

# *Snap-on*

## Warranty Reference & Guide

Asia / Pacific Division



### Current Locations:

Snap-on Tools Singapore Pte Ltd.  
Snap-on Tools Singapore Pte Ltd., Malaysia Branch.  
Snap-on Tools Singapore Pte Ltd., Philippines Branch.  
Snap-on Tools Singapore Pte Ltd., Indonesia Rep. Office.  
Snap-on (Thailand) Company Ltd.  
Snap-on Tools Singapore Pte Ltd., Taiwan Branch.  
Snap-on Tools Singapore Pte Ltd., Hong Kong Branch.  
Snap-on Tools Korea Ltd.  
Snap-on Tools India Ltd

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## Introduction

The Snap-on Warranty Reference is designed to assist Snap-On Product Specialists and Employees when dealing with customer warranty requests for Products sold by Snap-on, and currently applies to both Snap-on and Blue-point brands. It also serves as a document that can be shown to the customers to illustrate what the applicable warranty is for a particular Product category.

With photographic illustrations, this reference is categorized into basic product categories; such as hand tools and accessories, hand torque tools and equipment. Each category states the type of warranty that applies to that tool, the proper replacement or repair procedures, and what conditions would constitute improper application of tool, and thus void its warranty.

This reference may not be able to cover all product categories, or all possible situations that may arise in a Product Specialist's daily business, but it would serve as a comprehensive reference for our Product Specialists and Customer Service Employees to better understand and apply the Snap-on warranty policy and thereafter, serve our customers better.

***A warranty claim can be an opportunity for customers to understand the importance of using the right tool for the job. Unnecessary tool replacements add to the cost of doing business. Everyone pays the price of tool abuse and replacement.***

### **Understanding of Various Types of Warranties:**

**Lifetime Warranty** of Snap-On and Blue-Point products refers to that of a product but only during its product life. This type of warranty shall end with the discontinuity of a product and all its subsequently equivalent products that superseded it.

For example, if a TMU101 is still a current and valid product, we shall replace the damaged one with the same TMU101. If the TMU101 is now being discontinued, but has a superseding TMU101A, then we shall replace it with the TMU101A. But if TMU101A was also later on discontinued, and with no superseding part numbers, then it would be time to advise the customer that the life warranty of the product TMU101 has ended. It would then be up to the Product Specialist to offer a sale with an equivalent product or a trade-in.

Lifetime Warranty applies only to certain hand tools and accessories, as well as certain parts of hand-torque tools. All pneumatic tools, electrical tools or equipment are not covered under lifetime warranty. It is also important to note, particularly Product Specialists, that Snap-On's Lifetime Warranty is a limited warranty. This concept must not be vaguely or irresponsibly misinterpreted, misrepresented or described to customers as a warranty which "lasts forever and for everything".

**Standard Warranty** refers to the 12 months warranty which applies to all pneumatic tools, electrical tools and equipment. Warranty period begins from the day user receives the product. Delivery note or relevant documentary proof shall be presented to validate such warranty claims.

**90 Days Warranty** applies to hand tools (non-torque) and electrical products (non-equipment). Warranty period begins from the day user receives the product. Delivery note or relevant documentary proof shall be presented to validate such warranty claims.

**Torque Products Warranty** refers to 90 Days Warranty and 12 months warranty periods, applicable to hand torque tools and torque equipment. Warranty begins from the day user receives the product. Likewise, delivery note or relevant documentary proof shall be presented to validate such warranty claims.

**90 Days Warranty:** Snap-on warrants each new, unused torque product for 90 days from day of receipt of product. Any claims about product's deviation from specified accuracy must be substantiated by test reports or data acquired from standard test centers and through standard test methods.

**12 Months:** Snap-on will repair or replace torque products which fail to give satisfactory service due to material defects or workmanship (excluding calibration) for 12 months; from day of receipt of product.

### **Consumable Products:**

Consumable products are goods reasonably expected to be used up or damaged during use, including but not limited to sensors, internal mechanical, electronic or electrical components and batteries. Therefore, lifetime warranty excludes consumable products.

