

# 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. For maintenance only tool+cable.*

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
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www.fiamgroup.com

info@fiamgroup.com

Meet us on:



**Fiam**  
PEOPLE AND SOLUTIONS

**Fiam Utensili Pneumatici Spa**  
Viale Crispi 123  
36100 Vicenza, Italy  
Tel. +39.0444.385000  
Fax +39.0444.385002

**Fiam France Succursale**  
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