



**2 YEAR SERVICE
PROMISE &
WARRANTY CLAIM**

GUIDE

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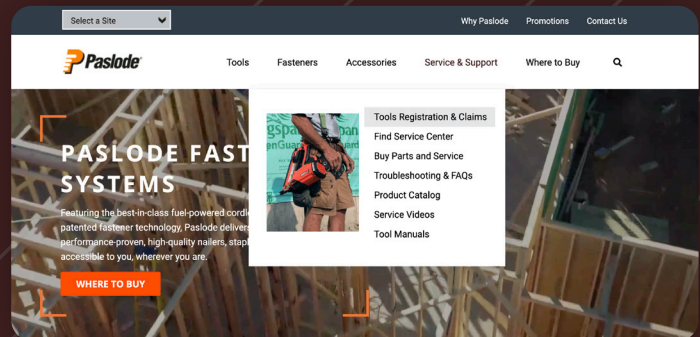
>

FIND YOUR SERIAL # ON YOUR CORDLESS TOOL

Visit the Paslode website
at Paslode.com

Scroll over Service & Support

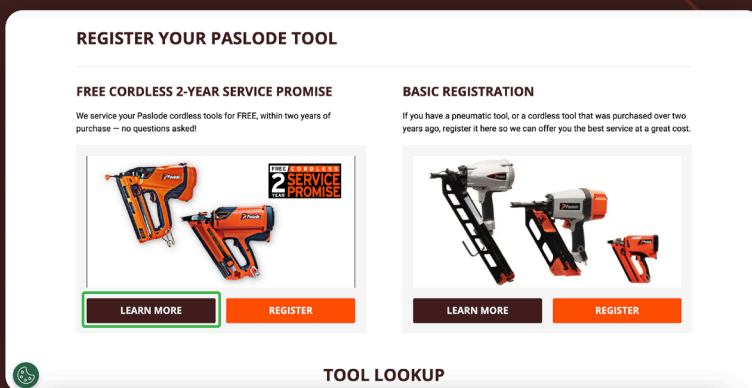
Select “Tool Registration & Claims”



Click “Learn More”

Scroll down until you see
“Find my Serial Number”

Locate the tool and it will show
you a picture of where the Serial#
is located.

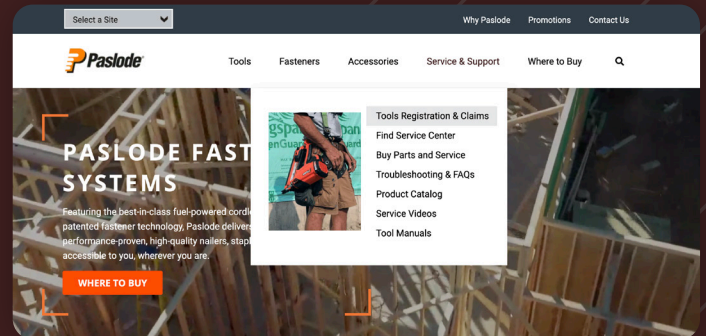


HOW TO ENTER YOUR 2 YEAR SERVICE PROMISE TOOL CLAIM FOR REPAIR

Visit the Paslode website at [Paslode.com](https://www.paslode.com)

Scroll over Service & Support

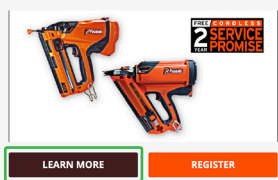
Select “Tool Registration & Claims”



REGISTER YOUR PASLODE TOOL

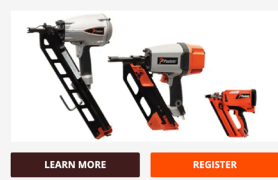
FREE CORDLESS 2-YEAR SERVICE PROMISE

We service your Paslode cordless tools for FREE, within two years of purchase – no questions asked!



BASIC REGISTRATION

If you have a pneumatic tool, or a cordless tool that was purchased over two years ago, register it here so we can offer you the best service at a great cost.



TOOL LOOKUP

If your tool is already registered, click “Learn More”

If you need to register your Paslode tool, see page 6

The Cordless 2-Year Service Promise

We've built our reputation on delivering durable, reliable tools. And we're willing to back it up with the industry's best promise: two years of free service for your Paslode cordless tools, no questions asked. All you have to do to qualify is register.

No Questions Asked

If your nailer doesn't work, we'll fix it or replace it. If you want a factory tune-up, we'll do that too. It's your call – no questions asked.

No Hassle

All you have to do to take advantage of this service is register your nailer and then make a claim online or by phone, whichever you prefer.