### **General Note:**

All above stated warranties: Lifetime Warranty, Standard Warranty and Torque Tools Warranty are against material defect and workmanship. Subjecting tools or equipment to abnormal applications, or products that are worn and or torn shall void any warranty. Abnormal applications include (and not limited) to using tool or equipment on applications not designed for, misuse, modification, unreasonable use, lack of maintenance due to neglect, use in production-related service, or use after tool is significantly worn.

Repairable items are not replaceable. They should be sent to the local or closest service center to be fixed, or fixed on site by respective product specialists. Products that are made up of many parts, such as screwdrivers, hex drivers; etc, may have one of the parts replaced, and not necessarily the entire tool. Wherever possible, only replace the parts of a tool that need replacing; i.e. blades of screwdrivers, bits of torx drivers and so on.

Snap-on warranties are sole and exclusive warranties made by Snap-on and its agents or re-sellers. There are no oral warranties. All implied warranties, including merchantability and fitness for a particular purpose are excluded. Snap-on shall not be liable for loss of product use, or consequential costs incurred by the purchaser or others (including without limitation, lost profits, revenues, anticipated sales, business opportunities, goodwill, or interruption of business and any other injury or damage.)

## Products & Warranties

### Adaptors & Extensions:



Warranty : Lifetime against material defects and workmanship for Non-Impact models only.

Procedure : Replace entire unit.

Warranty Void if: Used to remove pipe plugs (drive end breaks at point of retaining ball), used as punch, lever, subjected to wear and tear, or in applications not designed for.

Additional Notes: No Lifetime Warranty for Impact Models. Designed to Wear.

#### Warranty Valid Case:

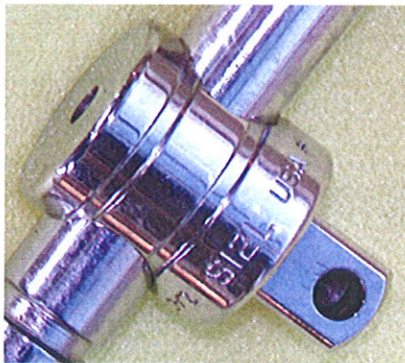


Photo 1: Retaining Ball & Spring dropped off.

#### Warranty Void Case:



Photo 1: Broken Impact Adaptor.

### Air Hoses:

Warranty : 90 Days Warranty against material defects and workmanship.

Procedure : Replace entire length of hose.

Warranty Void if: Cut, crimped, torn or used in applications not designed for.

**Air / Pneumatic Tools:**

Warranty : 1 year against material defects and workmanship.

Procedure : Return the unit to local Snap-on Service Center for evaluation and warranty service or replacement.  
Warranty registration must be valid or copy of invoice or delivery note must be presented to validate claim.

Warranty Void if: Unauthorized repairs or modifications have been attempted, or if unit appears poorly maintained, or used in applications not designed for. Likewise, if unit was damaged by accident, improper applications, neglect such as: rust in interior, lack of proper lubrication; etc, or if unit was used in production related work or received with components missing.

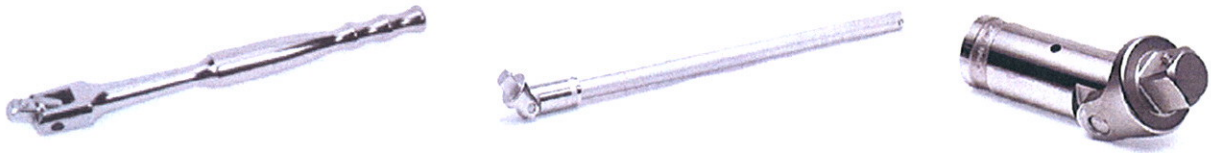
**Batteries:** No Warranty. Consumable product.

**Battery Chargers:**

Warranty : 1 year against material defects and workmanship.

Procedure : Return the unit to local Snap-on Service Center for evaluation and service.  
Warranty registration must be valid or copy of invoice or delivery note must be presented to validate claim.

