

Services

Hilti. Outperform. Outlast.



SUPPORT SERVICES.

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OUTSTANDING SERVICES FOR A PRODUCT LIFETIME.

The unique service package for those who prefer to own their tools.

Hilti tools are built to last. But even if a defect occurs, Hilti will take care of it quickly and professionally, completely free of charge for up to 2 years from the date of purchase. After that we put a limit on what a repair can cost – for as long as you keep on using your Hilti tool.

We even give you a lifetime manufacturer's warranty against manufacturing defects. That's not just reassuring to know, it's unique in the power tools business.

HILTI	up to 2 Years
LIFETIME SERVICE	NO COSTS
Lifetime	Lifetime
REPAIR COST LIMIT	MANUFACTURER'S WARRANTY

No repair costs whatsoever for up to 2 years from date of purchase! This includes:

- Pick-up – just give us a call!
- Labour costs
- Faulty parts and parts subject to wear and tear
- Servicing when indicated by the service indicator on the tool
- Functional check, adjustment and safety check

HILTI	up to 2 Years
LIFETIME SERVICE	NO COSTS
Lifetime	Lifetime
REPAIR COST LIMIT	MANUFACTURER'S WARRANTY

After this, Hilti sets a repair cost limit – for the entire life of the tool!

- After reaching the end of no cost period, you pay a maximum of 30% of the corresponding new tool's list price in the event of a repair
- Should the cost of the repair remain below this limit, of course, you pay only the actual cost of the repair - over the entire life of your Hilti tool.

HILTI	up to 2 Years
LIFETIME SERVICE	NO COSTS
Lifetime	Lifetime
REPAIR COST LIMIT	MANUFACTURER'S WARRANTY

Hilti repairs or replaces, free of charge and over the entire life of the tool, all tools that suffer defects as a result of:

- Faulty materials
- Manufacturing faults



HILTI	up to 2 Years
LIFETIME SERVICE	NO COSTS
Lifetime	Lifetime
REPAIR COST LIMIT	MANUFACTURER'S WARRANTY

YOUR SHOP AROUND THE CORNER.

Because the best tools also come
with the best services.

We understand your needs and the importance of getting your job done as fast and safely as possible.

At the Hilti Centres nationwide, we are now providing you with professional up-front advice, tool maintenance and service to prevent you from wasting time waiting for unnecessary repairs.

Our industry-unique service offerings at the Hilti Centres provide you with the best possible solutions that:

- Reduce your downtime
- Increase your productivity
- Ensure you get the most out of your money

by professionally consulting you at the point of sale - no matter if it is application advice, explaining our latest Health and Safety technologies or carrying out tool maintenance straight away - we make sure you are back on-site as quickly as possible.



AT YOUR CONVENIENCE.

Quick, reliable delivery wherever you want.

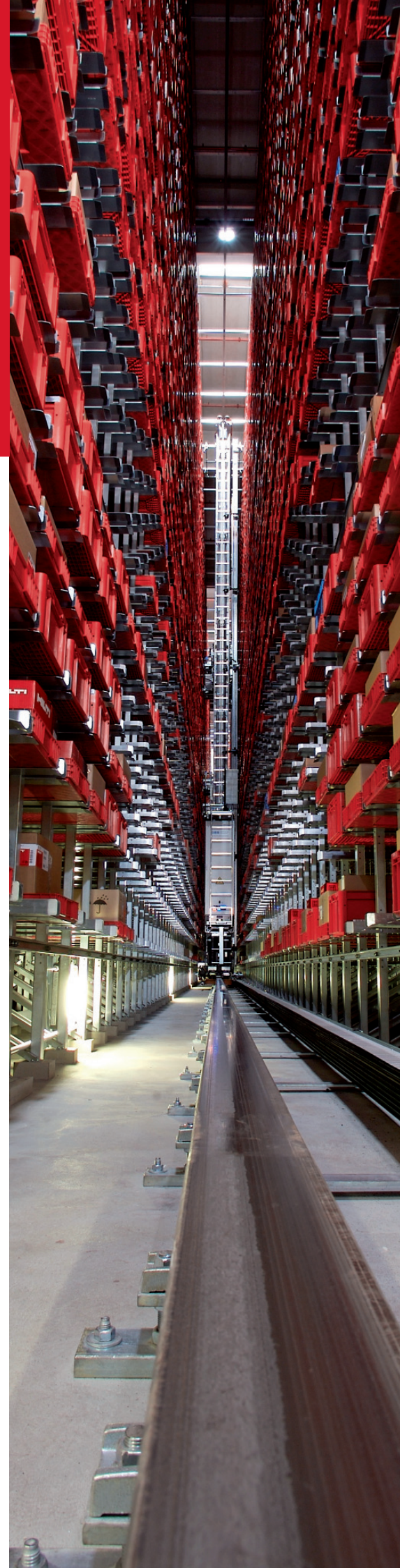
You order it – we deliver it using the latest technology.
All standard orders are delivered next day or on the day of your choice.