No Cost

It's all FREE. Service repairs with genuine Paslode parts, cleaner, lubricant, and UPS shipping both ways. And, if it can't be fixed, we'll replace it with a new nailer.

Registration

All it takes is a few minutes to get the peace of mind that, if the unexpected should occur, we've got your back.

[GET STARTED](#)

Claims

Need to make a claim? It's easy and FREE when you register for the 2-Year Service Promise.

[MAKE A CLAIM](#)

[VIEW A CLAIM](#)

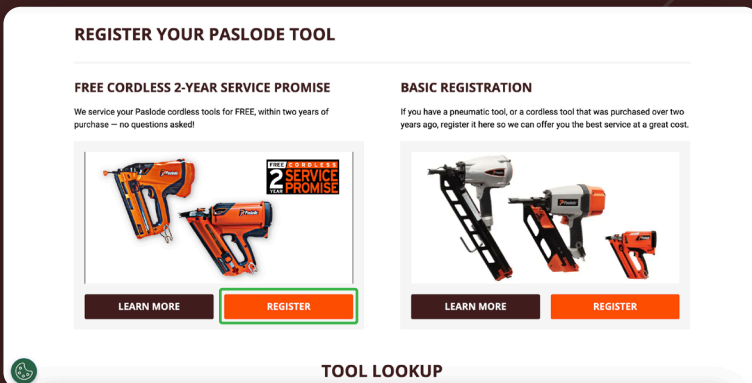
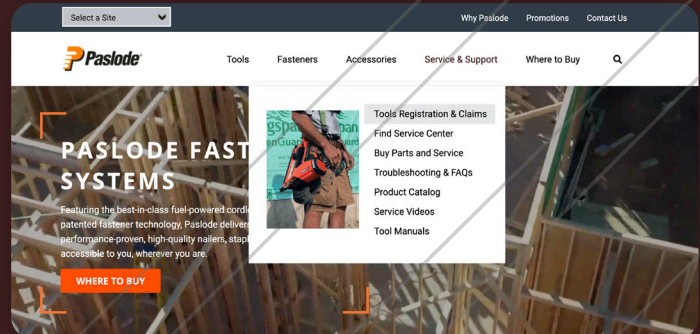
Select “Make a Claim”

REGISTER YOUR TOOL FOR THE 2 YEAR SERVICE PROMISE

Visit the Paslode website at [Paslode.com](https://www.paslode.com)

Scroll over Service & Support

Select "Tool Registration & Claims"



Click "Register"
Screen below
will appear

Enter all the information requested.

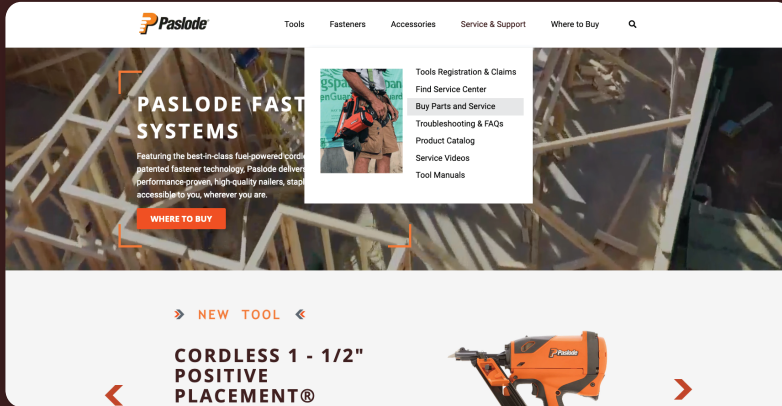
Once completed, your tool will now be registered for the 2yr. Service Promise

After you enter, it will give you the option to "ENTER A CLAIM"

See Page 4

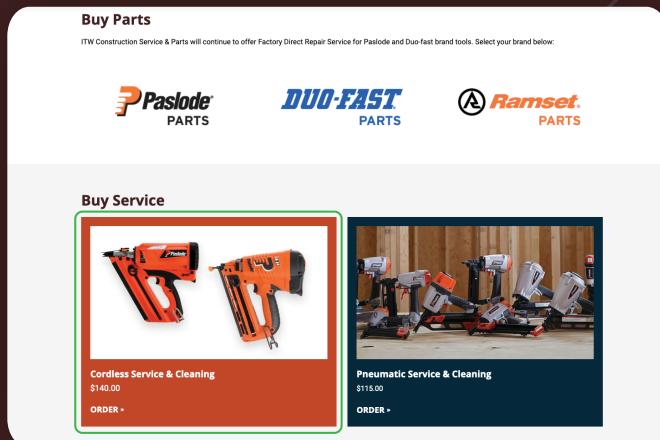
A screenshot of the 'PRODUCT INFORMATION' registration form. The form is part of a multi-step process, with '1. Product Information' being the current step. It includes a 'Serial Number*' field with a '10 CHARACTER SERIAL NUMBER' placeholder, a 'Date of Purchase*' field with a 'MM / DD / YYYY' placeholder, and a 'Where was the tool purchased?' dropdown menu. There is a '+ Add another product' link and a 'NEXT >>' button at the bottom right. The form has a clean, white background with orange accents.