Warranty Void if: Unauthorized repairs or modifications have been attempted, or if unit appears poorly maintained, or used in applications not designed for. Likewise, if unit was damaged by accident, improper applications, neglect such as rust, or if unit was received with components missing or power cords cut.

**Breaker Bars:**

Warranty : Lifetime against material defects and workmanship.

Procedure : Replace service kit when kit is available. Otherwise, replace entire unit.

Warranty OK if: Chrome peeled off, retaining ball and spring on square drive came loose.

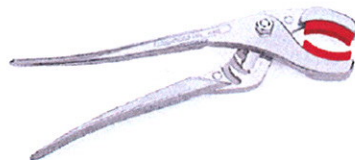
Warranty Void if: Chrome worn-off (Wear & Tear), drive head worn-off (Wear & Tear), shaft deformed or broken, had unauthorized modifications made, rusted due to neglect or poor maintenance, square-drive broken, or used in applications not designed for.

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**Burrs:** No Warranty. Consumable product.

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**Chisels:** No Warranty. Consumable product.

**Connector Pliers:**

Warranty : Lifetime against material defects and workmanship.

Procedure : Replace entire unit.

Warranty Void if: Jaws are broken, plastic jaw grips are worn or torn (Wear & Tear), tool being worn and torn, or used in applications not designed for.

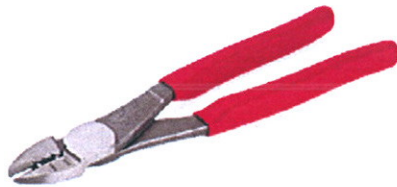


**Warranty Valid Case:**

Photo 2: Jaw broke at base.

**Warranty Void Case:**Photo 3: Worn Plastic Jaws Grips

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**Crimpers:**

Warranty : Lifetime against material defects and workmanship.

Procedure : Replace entire unit.

Warranty Void if: Jaws are broken, cutting edge is damaged (Wear & Tear), or used in applications not designed for; such as doubling up as a nail puller.

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**Cutters:**

Warranty : Lifetime against material defects and workmanship.

Procedure : Replace entire unit.

Warranty Void if: Rusty, cutting edge dented, became blunt or worn or damaged (Wear & Tear), or used in applications not designed for; such as doubling up as a nail puller.

Warranty Valid Case:

Warranty Void Cases:



Photo 1: Jaw Broken at Base



Photo 1: Jaw tip chipped-off.

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**Dies & Taps:** No Warranty. Consumable product.

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**Drill Bits:** No Warranty. Consumable product.

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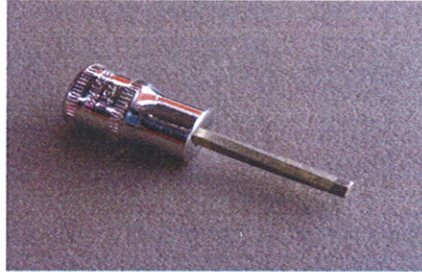
**Drivers – Torx & Hex Head Drivers:**



Warranty: Lifetime against material defects and workmanship.

Procedure: Replace broken bit, not entire unit.

Warranty Void if: Bit is worn or twisted (Wear & Tear), used in production setting, or in applications not designed for; such as doubling up as a punch.

**Warranty Void Cases:**

Twisted Bit

**Electrical Power Tools:**

**Warranty** : 1 year against material defects and workmanship such as the following:  
Sparks, Battery not chargeable or drained quicker than usual, Charger not charging, Battery shorted caused by defective motor assembly.

**Procedure** : Return the unit to local Snap-on Service Center for service.  
Warranty registration must be valid or copy of invoice or delivery note must be presented to validate claim.

**Warranty Void if:** Unauthorized repairs or modifications have been attempted, or if unit appears poorly maintained, or used in applications not designed for. Likewise, if unit was damaged by accident, improper applications, neglect such as: rust in interior, lack of proper lubrication, worn casing (Wear & Tear); etc, or if unit was used in production related work, power cords are cut, received with components missing, or used with non-dedicated battery charger and batteries or accessories.