Logistics Support

Hilti logistics support ensures that you receive the right product, at the right place, at the right time. Our logistics co-ordinators plan the delivery and organise the distribution centrally. Therefore you do not have to worry about getting your products delivered, you can focus on getting the job done.

Quick and Special Delivery

If you require a same day delivery or want us to deliver at a given time to a specific job site, just call our Customer Services Advisors for more details at 1800 880 985.



QUALITY AND SPEED.

A repair service that goes beyond just fixing tools.

Outstanding service and quality

- Trained Hilti technicians
- State of the art repair facilities for a seamless repair process
- Functional checks, adjustments and safety checks
- Old tool trade-in and recycling according to WEEE standards

Industry leading speed

- Eliminate repair quotes through upfront advice and repair cost limit

Calibration included

- Calibration of your measuring tools free of charge under Hilti Lifetime Service
- Regular checks ensure your measuring tools continue to operate reliably and in accordance with applicable standards and statutory requirements
- Calibration certificate issued to confirm the tool meets specifications
- Sticker to record date of last calibration



Engineering and technical support

PROFESSIONAL ASSISTANCE.

Helps make every project a success.

Project tendering, planning and support

Our experienced technical staff gives you support that ensures things are done right the first time. We can help with bidding, norm and non-norm specification and provide individualized catalogs. Plans, materials lists, calculations and drawings for larger projects are part of the package.

Hilti project managers assist by coordinating logistics services and technical support for defined projects.

On-site technical consulting

Our engineers and technicians provide on-site support at any location. They offer a consulting service for architects, planners, engineers and construction professionals on specific application needs. Training and certification are also part of the service.

Product customization

We offer pre-assembly of parts and make product kits or packages and customized items available to help increase the efficiency of your projects.

Technical software and documents

Our innovative and practical software solutions are available to support you in your daily work and cover everything from anchor design and selection to installation concepts. Technical documents such as approvals, test certificates and technical data sheets can be viewed and downloaded from

Hilti Online – www.hilti.com.my.

iBMB MPA
TU BRAUNSCHWEIG

Prüfzeugnis

chnitt 3.4 bis 3.8 und
CP 601S Elastische
rstandsklasse F 30,



ngenannte
wendbar.

htliche
s am

KNOW-HOW.

For everyone in construction.

Training

To ensure you profit from Hilti's vast experience, we organise training on any current topic concerning Hilti products and services. These events are organised throughout the country. For details ask Customer Services or your local Hilti Account Manager.

What we offer and how you benefit

- Training duration from 2 hours up to 2 days
- Technical and practical know-how
- Increased safety and productivity in your work and projects
- Certification

Specific courses

- HIT rebar training
- Firestop seminars
- Trade specific competence training
- Health and Safety



FOR HIGHER PRODUCTIVITY AND GREATER SAFETY. Hilti is your preferred partner.

Safety first because safety inspires productivity.

Our corporate purpose “**We passionately create enthusiastic customers and build a better future!**” is the foundation of our approach and confirms that we take health, safety and the environment very seriously. As a consequence, health protection and the prevention of accidents and injuries at work have been Hilti’s guiding principles for many years.

Health, Safety & Environment

Although many manufacturers focus on reducing tool vibration, we believe that health, safety and the environment need to be examined as a whole. Therefore, we provide solutions that take into account all significant aspects to health and safety, as well as productivity and energy efficiency on the jobsite, into account including vibration, dust, noise and working at height.

Green Building

We support the green building goals of the global construction industry by developing safety-relevant solutions, product features and services that reflect the promise made in our claim “Outperform. Outlast”. Hilti’s commitment to health, safety and the environment also encompasses membership of various industry institutions that deal directly or indirectly with this subject.

In-depth understanding of our needs

We place great value on our closeness to our customers. Members of the Hilti salesforce are in direct contact with customers every day. With the in-depth understanding of applications gained directly on construction sites and the technical product expertise, our people are in a position to provide tailor-made training and advice in all matters relating to health, safety and the environment in the relevant field.

Hilti. Outperform. Outlast.

The promise made in our claim is reflected in our unrivalled range of safety-relevant solutions, product features and services. We offer innovative safety solutions for all phases of your project, as well as alternative ways of completing applications ensuring the safest and most suitable method is used for the job in hand.

With the goals of ensuring healthy and safe workplaces on the one hand and environmental protection on the other hand, we are determined to continuously improve our product and service offering to supply innovative solutions for the green buildings of our future.



WE BUILD A BETTER FUTURE.

Dedicated to reducing our environmental impact.

