNOLOGIES, INC. MAKE NO WARRANTIES, REPRESENTATIONS OR PROMISES AS TO THE QUALITY OR PERFORMANCE OF ITS POWER TOOLS OTHER THAN THOSE SPECIFICALLY STATED IN THIS WARRANTY.**

### **ADDITIONAL LIMITATIONS**

To the extent permitted by applicable law, all implied warranties, including warranties of MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE, are disclaimed. Any implied warranties, including warranties of merchantability or fitness for a particular purpose, that cannot be disclaimed under state law are limited to three years from the date of purchase. One World Technologies, Inc. is not responsible for direct, indirect, incidental or consequential damages. Some states do not allow limitations on how long an implied warranty lasts and/or do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

## **LIFETIME SERVICE AGREEMENT FOR RIDGID® HAND HELD POWER TOOLS, STATIONARY POWER TOOLS AND PNEUMATIC TOOLS**

In addition to the 3-Year Limited Service Warranty currently included with RIDGID® Brand Hand Held Power Tools Stationary Power Tools, and Pneumatic Tools, purchasers of these products may elect for a limited time to receive a free Lifetime Service Agreement. To accept this Lifetime Service Agreement, you must register your product and submit proof of purchase as described below. The Lifetime Service Agreement provides the original owner of qualifying RIDGID® Brand tools a lifetime of free replacement batteries, free service and free replacement parts subject to the limitations set forth below.

The Lifetime Service Agreement is available free of charge, for a limited time commencing April 15, 2005, on all RIDGID® Brand hand held power tools, stationary power tools and pneumatic tools, subject to the terms and conditions stated below. Customers have 90 days from date of purchase to register tools for the Lifetime Service Agreement.

**PROOF OF PURCHASE (RECEIPT AND ORIGINAL UPC CODE) WILL BE REQUIRED WHEN REGISTERING.**

### **REGISTER YOUR TOOLS THROUGH RIDGID.COM TO ACCEPT THE RIDGID® BRAND LIFETIME SERVICE AGREEMENT**

To accept the RIDGID® Brand Lifetime Service Agreement, you must register your qualifying RIDGID® Brand Hand Held Power Tool, Stationary Power Tool or Pneumatic Tool within 90 days after purchase. For expedited handling, register by logging on to [www.ridgid.com](http://www.ridgid.com), click on "Support," then "Product Registration," and choose the appropriate product category to be led through the registration process. You may also register by US mail - simply complete a registration form found at point of purchase, then mail the card together with a copy of your store receipt and the original UPC from the package of the qualifying product to: RIDGID® Hand Held and Stationary Power Tool Technical Service, PO Box 1427, Anderson, SC 29622.

All registrations must be made under the name of an individual person. Within approximately 6-8 weeks after completion of the registration process, you will receive confirmation via email or US mail that will include your Lifetime Service Agreement Identification Number. Keep track of this number as you will need it in order to obtain service for your product under the Lifetime Service Agreement. A Lifetime Service Agreement card will be mailed to you; this will also include your Lifetime Service Agreement Identification Number.

Customers who purchased qualifying RIDGID® Power Tools between Feb. 1, 2004 and April 14, 2005 may register those tools by completing the on line form at [www.ridgid.com](http://www.ridgid.com) or a registration form (found at point of purchase) and also mailing in a copy of the store receipt to the address above. Registration must be postmarked by August 12, 2005.

### **WHAT IS COVERED UNDER THE LIFETIME SERVICE AGREEMENT:**

The Lifetime Service Agreement on RIDGID® Hand Held Power Tools, Stationary Power Tools and Pneumatic Tools covers all worn parts in properly maintained tools, including normal wear items such as brushes, chucks, motors, switches, gears and even cordless batteries in your qualifying RIDGID® Brand hand held and stationary power tools; and replacement rings, driver blades and bumpers on RIDGID® Brand pneumatic tools for the lifetime of the original owner. This Lifetime Service Agreement does not apply to other RIDGID® Brand products.

### **HOW TO OBTAIN SERVICE DURING THE INITIAL 3-YEAR LIMITED WARRANTY**

The Lifetime Service Agreement commences after the expiration of the standard RIDGID® 3 year Limited Warranty. To obtain service for this RIDGID tool during the 3-year Service Warranty, you must return it, freight prepaid, to an authorized RIDGID service center for hand held and stationary power tools. You may obtain the location of the authorized service center nearest you by calling (toll-free) 1-866-539-1710 or by logging on to the RIDGID website at [www.ridgidwoodworking.com](http://www.ridgidwoodworking.com).

**HOW TO OBTAIN SERVICE UNDER THE LIFETIME SERVICE AGREEMENT  
YOUR LIFETIME SERVICE AGREEMENT IDENTIFICATION NUMBER AND PROPER PERSONAL  
IDENTIFICATION MUST BE PRESENTED WHEN REQUESTING SERVICE COVERED UNDER  
THIS AGREEMENT.**

To obtain service for this RIDGID® tool under the Lifetime Service Agreement, you must return it to One World Technologies, Inc., attn: RIDGID® Hand Held and Stationary Power Tool Technical Service, 1428 Pearman Dairy Rd, Anderson, SC 29625, freight prepaid, or take it to a designated service center. You may obtain the location of the designated service center nearest you by calling (toll free) 1-866-539-1710 or by logging on to [www.ridgid.com](http://www.ridgid.com). Not all authorized RIDGID® Brand service centers have been approved to provide service under the Lifetime Service Agreement. When requesting service under the Lifetime Service Agreement, you must present your Lifetime Service Agreement Identification Number and proper personal identification (a valid driver's license, passport, or military I.D. or a valid Social Security card with photo ID). The designated service center will repair or replace any part covered under the Lifetime Service Agreement, at our option, at no charge to you.