**Warranty Void Cases:****Photo 1: Power cord cut.****Photo 2: Worn & Cracked casing**

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**Electronic Diagnostic Equipment:**

Warranty : 1 year against material defects and workmanship.

Procedure : Equipment warranty service procedure: Return to local or nearest Service Center for evaluation or repair.  
Warranty registration must be valid or copy of invoice or delivery note must be presented to validate claim.

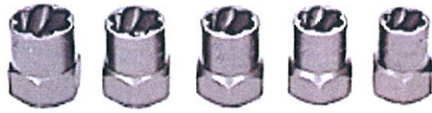
Warranty Void if: Unauthorized repairs or modifications have been attempted, or if unit appears poorly maintained, or used in applications not designed for. Likewise, if unit was damaged by accident, improper applications, neglect such as: rust in interior, battery leakage, worn or dented casing (Wear & Tear), worn or cracked LCD panel, power cords are cut, worn or disconnected cable, terminals or cable clamps (Wear & Tear), received with missing components, or unit has undergone unauthorized modifications.

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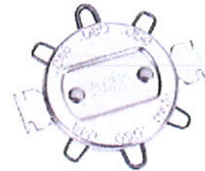
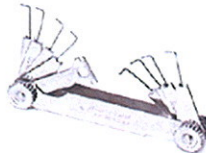
**Extensions:** Refer to Adaptors & Extensions in page 4.

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**Extractors:** No Warranty. Consumable product.



**Feeler Gauges:** No Warranty. Wear & Tear.



**Flashlights & Inspection Lights:**



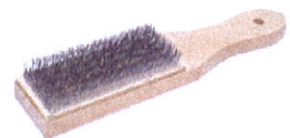
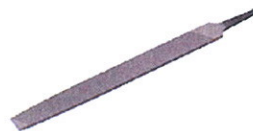
Warranty : 90 Days Warranty against material defects and workmanship.

Procedure : Return the unit to local Snap-on Service Center for evaluation and service or replacement.  
Replace switch or entire unit if continuity issue.

Warranty Void if: Bulbs or LED burnt out, batteries flat or leaked, housing or lens crushed or broken, or used in applications not designed for; such as dipped underwater.

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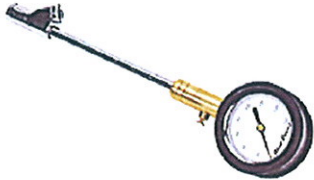
**Files and File Cleaners:** No Warranty. Consumable product.



**Fuses:** No Warranty. Consumable product.

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**Gauges (Compression or Vacuum Indication):**



Warranty : 1 year against material defects and workmanship.

Procedure : Send to local Snap-on Service Center for evaluation and warranty service.  
Replace gauge only. Not entire set.

Warranty OK if: Air leakage, malfunctioning of valve system, abnormal performance,  
chrome peeled off.

Warranty Void if: Case is damaged, appears dented, unit has been dropped, glass  
cracked or broken, modified or used in applications not designed for.

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**Grinding Discs:** No Warranty. Consumable product.

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**Hacksaws:**



Warranty : Lifetime against material defects and workmanship; such as rivets broken off,  
blade-holding mechanism gave way.

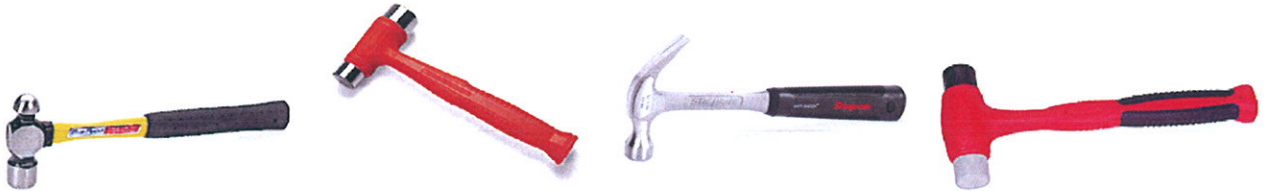
Procedure : Replace entire unit.

Warranty Void if: Handle appears dented, unit has been dropped, handle broken, been modified or used in applications not designed for.

Additional Note: Hacksaw blades are consumables. No warranty.

