



MILWAUKEE®



SERVICE

E-SERVICE STEP BY STEP GUIDE



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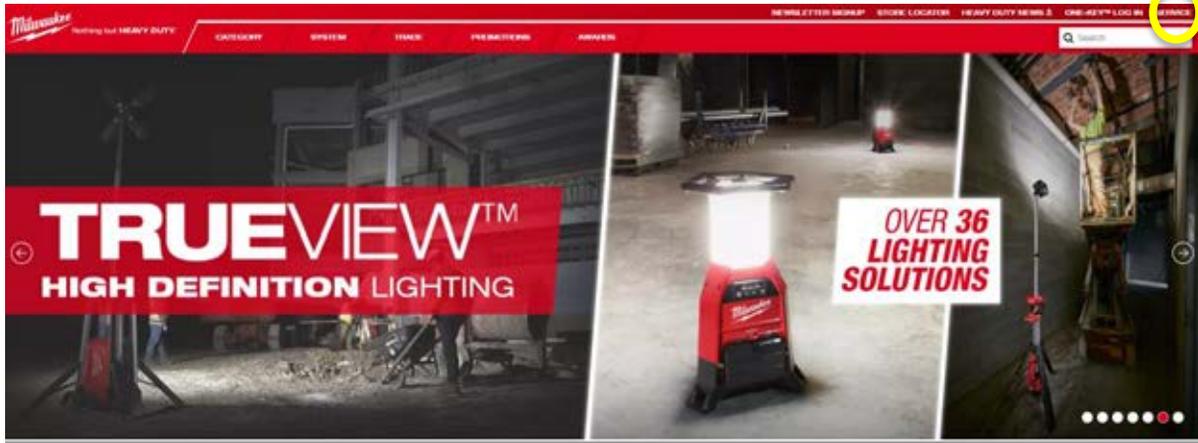


Milwaukee
SERVICE

HOME PAGE

Log onto the Milwaukee website

uk.milwaukeetool.eu



When on the home page click on the header "SERVICE"



Milwaukee
SERVICE

E-SERVICE

SERVICE

 3 YEAR WARRANTY MILWAUKEE POWER TOOLS	 2 YEAR WARRANTY MILWAUKEE POWER TOOLS	 2 YEAR WARRANTY MILWAUKEE DETECTORS
REGISTER & NEW TOOL READ MORE	 GET YOUR TOOL WARRANTY READ MORE	 WARRANTY LIAISON READ MORE
 LI-ION BATTERIES READ MORE	 RECYCLING READ MORE	 SAFETY RECOMMENDATIONS FOR THE USE OF ABRASIVE PRODUCTS READ MORE
		 E-SERVICE READ MORE
		 WARRANTY GUIDELINES WARRANTY GUIDELINES

Click on the "READ MORE" tab under the section E-Service



Milwaukee
SERVICE

E-SERVICE

PROFESSIONAL REPAIR. COMPLETE TRACKING.

