

"Full Option Service" (FOS) warranty and servicing terms - ITW Belgium BV



Version: 1/04/2021

Congratulations on the purchase of your new tool from ITW. As we continuously subject our tools to rigorous testing and stringent quality control, we are, in the context of these "Full Option Service" (FOS) warranty and servicing terms, in a position to offer you a complimentary warranty of 2 or 3 years, and thereafter a non-binding maximum price for repairs for up to another three years.

Also interested in FOS? Then register online and accept the FOS terms and conditions below.

I. Terms and conditions

1. Firstly, we wish to point out that only end customers with a registered office in Belgium, Luxembourg or the Netherlands who purchased their new ITW tool in Belgium, Luxembourg or the Netherlands qualify for the FOS warranty and servicing scheme. The end customers in question can only be an economic operator, a legal entity governed by public law or a special funds governed by public law.

2. Registering to qualify for the FOS warranty and servicing scheme:

2.1 To qualify for the FOS warranty and servicing scheme you need to register via www.fulloptionservice.com

Mind: please note that you must register your new tool online within four weeks of purchase (the date of the original sales receipt shall count as proof). Once that 4-week period has passed, you will no longer be able to register the tool.

2.2 Once registered, you will receive confirmation by email which is valid for the registered new tool only. Print this confirmation of your registration, because in combination with the original sales receipt, it will give you access to the FOS warranty and servicing scheme.

2.3 Under the present terms and conditions, you will be covered by the FOS warranty as soon as you registered yourself correctly and this as of the date you purchased your registered new tool and, thereafter, by up to three years for any invariable repair costs.

2.4 To qualify for the FOS servicing scheme you will need to confirm that you use original fasteners and (gas) cartridges only.

3. Under the FOS warranty and servicing scheme, ITW grants you additional rights on top of your contractual and/or legal warranty in the event of material defects. The present FOS warranty and servicing terms do not prejudice the customer's other contractual and/or statutory rights vis-à-vis ITW or the respective seller.

4. ITW's obligations vis-à-vis the customer under the present FOS warranty and servicing terms automatically expire once the registered tool is sold on to third parties. Customers are not entitled to transfer the rights arising from these FOS warranty and servicing terms to third parties.

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- The provision of services in accordance with the present FOS warranty and servicing terms does not trigger a new FOS term; neither shall it have any direct or indirect consequences for the current contractual and/or statutory rights arising from material defects.
- The present FOS warranty and servicing scheme automatically comes to an end if you cancel the purchase of a registered new tool for random factual reasons or on legal grounds.

II. FOS warranty terms

- Depending on the type of tool, you either enjoy a 2 or 3-year FOS warranty term as of the purchase date listed on the original sales receipt. For the warranty terms for the different types of tools we refer you to the table below.

TYPE	No. of years warranty incl. extension ^{1*}	Fixed repair rate* Up to 5 years ^{2*} After the warranty period €
SPIT ROTARY HAMMERS		
321	2	99
323	2	99
D18	2	175
328Li	2	155
Spitbull	2	155
330	2	99
332	2	155
343	2	155
353	2	175
353 SRC SVC	2	215
383	2	215
431	2	155
453	2	175
453 SVC	2	175
490	2	215
493	2	215
P18 (220V)	2	99

SPIT DIAMOND		
AGP 125 AV	1	99
AGP 230 AV	1	175
AG18	2	155
D 60	2	155
D 90	2	175
DWS 225	2	155
SD 160	2	215
SD 17P	2	155
SD 250E	2	215
SG 125E	2	175
TRIX 160	1	155
TRIX 250	1	155

TYPE	No. of years warranty incl. extension ^{1*}	Fixed repair rate* Up to 5 years ^{2*} After the warranty period €
SPIT SCREWDRIVERS		
218	2	99
218LI	2	155
BS10	1	99
BS18	1	155
HDI 246LI	2	155
HDI 286LI	2	155
IWI 285LI	2	155
W18	2	155
P18(Li)	2	155
S18	2	99

SPIT VACUUM CLEANERS		
AC 1625	2	175
AC 1630 P	2	175
AC 1630 PH	2	175
AC 1630 PM	2	175

SPIT GAS (PULSA)		
Pulsa 800	3	155
Pulsa 800 Insulfast	3	155
Pulsa 40	3	155
Pulsa 40 Insulfast	3	155

SPIT POWDER ACTUATED GUN		
P 370	2	155
P 560	2	155

SPIT LASERS		
L18	2	395

STOCKADE GAS		
ST400i	3	155



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PASLODE/HAUBOLD/DUO-FAST PNEUMATIC		
CNP40M	2	115
CNP50.1	2	115
CNP65.1	2	115
CNP75.1	2	115
CNW90	2	155
DFSN90.1	2	155
DFSN100(.1)	2	155
F250S-PP	2	115
FN1550-C	2	99
FN1565A34	2	99
FN1650.1	2	99
FN1665.1	2	99
FN16A65	2	99
FN1835.1	2	99
FN1850.1	2	99
FN2265	2	99
FNS1850	2	99
LCP45(.1)	2	115
LCP65	2	115
LDS5016	2	99
PCF12	2	115
PFS160	2	215
PN 2550	2	155
PN 29130	2	215
PN 540	2	99
PN 6040	2	99
PN 755	2	115
PN 765	2	115
PN 7965	2	115
PN816	2	99
PSN50NP	2	99