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### Hammers & Mallets:



Warranty : Lifetime against material defects and workmanship on full body hammers.  
Lifetime on heads only of two piece hammers.

Procedure : Replace entire unit for full body hammers, and only head for two piece hammers .

Warranty Void if: Handles are broken, worn and torn via use on sharp object on soft face, been modified or used in applications not designed for, deteriorated due to exposure to chemicals or hydraulic fluids.

Additional Notes: No warranty for hammer handles, Bronze hammers and Plastic (or soft) mallets, as these are designed to wear during use (Wear & Tear).

#### Warranty Void Cases:

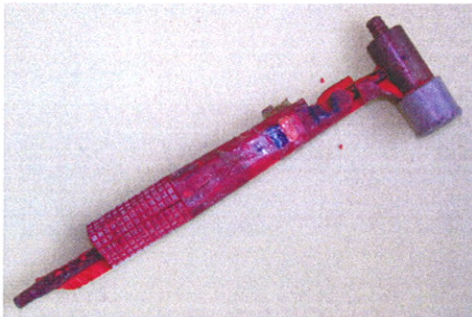


Photo 1: Handle disintegrated.



Photo 2: Wear & Tear on Soft Head

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**Hex Drivers:** See Torx & Hex Drivers.

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**Inspection Lights:** See Flashlights & Inspection Lights.

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**Jacks:**

Warranty : 1 year warranty against material defects and workmanship.

Procedure : Repair or replace entire unit.

Warranty Void if: Unit has been dented, twisted, driven over, handle broken, been modified or used in applications not designed for.

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**Knife Blades:** No Warranty. Consumable product.

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**Knives (Lockback, Hobby, Utility):**

Warranty : 90 Days Warranty against material defects and workmanship; excluding blades.  
Valid if Lock or Slide mechanism malfunctions, unable to hold blade.

Procedure : Replace housing only.

Warranty Void if: Rusty due to neglect, housing being worn, cracked or crushed during use (Wear & Tear), lock/release lever twisted or bent, or used in applications not designed for.

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**Pliers:**

Warranty : Lifetime against material defects and workmanship.

Procedure : Replace entire unit.

Warranty Void if: Rusty, worn teeth (Wear & Tear), broke at jaw tip, jaws twisted, or used in applications not designed for.

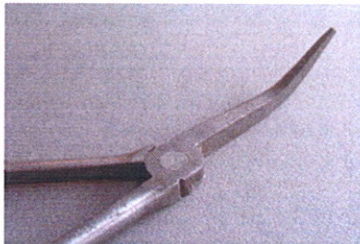
**Warranty Valid Cases:**

Photo 1: Broke at Jaw Base



Photo 2: Broken at Jaw Base

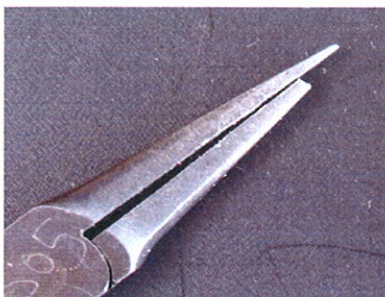
**Warranty Void Cases:**

Photo 1: Jaw Tip Broken

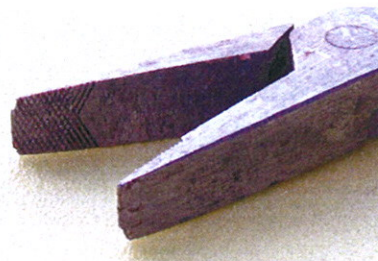


Photo 2: Chipped-off Tip

**Pick-up Tools (Awl, mirror & magnetic):**



**Warranty** : Lifetime against material defects and workmanship for non-lighted products. 90 Days Warranty against material defects and workmanship for electrical products.

**Procedure** : For a handle and blade product, replace the blade.  
 For products with mirrors, replace mirrors if reflective base deteriorated.  
 For mirrors and magnetic pick-ups, replace housings only if extension and retraction mechanisms fail or chrome peeled off.  
 For lighted mirrors, return units to local Snap-on Service Center for evaluation and service or replacement.