**WHAT IS NOT COVERED**

This Service Agreement applies only to the original registered owner and may not be transferred. This Service Agreement only covers wear and tear or failure of the tool arising under normal usage and proper maintenance. It does not cover any malfunction, failure or defect resulting from misuse, abuse, neglect, alteration, modification or repair by anyone other than an authorized service center for RIDGID® brand hand held, pneumatic and stationary power tools, any damage or malfunction inflicted upon the tool by the user or other external sources, or any failure to comply with the warnings and instructions in the operator's manual.

Consumable accessories provided with the tool such as, but not limited to, saw blades, planer blades and knives, insert bits, drill bits, grinding wheels and discs, cut off wheels, sand paper, safety glasses and fasteners are not covered.

**SERVICE AGREEMENT COMMUNICATIONS**

All Lifetime Service Agreement communications should be directed to One World Technologies, Inc., attn: RIDGID® Hand Held and Stationary Power Tool Technical Service or call (toll free) 1-866-539-1710

**ADDITIONAL LIMITATIONS**

This Lifetime Service Agreement is not a warranty; it does not alter or limit the 3-Year Limited Service Warranty provided with your product, and it is not intended to create any implied warranties or rights of any kind including any warranties of MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE. Any such implied warranties are expressly disclaimed. To the extent they cannot be disclaimed they are hereby limited to three years from the date of purchase. One World Technologies, Inc. and RIDGID, Inc. are not responsible for direct, indirect, incidental or consequential damages. Some states restrict limitations on how long an implied warranty lasts and/or do not allow the exclusion or limitation of incidental or consequential damages, so the above

limitations may not apply to you. This Agreement gives you specific legal rights, and you may also have other rights which vary from state to state.

## **PRIVACY POLICY**

A detailed statement regarding measures to preserve the privacy of information submitted in connection with communications regarding your RIDGID® Brand tool is available at [www.ridgid.com](http://www.ridgid.com).

This product is manufactured by One World Technologies, Inc. The trademark is used pursuant to a license granted by RIDGID®, Inc.



**SERIAL NUMBER BREAKDOWN  
FOR  
TTi POWER TOOLS**

TTi power tools will indicate a serial number and date of manufacture (year and week) in one of the following ways:

**RYOBI POWER TOOLS**

**DATA LABEL 00000 9811**

<u>SERIAL NUMBER</u>	<u>YEAR</u>	<u>WEEK</u>
00000	1998	11

**DATA LABEL G0111 00000**

<u>MANUFACTURE CODE</u>	<u>YEAR</u>	<u>WEEK</u>	<u>SERIAL NUMBER</u>
G	2001	11	00000

**RIDGID POWER TOOLS**

**DATA LABEL 00000 M 0423 (MADE BY EMERSON)**

<u>SERIAL NUMBER</u>	<u>MANUFACTURE CODE</u>	<u>YEAR</u>	<u>WEEK</u>
00000	M	2004	23

**DATA LABEL G0411 00000 (MADE BY TTI)**

<u>MANUFACTURE CODE</u>	<u>YEAR</u>	<u>WEEK</u>	<u>SERIAL NUMBER</u>
G	2004	11	00000

**TTI POWER TOOLS GROUP**  
Service Dealer Authorized Replacement Form  
Please Fax To: (864-964-3314)

**ATTENTION: ANDREA JONES**  
If you do not have a fax machine please call 1-800-525-2579 (Prompt #2)

**Service Dealer:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Contact Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_ **Telephone:** \_\_\_\_\_  
\_\_\_\_\_

**Model of Tool:** \_\_\_\_\_ **Serial #** \_\_\_\_\_

**Repairs Needed:** \_\_\_\_\_  
\_\_\_\_\_

**Estimated Cost of Repair:** \$ \_\_\_\_\_

**Customer Information:**

**Name:** \_\_\_\_\_ **Telephone:** \_\_\_\_\_

**Address:** \_\_\_\_\_  
\_\_\_\_\_

**For Customer Service Use:** \_\_\_\_\_ **Account #** \_\_\_\_\_

**Replacement Order Number:** \_\_\_\_\_ **Cost Center** \_\_\_\_\_

**Notes:** \_\_\_\_\_



**RYOBI AND RIDGID POWER TOOL CONTACTS:  
800-323-4615**

**Warranty claims information: Patti Burriss                      Ext. 3250**

**ASC changes or status: Leiza Duque                                      Ext. 5610**

**Technical Service:**

**Ryobi            800-525-2579 – Option 2, then option 5**

**Ridgid           866-539-1710 – Option 2, then option 4**

**Customer Service:**

**Ryobi            800-525-2579 – Option 2, then option 4**

**Ridgid           866-539-1710 – Option 2, then option 3**