

# Metabo Power Tools: Service and Warranty Program

## Power Tools Built by Professionals...for Professionals

All Metabo Power Tools have been carefully tested and inspected before shipment and are warranted to the original purchaser to be free from defects in workmanship and materials for period of 3-years (36 months) from original user's date of purchase. This limited warranty does not apply to damage that Metabo determines to be from misuse, alterations, abuse, normal wear and tear, lack of maintenance, accidents, or repairs made by or attempted by anyone other than Metabo authorized personnel. Valid Proof of Purchase such as a sales receipt is required to qualify for warranty programs.

### 30 Day Performance Guarantee

If in the first 30 days from purchase, a tool fails to perform to Metabo's specifications<sup>(1)</sup> it should be sent pre-paid<sup>(2)</sup> postage to the *Metabo Corporate Service Center*\*. If the tool is found by Metabo to contain defects in workmanship or materials, Metabo will replace the tool free of charge.

### 3-Year Limited Warranty

After the first 30 days from purchase, Metabo will repair or replace a power tool which upon inspection is determined to be defective in either workmanship or materials for a period of three 3-years (36 months) from original date of purchase. If a tool fails to perform to Metabo's factory specifications<sup>(1)</sup>, it should be sent pre-paid postage<sup>(2)</sup> to Metabo's *Corporate Service Center*\* or one of our regionally located *Authorized Service Centers*\*\*.

### Metabo MAX Repair Program

To help maintain the performance of your Metabo power tools and to reduce possible downtime, Metabo publishes<sup>(3)</sup> a maximum repair cost for their tools. The *MMR* program guarantees<sup>(4)</sup> that you will not pay more than the published "MAX Repair" rate for that tool (the fee could be less if the repair is minor). The *MMR* program is independent of the Metabo warranty and applies to tools that are sent to Metabo's *Corporate Service Center*\*. *MMR* services include:

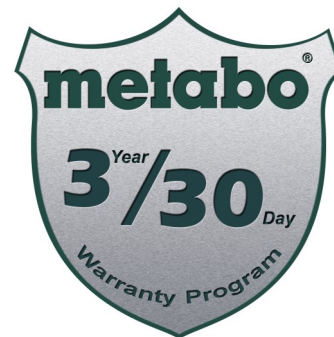
- Teardown inspection
- Cleaning and lubrication
- Replacement of any worn and/or damaged parts with genuine Metabo replacement parts
- Full performance and safety tests

Metabo reserves the right to replace your tool with one of equal or higher value<sup>(5)</sup> should the repair cost exceed Metabo's MAX Repair threshold. Additionally, we reserve the right to refuse to repair a tool at the Metabo MAX Repair price if the tool is assessed as unrepairable, for example: missing parts, damaged or worn beyond reasonable repair, tool is obsolete, or is not included in the published Max Repair Program list.

### 3-Year Warranty: Ultra-M Battery and Charger

Metabo's patented Ultra-M Technology features an intelligent monitoring system in which the tool, battery and charger communicate to assure the battery cells are properly and safely charged and discharged. For these reasons, Metabo provides a 3-year warranty on the battery and charger - regardless of the number of recharges. If the battery fails to charge due to defects in materials or workmanship, Metabo will replace that battery free of charge. This warranty applies to all Metabo Lithium-Ion 18V batteries that are 3.0 Ah and higher.

Warranty registration is not required for Metabo power tools sold in the United States. The 3-year warranty period is based on a valid proof-of-purchase and only applies to products purchased on or after October 1, 2013. Products purchased prior to 10/1/13 will be covered under the previous 1-year standard warranty.



**\*Metabo Corp. Repair Center**  
1231 Wilson Drive  
West Chester, PA 19380

\*\* For a complete list of Regional Service Centers, visit [www.metabousa.com](http://www.metabousa.com)

- (1) Original manufactures specifications can be found at [www.metabousa.com](http://www.metabousa.com) or in our catalog.
- (2) Customer is responsible for shipping all products to Authorized Service Centers and return charges for non-warranty repairs. Return of products repaired under warranty will be paid by Metabo.
- (3) The *MMR* list can be found on [www.metabousa.com](http://www.metabousa.com) or by contacting your local Metabo Rep.
- (4) The Metabo Corp Repair Center makes final decision on *MMR* eligibility. Customer has option to repair their Metabo tools outside of the *MMR* program, however if repairs are attempted or performed by an unauthorized Metabo facility, then any existing tool warranty is voided.
- (5) We will replace with same model if that model is still current and in stock. A new model will be substituted if original model is out of production.