ONE CLICK TO SERVICE

BENEFITS OF USING MILWAUKEE® E-SERVICE

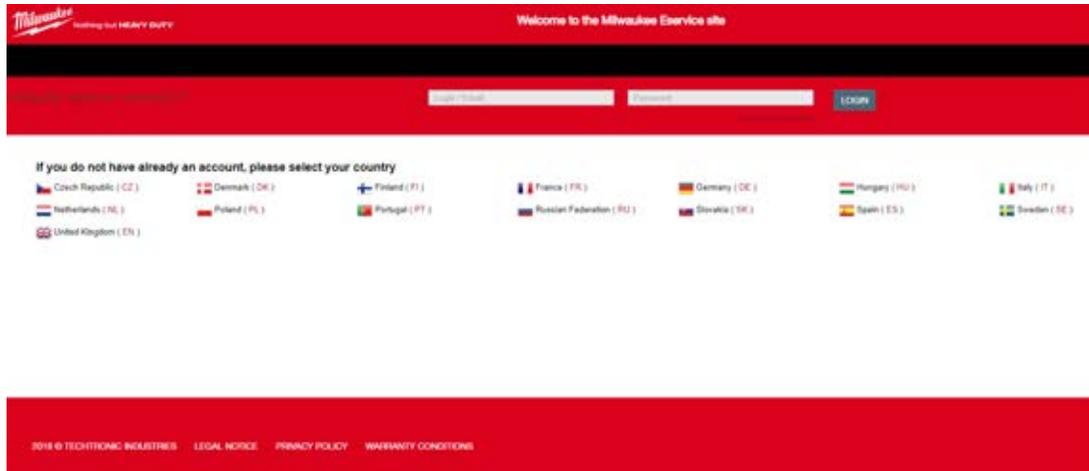
- SAVES TIME AND EFFORT**
- INSTALLED BY QUALIFIED SPECIALISTS**
- ORIGINAL ORIGINAL SERVICE PARTS**
- BOTH YOUR TIME AND US CONCENTRATE ON YOUR BUSINESS**
- WE'VE MADE IT EASY TO FIND THE RIGHT PART FOR YOUR MACHINERY**
- WE'VE MADE IT EASY TO FIND THE RIGHT PART FOR YOUR MACHINERY**
- WE'VE MADE IT EASY TO FIND THE RIGHT PART FOR YOUR MACHINERY**
- WE'VE MADE IT EASY TO FIND THE RIGHT PART FOR YOUR MACHINERY**

ONE CLICK TO SERVICE

GET THE BEST SERVICE FOR FIXED PRICE DIFFICULT USING E-SERVICE, SAVING YOU TIME & EFFORT

PROFESSIONAL LOCAL SERVICE

Click on the “ONE CLICK TO REPAIR” tab



If you already have an Extended Warranty account sign in.

If you do not have an Extended Warranty account, click on the letters in **red** next to your countries flag, in order to create one



E-SERVICE
ACCOUNT



When logged into your account you are given these options.

If you have registered your tools for the extended warranty click on the tab "MY TOOLS"

If your tool is not registered for the extended warranty click on the option "REGISTER MY TOOL"



You are here: Home > MY TOOLS

Here, you can register your new Milwaukee tool

REGISTER A NEW TOOL

Registered tools

Find a registered tool

Enter registration year and model number to search

SHOW ALL

M18FTR-6X
M18FTR 6X FUEL TRIM ROUTER XXX
430547480 - 02910 - 123456
Record number : R336555



DETAILS REPAIR



M18FTR-6X
M18FTR 6X FUEL TRIM ROUTER XXX
430547480 - 02910 - 123456
Record number : R336554



DETAILS REPAIR



K3205
K3205 CHIPPING HAMMER GB1
430542788 - 02912 - 123456
Record number : R142919



DETAILS REPAIR



Click on the "REPAIR" tab of the tool that you wish to be repaired



WARRANTY TERMS & CONDITIONS

Paperless tool collection request

- REGISTER
- MY TOOLS
- MY PROFILE
- CONTACT
- OPEN REGISTRATIONS

You are here

In addition to any statutory rights resulting from the purchase, this product is covered by a warranty as stated below:

