

Festool, Wendlingen (Germany) – February 2021

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**Press release for the technical press**  
**Special issue: SERVICE**

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**Service with a warranty**

**Festool stands for outstanding products and excellent service – one of the fastest in the industry. Service that leaves nothing to be desired. This is the aim of the Festool repair service. When repairs are needed, the service department takes care of every tool efficiently and reliably – and even, in the context of the "warranty all-inclusive", free-of-charge within three years of purchase.**

Festool products support tradespeople in their daily work, even under the toughest operating conditions. They are an essential part of the tradesperson's services and make a significant contribution to their success.

Servicing and repair are not needed frequently, but are cannot always be avoided. With an entire range of services, Festool ensures that customers are always taken care of, even when repairs are needed. The service technicians at the factory service centre know every machine and every tool in detail, and have all of the necessary testing, assembly and adjustment equipment on hand. They also only use original spare parts and all of the work they carry out is under warranty.

"Reliability is our priority", explains Jens Graner – Head of the Service division at Festool: "Of course, the process needs to be simple and quick because no tradesperson can go without their tool for long."

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### More than just a repair order

Every tool that arrives for servicing at Festool is carefully checked and repaired. "With "full repair" we don't just limit ourselves to repairs," Graner emphasises. "While we have the tool in our care, we also put it through extensive, comprehensive analysis and testing." The service technicians not only restore the tool to perfect working order overall, but also perform the annually required electrical safety testing and confirm this with a certificate. Jens Graner: "Our service technicians do everything to ensure that customers do not have to go without their tool for long, and that the tool works as good as new after repair."

*(Box 1 – please set the following apart in a separate box)*

### Repairs made easy

Festool offers one of the fastest repair services in the industry – it's quick and user-friendly with the Festool online repair order process.

#### Repair order



With repairs (both within and outside of the warranty period), the customer places an online repair order. Everything else is taken care of by the Festool SERVICE.

#### Pick-up



The tool to be repaired is transferred to the logistics service provider commissioned by Festool or picked up at another location specified by you (such as the construction site). Festool will cover the costs of transport.

#### Full repair



The repair service includes a complete check of the tool as well as a 12-month warranty on all spare parts used in the repair.

#### Delivery



The customer will receive the repaired tool within four to five days: Reliably, quickly and in perfect condition.

**Kommentiert [PS1]:** Please adapt this depending on the country: Either 0, 6 or 12 months???

**Full service for maximum performance**

For warranty claims or when using the online repair order process, comprehensive service at Festool means picking up your tool, repairing it and then returning it to you within four to five days. Shipping is free. This is also the case for old tools that have been in use for several years, or, in some cases, for decades.

"Our aim with servicing and repair is to give our customers back a tool that is good as new, technically speaking, and that they can use for a long time yet. This is what sustainability means to us", says Jens Graner, Head of the Service division at Festool.

**Three years of "full repair, free of charge" upon registration**

Within 30 days of purchase, the customer can register the tool themselves free of charge for the Festool "warranty all-inclusive"\*. The registration can be completed via your personal customer account at MyFestool (see "MyFestool" box). Thanks to "full repair, free of charge"\*\*, as one of the features of the warranty package, there are no follow-up costs within the first three years – neither for machines nor for chargers or battery packs.

*(Box 2 – please set the following apart in a separate box)*

**MyFestool**

Your personal customer account means you can contact Festool directly at any time. It contains important information such as tool and warranty overviews, and repair orders.

**What does the personal MyFestool account offer?**

- Quick and easy registration of recently purchased tools for the warranty all-inclusive\*
- Overview of registered tools and their warranty periods
- Simplified search for accessories and spare parts for your used tools
- Online request for a repair directly with Festool
- Overview of all repairs requested online
- Full use of the Work app and Order app

- Access to exclusive promotions intended only for MyFestool users, such as competitions or a free battery pack when you purchase an 18 V product.

**Servicing at a glance at all times: The MyFestool account**

It's quick and easy to submit a repair order for a defective tool online at any time through your MyFestool account. Customers receive status notifications in real time via e-mail or SMS, directly from the repair workshop. Customers can also access other digital services through the interactive MyFestool customer area, such as the Work or Order app.

You can find further information about service at [www.festool.co.uk/service](http://www.festool.co.uk/service) - or about repairs at [www.festool.co.uk/service/full\\_repair](http://www.festool.co.uk/service/full_repair) or about your personal MyFestool account at [www.festool.co.uk/service/festool-customer-account](http://www.festool.co.uk/service/festool-customer-account)

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Total approx. 5450 characters (including spaces)

*\* Warranty all-inclusive is valid for all Festool tools registered within 30 days of purchase. The Festool service terms and conditions shall apply and are available at [www.festool.co.uk/service](http://www.festool.co.uk/service)*

*\*\* "Full repair, free of charge" also applies to battery packs and chargers, but not to other consumables and accessories, or to tools that have been dismantled, or to damage caused by improper use, the use of non-original parts, or in the event of continuous use resulting in extensive wear.*

**Image preview**



**Image: Festool\_Service\_Repair\_01.jpg**

Festool stands for outstanding products and excellent service – one of the fastest in the industry. Service that leaves nothing to be desired. This is the aim of the Festool repair service.



**Image: Festool\_Service\_Repair\_02.jpg**

Easy contact: A quick and simple repair service is essential for customers.



**Image: Festool\_Service\_Repair\_03.jpg**

The repair order is handled promptly by experienced service employees, and the customer is kept informed of the status regularly.



**Image: Festool\_Service\_Repair\_04.jpg**

The repair service includes a complete check of the tool as well as a 12-month warranty on all spare parts used in the repair.



**Image: Festool\_Service\_Repair\_05.jpg**

The Festool service technicians do everything to ensure that customers do not have to go without their tool for long when repairs are needed, and that the tool works as good as new after repair.



**Image: Festool\_Service\_Repair\_06.jpg**

The service technicians not only restore the tool to perfect working order overall, but also perform the annually required electrical safety testing and confirm this with a certificate.







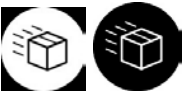
	<p><b>Image: Festool_Service_Repair_07.jpg</b>                  The service technicians not only restore the tool to perfect working order overall, but also perform the annually required electrical safety testing and confirm this with a certificate.</p>
	<p><b>Image: Festool_Service_Repair_08.jpg</b>                  Your personal customer account means you can contact Festool directly at any time. It contains important information such as tool and warranty overviews, and repair orders.</p>
	<p><b>Image: Festool_Service_Repair_09.jpg</b>                  Free three-year warranty: The registration for the warranty all-inclusive is only possible via the MyFestool customer area.</p>
	<p>Ordering repairs online  <b>Bild: Festool_Service_Repair_09a.jpg</b>  <b>Bild: Festool_Service_Repair_09b.jpg</b></p>
	<p>Pick-up  <b>Image: Festool_Service_Repair_10a.jpg</b>  <b>Image: Festool_Service_Repair_10b.jpg</b></p>
	<p>Full repair  <b>Image: Festool_Service_Repair_11a.jpg</b>  <b>Image: Festool_Service_Repair_11b.jpg</b></p>
	<p>Delivery  <b>Image: Festool_Service_Repair_12a.jpg</b>  <b>Image: Festool_Service_Repair_12b.jpg</b></p>

Image source: Festool GmbH