Environmental protection is an integral part of our culture and is manifest in our corporate purpose, “We passionately create enthusiastic customers and build a better future!” We take the environment and various aspects of health and safety into account during development, design, manufacturing, delivery, product use and disposal. We strive to ensure compliance with current and future environmental and safety legislation as well as global environmental standards by making constant improvements at Hilti’s plants and by working with our suppliers so that they, too, may adapt and support this culture. We strongly believe that only if we shoulder our responsibility to the environment can we enjoy sustainable growth.

Minimizing environmental impact

Hilti manages environmental issues with the same rigor and enthusiasm as other aspects of the company. We strive to minimize any possible damaging effects to the environment which may result as a consequence of our actions or the actions of our suppliers. Hilti and its suppliers thus continuously aim to reduce the negative environmental impact of manufacturing and supply operations.

Duty-bound to humanity and the environment

Hilti endorses the 10 principles of the United Nations Global Compact which calls on companies to recognize, support and put into practice within their sphere of influence a catalog of basic values pertaining to human rights, labor norms, environmental protection and combating corruption. The Hilti Code of Conduct for Suppliers spells out Hilti’s expectations of its partners and suppliers with regard to social, safety and environmental requirements, as well as legal requirements and the company’s commitment to fighting corruption.

Hilti embraces ecological responsibility and, among other environmental concerns, climate protection. In 2007, Hilti signed the Caring for Climate convention.

Hilti adheres to the indicators provided by the Global Reporting Initiative (GRI) and reports Hilti relevant indicators in its Annual Report.

Compliance with regulations is prerequisite for responsible action and behaviour

For Hilti products, stringent compliance with RoHS (restriction of the use of certain hazardous substances in electrical and electronic equipment), WEEE (Waste Electrical and Electronic Equipment) and REACH (Registration, Evaluation and Authorization of Chemicals) is prerequisite. We also strive to comply with any further legislative provision worldwide. In addition, Hilti was first accredited to ISO 9001 in 1985 and added ISO 14001 accreditation in 1997. These ISO standards provide the basis of our integrated management system which is independently certified by the Swiss Accreditation Service (SQS).



Hilti Centre Maps

YOUR LOCAL CENTRE.

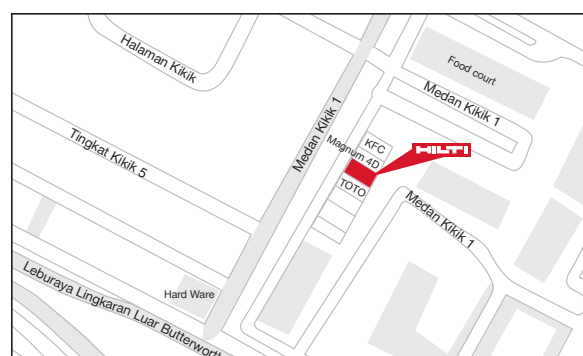
Maps and addresses.

Hilti Centre
Business Hours
8.00am - 5.00pm



Petaling Jaya Hilti Center

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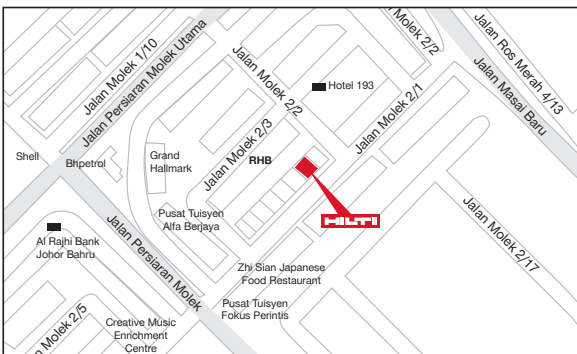
* With Repair Service

Hilti Centre Maps

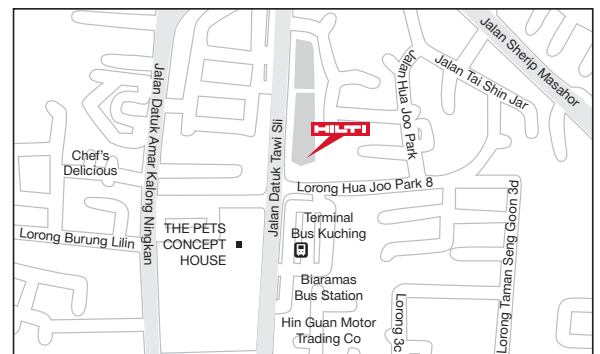
YOUR LOCAL CENTRE.

Maps and addresses.