- The warranty period is 12 months and commences on the date when the product was purchased. This date has to be documented by an invoice or other proof of purchase.
- MILWAUKEE tools warranty can be extended from 1 year to a maximum of 3 years (1+2) using the registration on the [www.milwaukeeeu.com](#) website. With the exception of MX FUEL™ Tools for which warranty can be extended from 1 year to a maximum of 2 years (1+1). All MILWAUKEE REDLITHIUM™ batteries including MX FUEL™ batteries come with a standard 1 year warranty which can be extended to a maximum of 2 years (1+1). The extension of warranty does not apply for tools for which the warranty applying for tools, batteries & charger is 1 year. All warranty extensions are subject to registering online within 30 days of the purchase date. The end user may register for the extended warranty in his country of residence if listed on the online registration form where this option is valid. Furthermore, end users must give their consent to the storage of the data which are required to enter online and they have to accept the terms and conditions. The registration confirmation receipt, which is sent out by e-mail, and the original invoice showing the date of purchase will serve as proof of the extended warranty. Your statutory rights remain unaffected.
- The warranty covers all defects of the product during the warranty period due to defects in workmanship or material at the purchase date. The warranty is limited to repair and/or replacement and does not include any other obligations including but not limited to incidental or consequential damages. The warranty is not valid if the product has been misused, used contrary to the instruction manual, or being incorrectly connected. This warranty does not apply to:
 - any damage to the product that is the result of improper maintenance
 - any product that has been altered or modified
 - any product where original identification (trade mark, serial number) markings have been defaced, altered or removed
 - any damage caused by non-observance of the instruction manual
 - any non-CE product
 - any product which has been attempted to be repaired by a non-qualified professional or without prior authorization by Tectric Industries
 - any product connected to improper power supply (amps, voltage, frequency)
 - any damage caused by external influences (water, chemical, physical, shocks) or foreign substances
 - normal wear and tear of spare parts
 - inappropriate use, overloading of the tool
 - use of non-approved accessories or parts
 - Power tool accessories provided with the tool or purchased separately. Such exclusions including but not limited to screw driver bits, drill bits, abrasive discs, sand paper and blades, lateral guide
 - Components (parts and accessories) subject to natural wear and tear, including but not limited to service & maintenance kits, carbon brushes, bearings, chuck, SDS SHFT attachment or reception, power cord, auxiliary handle, transport carry case, sanding plate, dust bag, dust exhaust tube, felt washers, impact wrench pins & springs, etc.
- For servicing, the product must be sent or presented to a MILWAUKEE® authorised service station listed for each country in the following list of service station addresses. In some countries your local MILWAUKEE® dealer undertakes to send the product to the MILWAUKEE® service organisation. When sending a product to an MILWAUKEE® service station, the product should be safely packed without any dangerous contents, marked with sender's address and accompanied by a short description of the fault.
- A repair/replacement under this warranty is free of charge. It does not constitute an extension or a new start of the warranty period. Exchanged parts or tools become our property. In some countries delivery charges or postage will have to be paid by the sender.
- This warranty is valid in the European Community, Switzerland, Iceland, Norway, Liechtenstein, Turkey, United Kingdom and Russia. Outside these areas, please contact your authorised dealer to determine if another warranty applies.

I READ AND UNDERSTOOD THE WARRANTY CONDITIONS

The warranty Terms & Conditions will need to be read and agreed to



NON
WARRANTY

Paperless tool collection request

REGISTER MY TOOLS MY PROFILE CONTACT OPEN REPAIRS

You are here: Home > Add collection request

M18PTL2X
M18PTL2X FUEL TRIM ROUTER XXX
400647480 - 02018 123456



IS YOUR TOOL WITHIN THE WARRANTY PERIOD AND DOES IT CONFORM TO THE WARRANTY CONDITIONS?

- Yes** Upon receipt the service center will validate your tool against our warranty conditions. The repair may be declared partially or totally "out of warranty". If the tool is deemed to be partially or totally "out of warranty" the transportation to the service center will be chargeable (see options below).
If your tool is not covered by our warranty conditions the service center will provide a quotation for the repair within 48 hours. The diagnosis and quotation are free of charge if you accept the repair. You will need to accept the quotation by E-mail, fax or online within your account. The service center will contact you for payment before repairing.
If you do not want the tool repaired, you have two further options:
→ The tool will be returned to you. It may be dismantled and not working. A fixed fee of £15 will be charged for diagnosis, delivery and return transportation.
→ The tool remains in the service center and will be recycled according to regulation against a fix fee payment of £15 for the diagnosis and delivery transportation.
Please note: The contract for an out of warranty repair is between the customer and the warranty service center. Please ensure that you are aware of their sales conditions before entering any transaction. Please go to [www.milwaukee.co.uk](#) for more information.
- No** This service is only for tools within the warranty period and covered under our warranty conditions.



