

Festool/ FEIN: New repair process

To improve our end customer - experience, we have decided to make a change to the way we deal with repairs, chargeable as well as warranty repairs.

So far, we asked our dealers to book repairs in, arrange pickup, maintain documentation and the - most time-consuming part of it – to uphold all the communication with the customer on behalf of TTS Australia throughout the process.

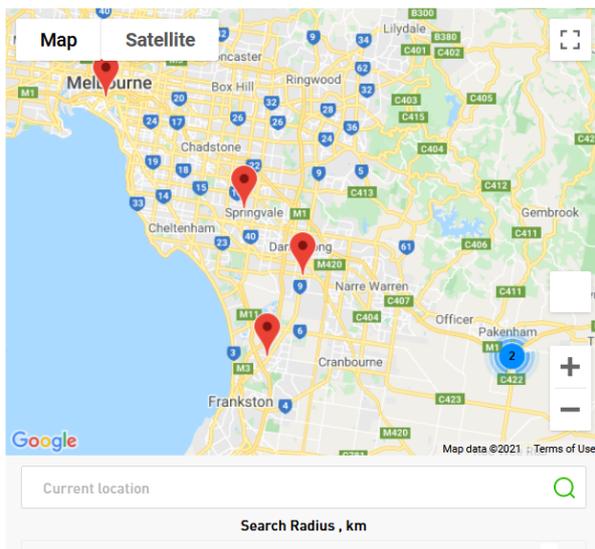
To make life easier for our dealers, we will do most of the communication ourselves and interact with the end customer directly.

What will not change is that customers will drop off the tool in your store and we arrange pickup of the tool from the store.

What is new is that we will encourage our customers to complete a repair form prior to dropping the tool off at the store, so all details are already in our system and once the tool is picked up you won't have to worry about the repair until it returns to your store. We will take over from here, meaning we will arrange invoicing, follow up on quotations, respond to all enquiries/questions/concerns directly to the customer.

The new Web Form

You may have noticed a new section on our Festool repair page and now is the time to test it!



For Dealer use only:

Please refer to this [instruction](#) on how to use the new Repair Request and Rebate forms.

There will be a transition period of 1 week where both forms are available.

New forms - Repair Request and Repair Rebate forms

Important Information

Sending Dust Extractors for Service/Repair

When returning Dust extractors for warranty repair/ chargeable repair or maintenance service please ensure that ONLY the motor section is returned unless repair to the dust container is required

Dust extractors sent in complete, with full or partially full dust bags or in a state that requires the Unit to be cleaned before inspection, will incur an extra handling charge of \$50.

Enter your Dealer account No to get started. You will find that once you have entered this the Account name and email address will be auto populated.

The screenshot shows a registration form with the following fields: "Dealer Account No." (with a sub-field "Dealer number *"), "Dealer account name" (with a sub-field "Dealer Account name *"), and "Dealer contact email" (with a sub-field "Dealer Contact Email *"). A green "Proceed" button is located at the bottom left of the form. In the top right corner, there are links for "Login", "Create An Account", and "Contact Us".

To book in a tool please follow these steps:

Step 1: Please enter dimensions of the packed-up Tool and click on "add package". (Please note if you are not sure about Box dimensions at this stage you can just enter any numbers and come back to this step later).

The screenshot shows the "Step 1: Enter Package" form. It includes a dropdown menu for "Package Type" (displaying "-- Please Select Package Type--"), and input fields for "Lengths (cm) *", "Width (cm) *", "Height (cm) *", and "Weight (kg) *". A green "Add package" button is at the bottom. To the right, a sidebar contains "Step 3: Select Pic...", a checkbox for "Dealer Organises", a "Pick up address?" section with a dropdown for "Please select", a "Select Address" dropdown, and a "Start typing to l" search bar. Below the main form, a link for "Step 2: Search Repair Requests filled by end user" is visible.

Step 2: Ideally the customer has already filled out the booking form beforehand and he will find the Web Reference Number in his online account like below

My Repairs

- My Account
- My Orders
- My Tools
- My Repairs**
- My Wish List

- Address Book
- Account Information

- My Product Reviews
- Newsletter Subscriptions

Please ensure your default shipping address is valid in [Address Book](#) before submit any Repair Requests.

Submit a Repair Request	
Repair Status	Status Details
Repair request received	Your tool has been booked in for repair. Please drop it off within the next 5 business days to your local agent .
Dropped off at dealer	Your tool has been received by the dealer
Pick up booked	The courier has been booked and your tools will be picked up within 1-2 business days.
In transit to TTS workshop	Your tool has been picked up from the dealer and is in transit to our Workshop in Dandenong South.
Awaiting assessment by technician	Your tool has been received into our workshop and will be assessed within the next 48 hours.
Emailed repair quotation	Your tool has been assessed and an invoice was sent to your nominated email. If not received, please contact customer service team at 1300 063 900.
Parts on Backorder	We are awaiting parts from our supplier in Germany. Repair can be delayed by up to 10 days.
Tool repair in progress	Your tool is in our workshop for repair and will be dispatched back to you within the next 72 hours.
Further Information required	Your repair is delayed due to missing information or further clarification required. Please contact customer service team at 1300 063 900.

