

REQUEST FOR REPAIR / MAINTENANCE

Dear Customer,

this form, duly completed in all its parts, will allow us to promptly and accurately intervene in case of repair (maintenance).

We remind you that for failures, which are not evident, all the information you give us concerning the real working conditions of the tool is essential for us.

For products that have been out of production for more than 5 years, we recommend that you first contact Fiam Technical Assistance Service to verify the actual repair feasibility.

REPAIR INTERVENTION STANDARDS

Please find below some information we kindly ask you to take into consideration when sending a Fiam product out for repair.

- a) Please bypack this form duly filled-in to each tool.
- b) We wish to inform you that the repair under warranty request is subject to the authorization of Fiam Utensili Pneumatici SpA and will be evaluated after having checked whether the terms of warranty are applicable.

We suggest that you carefully read the information concerning the repair intervention standard rules.

Thank you for your valuable cooperation. You may attach to this form or e-mail photos or videos that you find useful to define the conditions of use of the tool and to help us understand the specifics of your application.

- c) Shipping costs to despatch goods to and from Fiam will be on your account.
If the repair is made under warranty, return shipping costs will be borne by Fiam. Return shipping terms will be at Fiam discretion.
- d) For non-warranty repairs, we will send you a commercial offer that we ask you to send back, countersigned for acceptance. In the absence of any indication, within the indicated deadline, Fiam Utensili Pneumatici SpA will send the unrepaired goods, charged with the handling fees, according to the following table:

| | |
|---------------------------------------|--------------|
| Pneumatic tools: | 70.00 euros |
| Electrical tools or accessories: | 100.00 euros |
| Electronic tools or accessories: | 250.00 euros |
| DC driven screwdriver or accessories: | 300.00 euros |

- e) We recommend that you pack the goods properly, in order to prevent damages during transportation and handling procedures.
- f) For any further reference on commercial conditions, please refer to the following website:
<https://www.fiamgroup.com/en/assistance-installation-and-maintenance/>

PLEASE SHIP THE GOODS TO

Fiam Utensili Pneumatici SpA
Viale Crispi 123
36100 Vicenza - Italy

Fiam Utensili Pneumatici SpA

REQUEST FORM REPAIR / MAINTENANCE

The following form, **DULY FILLED OUT IN ALL ITS PARTS**, must be sent to: **service@fiamgroup.com**

CUSTOMER DATA

DATE _____

| | |
|---|------------------|
| Company name and Address (Zip code – City) | Telephone number |
| | Fax |
| | E-mail |
| Contact person | |
| Final customer (if applicable) | |
| Under warranty repair <input type="checkbox"/> YES <input type="checkbox"/> NO | |

PRODUCTS DATA

| | | |
|--|---|------------|
| Model | Item code | Serial nr. |
| Reason for the return of the tool <input type="checkbox"/> Repair <input type="checkbox"/> Maintenance <input type="checkbox"/> Other _____ | | |
| Description of the malfunction | | |
| Description of the application | | |
| Conditions of use <input type="checkbox"/> Vertical <input type="checkbox"/> Horizontal <input type="checkbox"/> Other _____ | | |
| Critical working conditions (humidity, dirt, other) | | |
| Frequency of use (nr. tightenings/hour) | Fixing mode (arms, balancers, etc., where applicable) | |

FOR PNEUMATIC TOOLS (screwdrivers, drills, tappers, grinders, etc.)

| | |
|---|--|
| Is the tool lubricated? <input type="checkbox"/> YES <input type="checkbox"/> NO | Dynamic pressure of compressed air _____ Bars |
| Type of joint used | Internal diameter of the feed tube |

FOR SCREWDRIVERS AND NUTRUNNER MOTORS (pneumatic, electric and DC driven) AND TIGHTENING ACCESSORIES

For eTensil range: always send tool + cable + power supply

| | | |
|--|-------------------|---|
| Type of screw <input type="checkbox"/> Metric <input type="checkbox"/> Self-threading <input type="checkbox"/> Self-drilling <input type="checkbox"/> Self-tapping <input type="checkbox"/> Three-lobe <input type="checkbox"/> Other _____ | | |
| Type of joint used <input type="checkbox"/> Flexible <input type="checkbox"/> Hard | Tightening torque | Color of the spring on the screwdriver (for clutch driven screwdrivers and nutrunner motors) |

FOR DC DRIVEN SCREWDRIVER AND NUTRUNNER MOTORS

| | | |
|--|---------------------|---|
| Type of screw <input type="checkbox"/> Metric <input type="checkbox"/> Self-threading <input type="checkbox"/> Self-drilling <input type="checkbox"/> Self-tapping <input type="checkbox"/> Three-lobe <input type="checkbox"/> Other _____ | | |
| Type of joint used <input type="checkbox"/> Flexible <input type="checkbox"/> Hard | Tightening torque | Cycle time |
| Tightening method | K/Torque regulation | Attached is a copy of the screwdriver program <input type="checkbox"/> YES <input type="checkbox"/> NO |

I authorize, in advance, the repair of the product if the estimated cost of the intervention is <200 €

CHOICE OF REPLACED COMPONENTS DURING REPAIR:

| | |
|---|--|
| <input type="checkbox"/> Return to the user | <input type="checkbox"/> Do not return and discard |
|---|--|

www.fiamgroup.com

info@fiamgroup.com

Meet us on:



Fiam
PEOPLE AND SOLUTIONS

Fiam Utensili Pneumatici Spa
Viale Crispi 123
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Fax +39.0444.385002

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73, cours Albert Thomas
69003 Lyon, France
Tel. +33 (0)9 70 40 73 85

Fiam España Sucursal
Travessera de Gràcia, 11, 5ª planta
08021 Barcelona, España
Tel. +34.636808112

Fiam Deutschland Niederlassung
Kupferstrasse 5
70565 Stuttgart, Deutschland
Tel. +49.151 46328927

Quality Management System Certificate • Environmental Management System Certificate