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If the tool is not under or covered under the warranty
a fixed fee of £15 will be charged to you by the service station

Click on the arrow to progress



COLLECTION ADDRESS

Paperless tool collection request

REGISTER MY TOOLS MY PROFILE CONTACT OPEN REPAIRS

The 800 Tool [Home](#) [Add collection request](#)

WISPT01X
WISPT8-0X FUEL 19MM ROUTER XXX
46627480 - 02910 123456



TOOL COLLECTION ADDRESS

The following Service Center will repair your tool? **CHOOSE**

Please, collect the parcel from the following address:

Title:

Address:

City:

Phone:

First name:

Address:

Post code:

Last name:

Address:

Country:

Please, note: if loaded before midday, carrier will collect same afternoon, otherwise next day in the afternoon. A period of two hours should be expected for the collection.

Date:

Please, collect the parcel from an alternative address:
Note that carrier cannot collect on building sites

Title:

Address:

City:

Phone:

First name / Building name:

Address:

Post code:

Last name / Contact name:

Address:

Country:

Please, note: if loaded before midday, carrier will collect same afternoon, otherwise next day in the afternoon. A period of two hours should be expected for the collection.

Date:

I will drop in the parcel myself at a parcel shop/point of my choice, for this option I must be able to print the label myself and place it on the parcel before leaving it.



You will be able to choose to have the tool collected from the registered address on your account, from an alternative address, or you can drop it off at a UPS collection point



RETURN ADDRESS

Paperless tool collection request

REGISTER MY TOOLS MY PROFILE CONTACT OPEN RETURNS

You are here: Home > Tool collection request

81297762 00
81297762 00 FUEL TOOL REGISTER XXX
400014488 - 2014 SCUBA



TOOL RETURN ADDRESS

Please return the parcel to the following address:

Name:

Address:

City:

Postcode:

Country:

Please return the parcel to an alternative address:

Note that certain cannot deliver on building sites

Name:

Address:

City:

Postcode:

Country:

Please return the tool to the following pick-up location:



You will be able to choose to have the tool returned to the registered address on your account, to an alternative address, or to a choice of collection points in your area