TNR/BNR	SNR	Tool Name	Purchase Date	Accessory returning	Web Reference No./ ID	Repair Status	Drop off Dealer
		CTL 11			R1613359942	Repair request received	

Please use this order number to find the repair and add your Internal Reference number

Step 2: Search Repair Requests filled by end user

Add to Pick Up

Then click on “add to pick up”. Please note that if this is a chargeable repair, the customer will already have made a payment of \$33 when booking in the tool directly with us.

You will now see the tool details below the packaging details on the right side

Dear, The Tool House. Welcome to Festool Service Pickup [Exit](#)

Package Type	Length(cm)	Width(cm)	Height(cm)	Weigth(kg)	Edit/Save	Remove
Carton	40	40	40	20		

Tool Name	Details	Dealer Ref No.	Remove
T 18 FL TNR: 205051 SNR: 40129778	Accessory returning: Dealer Comment:	Customer is difficult Repair Req. Ref.: R1611287739	

Step 3: Select Pick Up Time, Address Type and enter addresses

Dealer Organises Delivery

Pick up address?

-- Please select pick up time from --

-- Please select pick up time to --

-- Select Address Type --

Start typing to look up address

If the customer hasn't booked in his tool yet you can offer to do this for him. In this case, please click on "create new repair request"

Dear, The Tool House

Step 1: Enter Package

-- Please Select Package Type--

Lengths (cm) *

Width (cm) *

Height (cm) *

Weight (kg) *

Add package

Step 2: Search Repair Requests filled by end user

Enter Repair Request Ref. *

Dealer reference number *

Add to Pick Up

Step 2: If end user hasn't submitted any Repair Requests, please create Repair Request first

Create new repair request

Enter all the tool details available. If the machine is registered our system will automatically check the warranty on the tool and displays the Warranty End date, e.g

Dear, The Tool Hou

✓

✓

Is tool under warranty?

Yes No

Your r

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Customer

If the tool is not registered, then there are 2 options. If the customer is under the impression that it should be under warranty a **Proof of Purchase** has to be uploaded. If it's a chargeable repair nothing else is required at this stage.

If Serial- and/or TNR are not readable please use "tool name" and find the description that best suits the machine. This is the minimum requirement to ensure a smooth process without us having to ask too many questions.

Once this Information is completed please click "add to list". If there are multiple tools from the same customer you can simply add more tools to the list. If you have more tools but from a different customer please complete Customer details for this tool first before adding more tools to the list.

Tool Name	Details	Service Charge	Edit	Remove
KS 120 REB AUS TNR: 10034771 SNR: Under warranty: Yes	Breakdown/fault details: no go (test) Accessory returning: blade Dealer Reference Number: test 456 Dealer Comment: this is a test only	\$0		
Total:		\$0.00		

I understand that if I decide not to go ahead with the repair Quotation a Quotation fee of \$33 incl. GST has to be paid via Paypal invoice before the unrepaired tool gets returned to me and the tool may be returned to me in a dismantled state. Tools will be disposed of if no response to Quotation received within 20 business days.

When returning Dust extractors for warranty repair/ chargeable repair or maintenance service, please ensure that ONLY the motor section is returned unless repair to the dust container is required. Dust extractors sent in complete, with full or partially full dust bags or in a state that requires the unit to be cleaned before inspection, will incur an extra handling charge of \$50. If you are returning a H class extractor you must [read here](#).

Customer Details (Customer email only. Repair will be rejected if dealer/ invalid email is provided.)

Submit

Please note: Ensure to use the End customers Email address, we do not accept a dealer address in this field

Once you have added all the tools that need to be picked up please proceed to Step 3 and select Pick up time, address and return address. Again, we have tried to auto populate as much as we can. If you choose dealer address your default address is automatically populated.

Step 3: Select Pick Up Time, Address Type and enter addresses

Dealer Organises Delivery

Pick up address?

-- Please select pick up time from --	-- Please select pick up time to --
-- Select Address Type --	
-- Select Address Type --	
Dealer Address	
Customer Address	
Other Address	

City *

The return address can either be your store address, but we are also happy to return the repair directly to your customer. Please just add the address to the pickup form.

If you have skipped step 1, now is the time to go back to it and ensure that all dimensions are correct. The freight carrier might not pick it up if they are too different from the actual size of the box.

Once done, please read the T&Cs and click on "Submit" once you are happy with all the information you have provided.

From here you will receive Labels and freight details from our customer service team.

If you have any questions, please send them through to sales@tooltechnic.com.au