**Warranty OK if:** Blade tip chipped-off, mirrors became non-reflective (not applicable to lighted mirrors), magnet falls off, and product new out-of-box electrical malfunction.

**Warranty Void if:** Rusty, worn or broken (Wear & Tear), shafts or housing twisted or kinked, shafts bent or broken, handle cracked, broken or melted, magnetic head broke off from shaft, mirror breaks, batteries flat or leaked, unauthorized repair attempts or modifications made, or used in applications not designed for.

**Prybars:** No Warranty. Consumable product.

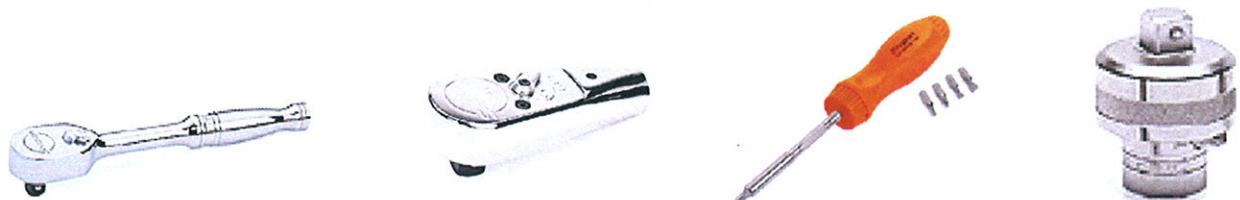


**Pullers:**

Warranty : Lifetime against material defects and workmanship.

Procedure : Replace only defective or broken piece.

Warranty Void if: Rusty or worn, screw-threads or jaws are worn, modified or used in applications not designed for.

**Punches:** No Warranty. Consumable product.**Ratchets, Ratchet Adaptors & Ratcheting Screwdrivers:**

Warranty : Lifetime against material defects and workmanship.

Procedure : Replace ratchet kit or entire unit if chrome peeled off housing.

Warranty Void if: Cover plate is broken or missing, broken or bent body, broken handle or tool used with an extension bar, or if the head has been rounded or

ground down to reduce head size, or used in applications not designed for.

**Warranty Valid Cases:**

Photo 1: Lever or screw dropped off.

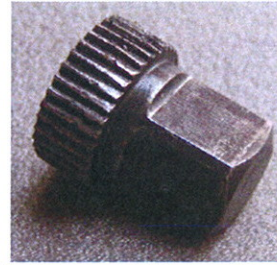


Photo 2: Ratchet Kit worn.

**Warranty Void Case:**

Photo : Cover Plate broken or cracked

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**Retaining Ring Tools:**

Warranty : Lifetime against material defects and workmanship.

Procedure : Replace entire unit.

Warranty Void if: Unauthorized repairs have been attempted, or if unit appears poorly maintained, or used in applications not designed for.

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**Scrappers:**

Warranty : Lifetime against handles only.

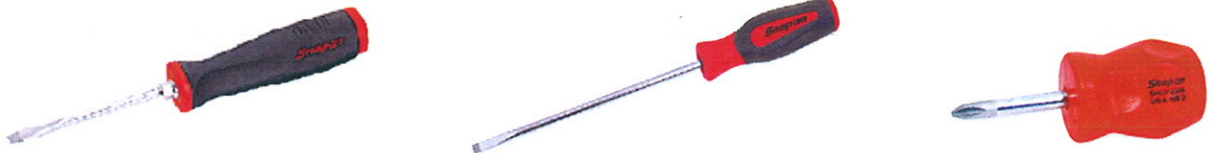
Valid if any of the following is noted on product when new out-of-box:  
Blade edge contoured, rusty blade, slit or crack at handle base holding blade.

Procedure : Replace the blade or entire unit accordingly.

Warranty Void if: Unit has been used on a punch or prybar, or handle melted or handle cracked as a result of extended tool grip (such as vise grip or plier grip), or blade being welded, been modified, rusted due to neglect, or used in applications not designed for.