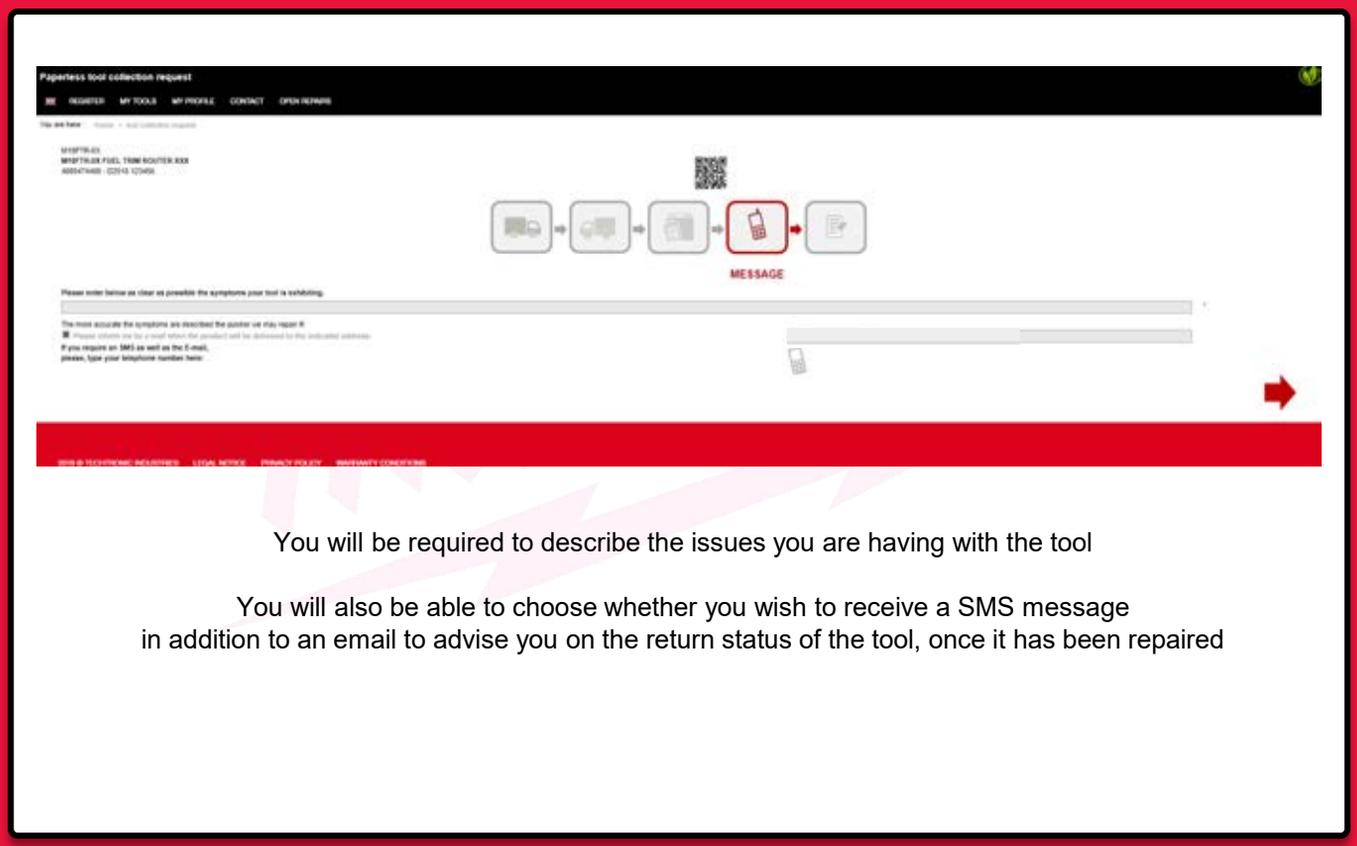


You are given **3** options with regards to the printing of the despatch labels

- 1: Print the label out on the summary page while arranging the collection
- 2: Have the label emailed to an email address of your choice to print of later
- 3: You have no printer and require the UPS driver to bring a copy of the label with them when they collect



REQUIRED
INFORMATION



You will be required to describe the issues you are having with the tool

You will also be able to choose whether you wish to receive a SMS message
in addition to an email to advise you on the return status of the tool, once it has been repaired



CONFIRMATIONS



You will be required to click on the boxes to confirm that the packaging of the tool meets all of the requirements

You will also need to click on YES or NO to confirm if you are sending back any Li-Ion batteries with the tool



You are here: Home > Tool collection request

M18FTR-0X
M18FTR-0X FUEL TRIM ROUTER XXX
4000474490 - 02010 123456



SUMMARY

Tool collection address 19 NINE ACRES , SL1 STZ SLOUGH
Tool return address 19 NINE ACRES , SL1 STZ SLOUGH
Label printing options Print after confirmation
Message Send to: d@levar123@hotmail.com

- EDIT
- EDIT
- EDIT
- EDIT

I confirm the package does not contain any fuel and securely packaged
Approximate weight of the package:
Customer code for your own reference (max 20 characters):

0.100 KG

Please prepare your package for collection and do not forget to print and stick the shipping label on the package in a position that is secure and clearly visible. If you choose the option for the driver to bring the label, you still need to stick the label on the box. Please, do not forget to include your proof of purchase unless it is already attached to your product registration electronically. If your package contains a Li-Ion battery, please do not forget to print the warning label and stick it on your package in a position that is secure and clearly visible. The item must be securely packaged for collection. If not the carrier can refuse to collect it. If you would like to see the status of your repair, please click on the v repair status v button in the OPEN REPAIRS tab in your account.

print label

You will be able to change any details for the collection on this page if you wish to do so



COMPLETED

Paperless tool collection request

REGISTER MY TOOLS MY PROFILE CONTACT OPEN REPAIRS

You are here: Home > tool collection request

SUMMARY

Claim No according to account:	V58943
Tool collection address:	19 NINE ACRES , 5L1 5T2 SLOUGH
Tool return address:	19 NINE ACRES , 5L1 5T2 SLOUGH
Label printing options:	Print after confirmation
Message:	Send to: djstewart23@hotmail.com
I confirm the package does not contain any fuel and securely packaged.	
Approximate weight of the package:	8.100 KG
Customer code for your own reference (max 20 characters):	
Date and time of collect:	25/01/2021 12:00

Your tool collection has been successfully registered.