HOW TO PURCHASE CORDLESS REPAIR SERVICE AFTER WARRANTY



Visit the Paslode website
at Paslode.com

Scroll over Service & Support
Select "Buy parts and service"



Click Cordless Service
and Cleaning

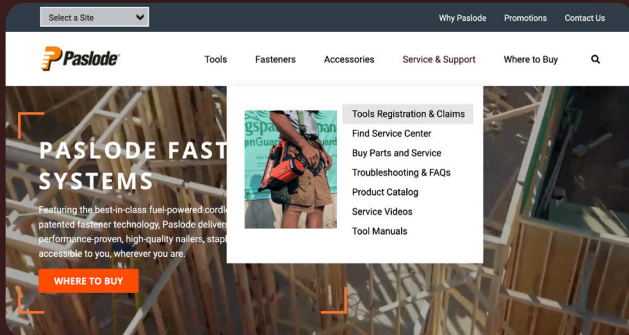
Fill out Personal Information as instructed

Next screen will be Payment screen

End user will receive confirmation email with repair # and shipping information

Tool then is ready to be sent to Lake Forest Repair (remember to place copy of repair order in tool case)

HOW TO PURCHASE PNEUMATIC REPAIR SERVICE AFTER WARRANTY



Visit the Paslode website at [Paslode.com](https://www.paslode.com)

Scroll over Service & Support

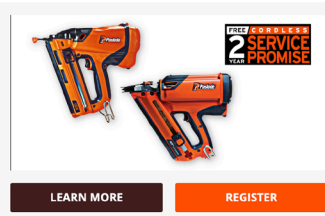
Select "Tool Registration & Claims"

Register tool
Press Submit

REGISTER YOUR PASLODE TOOL

FREE CORDLESS 2-YEAR SERVICE PROMISE

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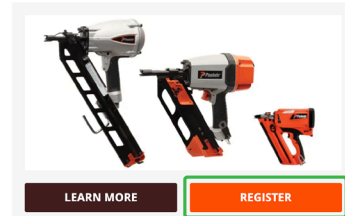


LEARN MORE

REGISTER

BASIC REGISTRATION

If you have a pneumatic tool, or a cordless tool that was purchased over two years ago, register it here so we can offer you the best service at a great cost.



LEARN MORE

REGISTER

TOOL LOOKUP

Buy Parts

ITW Construction Service & Parts will continue to offer Factory Direct Repair Service for Paslode and Duo-fast brand tools. Select your brand below:



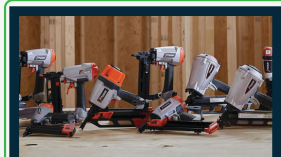
Buy Service



Cordless Service & Cleaning

\$140.00

ORDER



Pneumatic Service & Cleaning

\$115.00

ORDER

Tool is sent in to Lake Forest Repair

- If tool is "under the year" warranty, repair will be done
- If the tool is "over the 1 year" repair
 - Will review the tool and call customer with cost and approval

They can also purchase "service and cleaning"

HOW TO ENTER YOUR 2 YEAR SERVICE PROMISE TOOL CLAIM FOR REPAIR (cont.)

1. Serial Number

2. Review Information

Claim Information

STEP 1: ENTER SERIAL NUMBER

Please enter the Serial Number of the Cordless Paslode Tool you would like to make a claim for.

Serial Number* ?

10 CHARACTER SERIAL NUMBER

NEXT »

Enter Serial # of the tool that was registered

Once you add your serial # it will bring up a screen to enter all of your personal information

Press NEXT and it will bring you to the examples below that will need to be printed. Claim information and UPS label to ship tool in for Repair.

 PRINT

Claim Receipt

Claim Number: 35018
Serial Number: 2208LT0250
Tool Model: Cordless 16 Ga Angled Finish Nailer
Date of Purchase: 02/10/2023
First Name: Kyle
Last Name: Smith
Company Name: no company name
Address: 304 NW 10th St
Address 2:
City: Pocahontas
State: Iowa
Zip Code: 50574
Email: ksmith@pocahontashospital.org
Phone Number: (319) 541-6605
Claim Reason: test



End user will print these sheets, place the return label on their box along with the battery label ship to Lake Forest Repair