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### Screwdrivers:



Warranty : Lifetime against material defects and workmanship.  
Valid for blade that broke or chipped off at tip edge during use, deformation at blade tip or chrome peeled off.

Procedure : Replace the blade.

Warranty Void if: Unit has been used on a punch or prybar, or handle melted, deformed or damaged as a result of extended tool grip (such as vise grip or plier grip), or blade being welded, been modified, rusted due to neglect, or used in applications not designed for.

#### Warranty Valid Case:



Photo 1: Chipped at Tip.

#### Warranty Void Case:



Photo 1: Broken Blade due to prying application.

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**Snips & Shears:** No Warranty. Consumable product.

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**Sockets (Straight, Swivel & Universal):**

**Warranty** : Lifetime against material defects and workmanship.  
Impact Models: No Lifetime Warranty. Designed to wear.

**Procedure** : Replace entire unit.

**Warranty OK if:** Chrome peeled off, cracks at socket teeth end or drive end, axle broke for universal socket type or teeth and drive sections detached from each other for swivel type.

**Warranty Void if:** Chrome socket has been used on an impact gun, or used as a bearing race driver, been hammered on, been ground down to reduce its diameter, slipping during use due to teeth being truck worn (Wear & Tear), used for production, crushed during use, been modified, rusted due to neglect, or used in applications not designed for.

**Warranty Valid Case:**

Photo 1: Cracks at Teeth End

**Warranty Void Cases:**

Photo 1: Wear &amp; Tear at Teeth



Photo 2: Wear &amp; Tear at Teeth



Photo 3: Crack at Drive End

**Speeders:**

Warranty : Lifetime against material defects and workmanship.  
Procedure : Replace entire unit.

Warranty OK if: Chrome peeled off, ratcheting mechanism failed, retaining ball and spring on square drive came loose.

Warranty Void if: Chrome worn-off (Wear & Tear), drive head worn-off (Wear & Tear), shaft deformed or broken, had unauthorized modifications made, rusted due to neglect or poor maintenance, knob cracked, broken or missing, or used in applications not designed for.

**Warranty Void Cases:**

Photo 1: Chrome worn-off.



Photo 2: Drive worn-off.

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**Spray Guns:**

Warranty : 1 year against material defects and workmanship.

Procedure : To be sent to local Snap-on Service Center for evaluation and warranty service.

Warranty Void if: Not properly cleaned, air caps been tampered with, or if unit appears poorly maintained, or used in applications not designed for.

Additional Note: Empty cup of all material, and make sure unit is clean prior shipping to service center for service.

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**Tape Measures:**

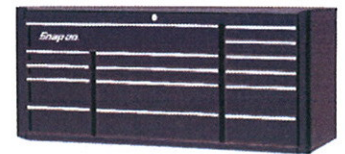
Warranty : 90 Days Warranty against material defects and workmanship.

Procedure : Replace entire unit.

Warranty OK if: Failure of extension and retraction mechanism or locking mechanism.

Warranty Void if: Tape is kinked, rusty or corroded, tape broken at or near the hook, worn or if unit appears poorly maintained, or used in applications not designed for.

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**Tool Storage Units:**

Warranty : Lifetime against material defects and workmanship.

Procedure : For legitimate warranty claims, replace parts wherever possible. For replacement of entire tool storage unit, consult with local Branch or Operations Manager, who must authorize such replacement.

Warranty Void if: Pulled with a mechanical vehicle, rolled down over large drops when fully loaded, used in highly corrosive environments (such as floor soaps), rust due to the unit or any part of it being used as a step stool, unauthorized modifications, overloaded, or if unit appears poorly maintained, or used in applications not designed for.

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## Torque Wrenches:



**Warranty** : 90 Days Warranty against calibration non-compliances for new tools only, and 12 months warranty against material defects and workmanship. Valid warranty are such as: bit's tip being chipped off, crack on housing or chrome peeled off housing.

**Procedure** : Ship to local or nearest Service Center for evaluation, repair and / or re-calibration, or replacement.

**Warranty Void if:** Overstressed or used to loosen fasteners, being damaged by accident, being damaged caused by unauthorized repair attempts, has unauthorized modifications, rusted due to neglect, components are missing, or used in applications not designed for.

