



FESTOOL

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Conditions of 1+2 Warranty

All Festool customers automatically receive a 12 month manufacturer's guarantee when purchasing their power tool. This warranty is independent from any other agreements.
You are entitled to a free extended warranty (1 year + 2 years = 3 years) for your Festool power tool by sending us your completed registration form.

Administrative and technical procedure

An ID label with the machine data is glued onto the warranty card. Machines with a warranty card are marked by means of a 1+2 Warranty logo on the package.

You or your dealer should complete the 1+2 Warranty Application form and send it back to Festool as soon as possible.

Alternatively you can register online. Simply click the link above and follow the simple steps to register your Festool power tool and benefit from an additional 2 years warranty - free of charge.

After registration you will receive, via post, the 1+2 warranty confirmation, which you will need in the unlikely event of your Festool power tool needing repair.

Nature of warranty

All defects resulting from faults in materials or fabrication will be fixed free of charge during the warranty period.

Warranty claim

Claims can only be accepted on equipment which has not been taken apart and which has been returned to TTS Tooltechnic Systems GB Ltd. In all cases, you must first obtain authorisation clearance for returning the power tool by calling 01284 727-271. Festool will cover carriage costs on all returns for tools within the warranty period.

Please remember to clearly label your tool or packaging with your details when returning it for repair.

48 hour turnaround

In most cases we will complete repairs within 48 hours. A replacement or loan tool may be offered if this is not practical. Carriage charges will be prepaid if the tool is within the warranty period. In all cases, please call 01284 727-271 to speak directly with our Service Department for details about how and where to ship. This will begin a tracking process that will help ensure a timely solution.

Festool Warranty and Exclusions

This warranty is valid on the pre-condition that the tool is used and operated in compliance with the Festool operating instructions. Festool warrants, only to the original consumer purchaser, that the specified tool will be free from defects in materials and workmanship for a term of one year from the date of procurement. Festool makes no other warranty, express or implied, for Festool portable power tools. No agent, representative, distributor, dealer or employee of Festool has the authority to increase or otherwise change the obligations or limitations of this warranty. The obligations of Festool in its sole discretion under this warranty shall be limited to the repair or replacement of any Festool portable power tool that is found to be defective as packaged with the User Manual.

We do not cover the cost of repair when:

1. The device was opened and the owner has attempted to repair the tool.
2. Damage was caused by overloading or improper handling.

Excluded from the coverage under this warranty are: normal wear and tear; damage caused by misuse, abuse or neglect; damage caused by anything other than defects in material and workmanship. This warranty does not apply to accessory items such as circular saw blades, drill bits, router bits, jigsaw blades, sanding belts and grinding wheels. Also excluded are "wearing parts" such as carbon brushes, lamellas of air tools, rubber collars and seals, sanding discs and pads and batteries. The acceptance of claims under the warranty will neither give rise to further extensions of the warranty period nor start a new warranty period.

Repair warranty

Spare parts that are replaced during a warranty repair will have an additional 6 months warranty period, starting from the repair date.