

IMPORTANT INFORMATION

Hilti Tool Services Coronavirus Information

The arrangements are as described as at 28th of April 2020 but are subject to change without any notice to customers.



Dear customers,

It goes without saying that our main priority is protecting the health of our employees and their families, as well as our customers and partners. Our Tool Service Centre remains open for service, repair and calibration and our Tool Service team is working in shifts to ensure employee safety and our commitment to delivering services. While we continue to repair the tools on the same day they arrive, we cannot guarantee our 3 day end-to-end repair turnaround service until this situation returns to normal. In the meantime, our teams will go the extra mile and strive to maintain our world class tool services. We are sure you are aware of the situation but please reinforce the message of all the efforts we are taking to safeguard our health as well as minimize any impact to our employees, customers and partners.

Tool pick-ups

Hilti partner carriers are following the National Healthcare authorities' guidelines and regulations in respect to Coronavirus and beyond (social distancing, hygiene, safety, etc) during the pick-up as well as during the transportation

Tool Service Operations at Hilti Premises

General

We at Hilti Tool Service Centre follow the National Healthcare authorities' guidelines and regulations in respect to Coronavirus and beyond (incl. social distancing, hygiene, work safety and environmental safety). In addition we have 100% usage of single use rubber gloves to secure our employee health (against possible contaminated tools received) as well as our customers (mitigating any risks to contaminate tools). Hilti Glasgow Tool Service Centre has also blocked all non-tool service employee and visitors to mitigate risk for any virus contamination.

Inbound and Outbound

- Alcohol (70%) hand sanitizers are readily available.
- We have voluntary testing for high temperature of employees.
- Our benches are wiped down at the end of each shift with disinfectant.
- Tool handling surfaces are cleaned at Inbound and Outbound using a powerful solution conforming to EN 14476 which is certified to kill all known Coronaviruses.

Test and repair

Our tools are cleaned externally at the end of repair using a powerful solution conforming to EN 14476 which is certified to kill all known Coronaviruses Alcohol (70%) hand sanitizers are readily available Tool boxes are wiped down using disinfectant with specific focus on the handles.

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Tool Service Centre Shutdown

- In the event of a TSC shutdown, no tools will be booked in for repair from the date of shut down. This includes Hilti Stores, Customer Service and Hilti Online channels.
- Tools currently in the carrier network will be returned to sender.
- Tools inside our facility will be held until the facility is reopened (according to UK government regulations) and thereafter repaired and returned.
- Tools being shipped to customer will continue as normal except in the event of customer shut down, where the tool will be held in the carrier network.
- In case of a longer (more than 2 weeks) shut-down we look options to utilise our global tool service centre network to service our customers' tools.

Customer Shutdown

- In the event of a customer shut down, no tools should be booked on for repair to avoid potential delays/losses of assets.
- Tools already in the carrier network will be delivered to TSC, repaired and shipped to customer.
- Tools already in the carrier network will be attempted to be delivered and be returned to sender if delivery is not possible.

Please note: We do not take any responsibility for any tools once they have been shipped out of the TSC.

Customer Self-Cleaning / Sanitisation of Tools

- Whilst we are confident that the measures we are taking within Hilti Tool Service Centres will reduce the risk of Covid-19 transmission to our employees, customers and partners.
- If you do not have access to a dedicated disinfectant known to be effective against Coronaviruses we recommend disinfecting the exterior of tools with a diluted solution of Sodium Hypochlorite and water at a ratio of 50:1.*
- Wipe down external tool surfaces with this solution and then allow to dry naturally.
- Please ensure that you take the correct safety precautions when using any disinfectant including:
 - Gloves and eye protection.
 - Always carry out disinfection in an area with good ventilation or outdoors.

*Please note that this disinfection solution is not recommended for use on batteries

