



**NEXT LEVEL  
SERVICE  
FOR TRADE  
PROFESSIONALS**

**36** MONTH  
PREMIUM  
AFTER-SALES SERVICE\*



\*24 months for MILWAUKEE® MX FUEL™ range



# TAKE CARE OF YOUR TOOLS. THEY TAKE CARE OF YOU.

## The Ultimate Service and Maintenance package.

MILWAUKEE® Platinum Service takes care of the tools  
that take care of your trade.

Platinum Service offers 36 months\* peace of mind for the  
trade professional on MILWAUKEE® tools, batteries and  
chargers, including on-site collection, delivery and real-time  
repair tracking, dedicated support team and phone line.

**FOR MORE  
DETAILS CALL: 01234 567890**



MILWAUKEE® MX FUEL™ equipment system  
offers a Premium After-sales Service including  
Repair and Maintenance for 24 months.

## HOW IT WORKS

MILWAUKEE® Platinum Service is  
designed for the fleet management  
of tools.

**36 MONTH  
PREMIUM  
AFTER-SALES SERVICE\***

# 1.

### ORDER

Under the MILWAUKEE® Platinum  
programme, you can either purchase  
tools with Platinum Service, or simply  
lease the tools with Platinum Service  
over 36 months or 24 months for  
MX FUEL™. \*\* This is a simple fleet  
management program. To be eligible,  
a minimum first one-off order for  
Platinum Tools and Services of  
€ 4000 (excluding VAT) is required.



Sample label used on tools  
that are shipped

# 2.

### IDENTIFY

If you are eligible and elect to take up  
the Platinum Service, after placing your  
order your tools will be shipped with  
a unique Platinum identification marker.

# 3.

### ARRANGE

You will also receive a  
unique registration number  
to use as your reference,  
should you need to arrange  
maintenance or repairs.



\* 24 months for MILWAUKEE® MX FUEL™ range.

\*\* Subject to conditions of leasing agreement with a third party. Please speak to  
one of our MILWAUKEE® customer service team via the telephone number provided.





**M12**

**M18**

**MX  
FUEL**

**CORDLESS  
JOBSITE  
SOLUTIONS**

# **PRIORITY REPAIRS. REAL-TIME TRACKING.**

## **MILWAUKEE® PLATINUM SERVICE\***

- 36-month Premium After-sales Service including Repair and Maintenance\* for tools, batteries and chargers\*\*
- 24-month Premium After-sales Service including Repair and Maintenance\* for MX FUEL™ equipment, batteries and chargers
- Priority repairs and maintenance
- No additional charge for spare parts and labour\*\*
- Wear and tear cover\*\*
- On site collection and return delivery to your job site within **three working days** (subject to local carriers)
- Dedicated support team and phone line during local business hours
- Lease tools with the option to buy\*\*\*



**ALL INCLUSIVE  
REPAIRS\*\***



**REPLACEMENT  
OPTION\*\***  
(ONLY AVAILABLE IN CERTAIN REGIONS)



**FIXED  
MONTHLY COST**



**TOOL INVENTORY  
AND LABELLING**

**FOR MORE  
DETAILS CALL:**

**01234  
567890**



MILWAUKEE® MX FUEL™ equipment system offers a Premium After-sales Service including Repair and Maintenance for 24 months.

\* Normal maintenance includes a maximum of three (3) calibrations over the Platinum Service term.

\*\* Subject to TTI's General Conditions for the provision of MILWAUKEE® Platinum Service.

\*\*\* Subject to conditions of the leasing agreement with a third party.

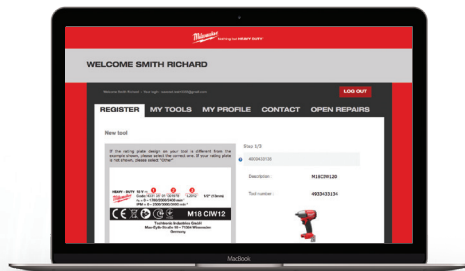
# COMPLETE TRACKING

MILWAUKEE® E-Service allows real-time updates of the repair process, from the moment you send a tool to a MILWAUKEE® Service Centre to the moment the tool is repaired and sent back to you. This tool collection process can be ordered and tracked down on the E-Service website

# E-SERVICE FEATURES

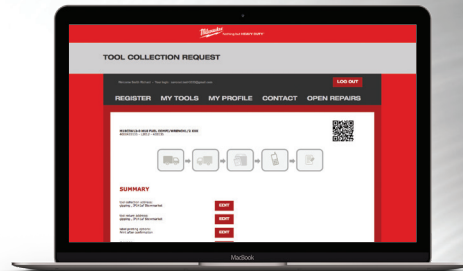
- Easy tool repair request
- Choice of pick up and drop off points
- Complete and clear tracking
- Online visible quotation for out of warranty repair

## EASY REPAIR PROCESS



### STEP 1

Visit [milwaukeetool.eu/service](http://milwaukeetool.eu/service) to record your tool (or retrieve an already recorded one) and click repair. Add your tool's failure description. If your tool requires maintenance, this can be entered into the failure description field.



### STEP 2

Choose from one of the following options for the pick up and drop off of your repair\*:

- A) Pick up and drop off from the registered address
- B) Pick up and drop off at your chosen collection points of the carrier network



### STEP 3

Once you have confirmed step 1 and 2, click print label and attach it to your parcel.



### STEP 4

You can follow the requested service online (SMS or e-mail if selected) through the following stages:

- Collection by the carrier
- Arrival at the service centre
- Tool repaired
- Collection by the carrier from the Service Centre
- Delivery back to you

THREE

WORKING

DAYS\*

\*SUBJECT TO LOCAL CARRIERS

VISIT [MILWAUKEETOOL.EU/ESERVICE](http://MILWAUKEETOOL.EU/ESERVICE) FOR MORE INFORMATION



# Milwaukee®

## PLATINUM

**M12**

**ONE SYSTEM**

**M18**

**ONE SYSTEM**

**MX  
FUEL**

**EQUIPMENT  
SYSTEM**

**ACCESSORIES**

**HAND TOOLS**



### Disclaimer

This is a short summary of the MILWAUKEE® Platinum Service for information purposes only. The details of the MILWAUKEE® Platinum Service are subject to the TTI's General Conditions for Provision of the MILWAUKEE® Platinum Service. TTI disclaims, to the maximum extent permitted by law, all responsibility and any liability (including without limitation, liability in negligence) for all expenses, losses, damages and costs resulting from or in connection with inaccurate, incomplete, not up to date content of this leaflet. For further information please contact Milwaukee® customer service team on the telephone number printed on this leaflet.

Techtronic Industries GmbH

Postfach 320  
D-71361 Winnenden  
Germany  
Tel +497195120  
Fax +49719512666