TYPE	No. of years warranty incl. extension ^{1*}	Fixed repair rate* Up to 5 years ^{2*} After the warranty period €
PASLODE/HAUBOLD/DUO-FAST PNEUMATIC		
PSN90	2	155
PSN100(.1)	2	155
RN130	2	215
RN160	2	215
RNC45R	2	115
RNC50M.1	2	115
RNC65	2	115
RNC70	2	115
RNC90Z	2	155
S200.2-W/S/ZH16	2	115
S200 S16/W16	2	115
WN15	2	115
WN25	2	155
PASLODE GAS (IMPULSE)		
M 50-F18 LI	2	115
IM 65A-F16 LI	2	115
IM 65-F16 LI	2	115
IM 45GN (LI)	3	155
IM 45CW (LI)	3	155
IM 90CI	3	155
IM 90Xi	3	155
IM200 /50 S16	2	115
IM350+ (Lithium)	2	155
PPN50Ci	3	155
PPN50Xi	3	155
PASLODE AIR COMPRESSORS		
PROLINE 160	1	155
PROLINE 190	1	155
PROLINE 215	1	175

*Recommended rates, excl. VAT. Your dealer may deviate from these.

1* Valid subject to registration only. Unregistered is 1 year's manufacturer's warranty.

2* From the registration date and as long the parts are available..

One year warranty on the battery, the second year a 50 % discount on the applicable gross price. Fixed repair costs are exclusive of battery and charger, with the exception of the battery and charger for Pulsa 40 and 800, IM90, PPN50, IM45, 32Li, SpitBull and 18V equipment which are also covered by the FOS warranty. FULL OPTION SERVICE, incl. fixed repair costs, is not valid in the case of improper use, damage cause by falls or transport. FULL OPTION SERVICE only applies to equipment purchased via our network of registered dealers. The use of consumables, parts or accessories that are not consistent with ITW's specifications may invalidate your warranty. ITW reserves the right to terminate or amend the FULL OPTION SERVICE terms and conditions at any time and for whatever reason, with or without prior notice, whether in full, or in respect of the models or types of tools, subject matter of the cover.
If you can't find your type of tool in the above schedule, please visit www.spitpaslode.nl or www.spitpaslode.be

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2. In principle, the FOS warranty covers you for servicing, wear parts, including material and manufacturing defects. Pursuant to these FOS provisions, the customer is entitled to invoke the FOS warranty and servicing scheme in the event of a demonstrable material or manufacturing defect (which this warranty is designed to cover).
3. Where the client invokes the warranty, ITW has the option of meeting its warranty obligations either by repairing the tool free of charge or by offering the customer a replacement tool; in the case of replacement, ITW will be free to supply the client with a newer model.
4. The present FOS warranty excludes any further entitlements on the part of the customer, in particular the right to claim damages or to withdraw from the agreement.
5. The customer is not entitled to invoke the present warranty in the event of:
 - damage to consumables, accessories and gas cartridges
 - non-compliance with the operating instructions, in particular during connection, installation, commissioning, operation, use or maintenance.
 - damage caused by transport, improper use, inter alia in cases where external forces (e.g. a fall or impact) were at play.
 - defects to the tools caused by the use of non-original accessories and/or parts.
 - changes or additions to the tool made by the customer.
 - tools having been dismantled and/or returned with parts missing.
 - continuous use causing major wear and tear, in particular continuous use at an industrial level or a consistent excessive load on the tool.
 - non-original ITW connecting tools and (gas) cartridges having been used.
6. Batteries and charging systems are not covered by the FOS warranty.
7. Except where the present FOS warranty and servicing terms provide otherwise, ITW's general terms and conditions of repair, which you can download from www.fulloptionservice.com, also apply.

III. Non-binding recommended maximum price for repairs

1. Once the warranty period for your registered new tool has expired in accordance with point II.1 supra, you will enjoy another two or three years' extra cover, depending on the type of tool, for any repairs that may be required. For the duration and the non-binding recommended maximum price for repairs we refer you to the table sub point II.1.
2. Any repairs ITW carries out at your request and on the basis of the non-binding recommended maximum price for repairs in accordance with the present FOS warranty and servicing scheme are covered by an FOS warranty of six months; that FOS warranty is without prejudice to any other contractual and/or statutory rights the customer may be able to invoke against ITW.
3. In the event of a change in one of the components of the overall cost of this non-binding recommended maximum price for repairs (e.g. labour or hourly rates or the cost of third-party materials), ITW shall be entitled to adjust the overall cost, resp. the non-binding recommended maximum price for repairs, but only in proportion to the cost element in question.



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ITW shall notify the registered client of the new amount of the repair costs by e-mail. The thus notified new, non-binding recommended maximum price for repairs shall come into effect as of the third calendar month of receipt of the written notification.

IV. Final provisions

1. In the event of a change to your customer details, ITW Belgium BV expects you to update your free FOS account via www.fulloptionservice.com at your earliest convenience. ITW Belgium BV shall pass on any costs arising from the fact that customer data are not up to date to the customer.
2. Solely the court for the registered office of ITW Belgium BV in Brussels has jurisdiction to take cognizance of any disputes arising from the FOS warranty and servicing scheme between it and any economic operator, legal entity governed by public law or special fund governed by public law.
3. The FOS warranty and servicing terms are governed by substantive Benelux law to the exclusion of the United Nations Convention on Contracts for the International Sale of Goods.