Your web browser might be preventing the label printing pop up window from opening. If the label does not appear in a new window, please [click here](#)

[ACCESS TO YOUR OPEN REPAIRS](#)

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When completed you will be issued with the Claim No. and confirmation of the collection date

PLEASE KEEP THIS INFORMATION IN YOUR RECORDS



LI-LON
BATTERIES

Paperless tool collection request

REGISTER MY TOOLS MY PROFILE CONTACT OPEN REPAIRS

You are here: Home > Tool collection request

M10PTR-01
M10PTR-01 FUEL TRIM ROUTER XXX
4000474400 - 02010 123456



Navigation icons: Home, My Tools, My Profile, Contact, Open Repairs, Paperless tool collection request (highlighted)

I hereby confirm that the shipment (including inside the tool) does not contain any petrol, diesel, oil or inflammable materials.

I hereby confirm that the product is securely packaged in packaging material suitable for parcel transportation and the shipping agent is not liable for any damage to the product.

I have read the warranty conditions and I fully accept them. If my tool is not covered by the warranty conditions I accept the loss of warranty.

Does your package contain a Li-ion battery?

PACKAGING BEST PRACTICES

INFORMATION

If you intend to send the battery, make sure you follow the instructions for safe transportation. Please, visit our site where we advise you in DGR

- SAFE TRANSPORTATION OF LI-ION BATTERIES

If you have already been advised on transportation, please, check if the parcel you prepare is safely packed

- PACKAGING BEST PRACTICE

[CONTINUE PROCESS](#)

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If you clicked on YES and are sending back Li-Ion batteries, a pop up message will appear



LI-LON BATTERY INFO



MILWAUKEE @ YOUR SERVICE SAFE TRANSPORTATION OF LI-ION BATTERIES

Is your warranty request regarding a Li-Ion battery or will your product contain a Li-Ion battery?

If Yes, please note the following shipping instructions for Li-Ion batteries.

Is your battery above or below 100 Wh?

You will find this information on the rating plate located on the bottom of your battery.



18V 90Wh

18V 162Wh

Equal to or less than 100 Wh

1. Examine the battery for any visible damage.
For example –
Heavily deformed, melted or cracked housing.
Leaking fluid.
Smell of gas

If **YES**, the battery is not allowed to be transported. Please call Milwaukee service on 01628 894400

If **NO**, cover the battery terminals and place in a plastic bag to ensure the contacts cannot touch any other form of metal. (Otherwise a short circuit could occur and cause a thermal incident).

If only a battery, ensure that it is packaged in a strong box.

2. If with another product place the product and battery separately in the packaging.
3. Securely seal the packaging.
4. Print the label on page 2. Cut it out and tape it to the front of the package. Do not stick over corners, side or back as it must be clearly visible to the carrier.

Over 100 Wh

These batteries are classed as DG9. Stricter shipping conditions must be observed for dangerous goods. Please call Milwaukee service on 01628 894400



MILWAUKEE @ YOUR SERVICE SAFE TRANSPORTATION OF LI-ION BATTERIES

How to pack only the battery without original packaging?



The link to Safe transportation of batteries link will bring up these pages



Milwaukee
SERVICE

BATTERY
LABEL



The link to Safe transportation of batteries link will bring up this label which will be required to be printed out and stuck onto the outside of the packaging

PACKAGING BEST PRACTICES

Suitable sample packaging that meets the necessary requirements can be seen below.

Original packaging



Tool without original packaging