**Additional Note:** Ratchet kit replacement is free-of-charge only for torque tools sent in for service and re-calibration, but chargeable if tools were sent in only for replacement of ratchet kits.

## Torx & Hex Head Drivers:



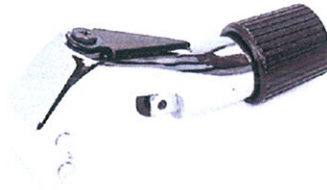
**Warranty** : Lifetime against material defects and workmanship. Such as bit's tip being chipped off, crack on housing or chrome peeled off housing.

**Procedure** : Replace broken bit, or entire unit if bit is discontinued, or chrome peeled off housing.

**Warranty Void if:** Chrome driver has been used as impact driver, been hammered on, been ground down to reduce its size or diameter, bit being worn (Wear & Tear), used for production setting, crushed during use, been modified, rusted due to neglect, overstressed or used in applications not designed for.

**Warranty Void Case:**Photo 1: Twisted Bit.

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**Tube Cutters:**

Warranty : Lifetime against material defects and workmanship on tool housing.

Procedure : Replace blade or housing accordingly.

Warranty OK if: Chrome peeled off, blade chipped-off, cutter axle or jaw broke during good applications.

Warranty Void if: Rusty due to neglect, jagged or worn-off blade edge, or used in applications not designed for.

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**Vise Grips:**

Warranty : Lifetime against material defects and workmanship on tool housing.

Procedure : Replace damaged parts (springs) or entire unit accordingly.

Warranty OK if: Poor grip and locking mechanism malfunction

Warranty Void if: Welded on or used as a welding clamp, jaws are worn out or jagged from being used as a twister, or used in applications not designed for.

Additional Note: Welding Vise Grips could be recommended to customers who requires them; instead of using normal vise grips as one.

## Wire Twisters:



Warranty : Lifetime against material defects and workmanship.

Procedure : Replace entire unit.

Warranty OK if: Open jaws, locking or twisting mechanism fails.

Warranty Void if: Jaws are worn, spring or hook damaged(Wear & Tear), lost pulling tension (Wear & Tear), shaft dented, rubber or plastic component worn or cracked, pulling knob and twist shaft bent, been modified, rusted due to neglect or used in applications not designed for.

### Warranty Void Cases:



Photo 1: Wear & Tear at Jaw

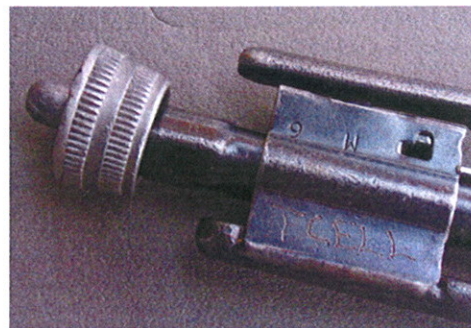


Photo 2: Twisted Pull-knob.



Photo 3: Worn or damaged locking mechanism.



Photo 4: Worn vinyl or rubber casing.

**Wrenches:**

Warranty : Lifetime against material defects and workmanship.  
For units with Flex-heads, sockets warranty applies.

Procedure : Replace entire unit.

Warranty OK if: Chrome peeled off, ratcheting malfunction due to defective directional switch, crack or open Jaw.

Warranty Void if: Heated, bent or cut-off, evidence of use with an extension bar, been hammered upon, slipping due to worn-off teeth(Wear & Tear), broken at neck, crushed during use, been modified, chrome worn-off due to neglect, or used in applications not designed for.

**Warranty Valid Case:**

Photo 1: Crack

## Warranty Void Cases:



Photo 1: Broken End



Photo 2: Bent &amp; Twisted Body



Photo 3: Twisted



Photo 4: Worn-off Teeth (Wear &amp; Tear)

**\*\*\* END OF REFERENCE \*\*\***

Revision by Josh Tay



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Snap-on Tools Singapore Pte Ltd  
Dated: May 2011.

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