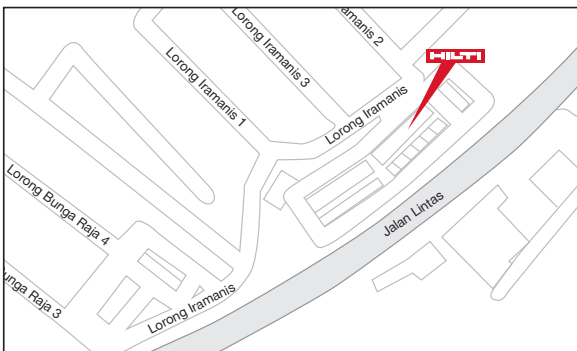
Hilti Centre
Business Hours
8.00am - 5.00pm



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Jalan Lintas ■ 88450 Kota Kinabalu ■ Sabah
Malaysia
T 088-380 521 ■ F 088-383 521

*** With Repair Service**

Symbols

LOGOS and ICONS.

Explanation of the Hilti logos and icons.



Hilti Lifetime Service provides outstanding service for the entire life of the product – completely free of charge for the first one or two years from date of purchase – covering repair or replacement of defective parts and including free pick-up and return transport. After that, Hilti continues to prove the quality of its products by setting a repair cost limit – for the entire life of the product.



Active Vibration Reduction (AVR) reduces vibration by up to two thirds compared with conventional power tools



Hilti DRS dust removal systems make countless jobs virtually dust-free and thus more productive.



Hilti Calibration Service – consistently reliable measuring results for all Hilti measuring tools.



Hilti Smart Power – consistent performance under load.



Hilti Pulse Power – up to 1 million pulses per second for extremely fast and highly reliable measuring results, even under the most difficult conditions.



Hilti power tools and Hilti accessories are developed together, tested together and perfectly matched to each other. You therefore benefit from a level of system performance that amounts to much more than just the sum of its components.



Hilti Cordless Power Care (CPC). Extremely light in weight and perfectly balanced, Hilti Lithium CPC cordless tools give you the lasting power and mobility you need for all kinds of demanding jobs.



- Efficient engine
- Cutting edge transmission
- Electronic power steering



The “iF product design award” is one of the world’s most renowned design awards. An independent jury of experts assesses products from various classes in terms of degree of innovation, functionality, formal design quality, brand value, ergonomics and choice of materials.



The “red dot design award” is the largest and most renowned design competition in the world. An international jury reviews and evaluates the submitted products according to criteria such as degree of innovation, functionality and the formal quality.



Clean-Tec stands for especially environmentally-friendly Hilti products. This means keeping a watchful eye on the environmental effects of our products over their entire life cycle from the selection of materials, all the way through to production, use and recycling.

Symbols

LOGOS and ICONS.

Explanation of the
Hilti logos and icons.



Electrical resistance
non-conductive



Mold resistance



Thermal insulation value



Acoustic resistance



Smoke resistance



Water resistance



Fire resistance



British Standard 476-20
approval



CE marking



European Technical Approval



UL Classified marking



FM Approved marking



FBC System Compatible



W Rated System Available

IMPORTANT INFORMATION.

Terms and Conditions / Returns and Cancellations.

Important note:

**All sales are subject to Hilti (Malaysia) Sdn. Bhd.
“Terms and Conditions of Sale”.**

All goods, merchandise and services (the Goods) supplied by Hilti (Malaysia) Sdn Bhd (hereafter referred to as Hilti) to any person, firm or company placing an order with Hilti for the purchase of any Goods, the customers are subject to the complete set of our Terms and Conditions of sale which can be accessed at www.hilti.com.my.

All descriptions and illustrations in this publication are intended for guidance only and shall not constitute a “sale by description / picture”.

All dimensions given are nominal and Hilti may change the information, products and specifications from time to time for a variety of reasons, without prior notice. The information in this publication is provided “as is” at the date specified on the back cover.

(Updates will not be issued automatically).

This information is not intended to have any legal effect, whether by way of advice, representation or warranty (express or implied). Hilti accepts no liability whatsoever (to the extent permitted by law) if you place any reliance on this publication and you must do so at your own risk.

RETURNS AND CANCELLATIONS

Hilti must be notified of all returns within 6 months from delivery and subject to 10% restocking fees. Products must be in saleable condition to qualify for return.

Saleable condition is defined as those unused items in original packaging, defect-free and in unbroken quantities. All returns are subject to Hilti inspection and acceptance. Request for return after 6 months of delivery will not be accepted

The following products are not eligible for return,

- a.) All Chemical products
- b.) Products specially purchased / ordered for customer
- c.) Products sold under promotion or selloff

Customer is requested to get a Goods Return Form as an acknowledgement that the products has been collected by Hilti personnel or driver on behalf of Hilti when returning products.

The customer may not cancel an order of the Goods including but without limitation, any goods that involve special requirements of the customer once the order has been inputted onto Hilti ordering system, without the prior written consent of Hilti.

Right of technical and programme changes reserved S.E.& O;
no liability accepted for printing errors or other deficiencies; earlier sales catalogues are thus rendered non valid.

Hilti = registered trademark of Hilti Corp. Schaan