



# WARRANTY POLICY





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# HANDLING CLAIMS



Kamasa Tools founder, ZJ Kamasa, introduced a lifetime warranty for his tools at an early stage. This warranty remains to this day for all material and manufacturing defects.

To ensure the highest precision for measurements and dimensions, Kamasa Tools are manufactured according to international standards such as DIN, SIS, and ANSI. The manufacturing processes contain strict and specifically defined quality controls, which in many cases results in us exceeding standards by supplying tools of higher quality than standard requirements.

## **BASIC DEFINITIONS FOR THE LIFETIME WARRANTY**

All Kamasa Tools products are covered by right of claim in one form or another. The lifetime warranty mainly applies to shop tools as a complement to the right of claim, to give the customer extra peace of mind.

In practise this means that if a relatively new tool ceases to work, despite correct use, the lifetime warranty will apply. In such a case the cause is deemed to be a material or manufacturing defect that has arisen during production. Therefore only newer tools should be handled as warranty matters.



## **WARRANTY WITHOUT TIME LIMIT**

Kamasa Tools lifetime warranty applies without time limit. As long as the conditions are met the user may exchange the defective tool at the closest dealer. If the tool has been removed from the product range it will be replaced with an equivalent tool.

## **CASES NOT COVERED BY WARRANTY**

The lifetime warranty does not apply to normal wear and tear or damage caused by incorrect use. During assessment the general condition and age of the tool should be taken into consideration.

## **PRODUCT GROUPS WITH AND WITHOUT WARRANTY**

### **Product groups covered by the lifetime warranty:**

Pullers	Chisels	Saws
Drills	Knives	Pliers
Drifts	Wrenches	Tool boxes
Hammers	Screwdrivers	Tool cabinets
Socket tools		

### **Product groups not covered by the lifetime warranty.**

**Right of claim according to local commercial code applies to these:**

Packaging	Pneumatic tools	Sliding calipers
Cases	Electric tools	Torque wrenches
Plastic boxes	Hydraulic tools	

There are some variations in different countries regarding the right of claim commercial codes for business to consumer.

For this reason Kamasa Tools lifetime warranty can in some countries only be applied in business to business commerce.

# RECOMMENDATIONS

## WHEN ASSESSING WARRANTY MATTERS

### MAKE A FAIR ASSESSMENT

It is important as a dealer to handle a warranty claim in the best manner. Above all it is important that the customer feels fairly treated. To ensure this you should carry out a short investigation of the matter. Use the recommendations in this booklet as support. Examine the tool and inquire as to when and how the damage occurred. This allows you to more easily determine if the matter is covered by the lifetime warranty or not.

If the assessment shows that the tool has been used incorrectly so that the lifetime warranty does not apply, you should explain this clearly to the customer so that he/she understands. Never exchange a tool without performing an examination and assessment. In certain cases this can influence the customer's trust negatively and lead to us seeming unprofessional.

### ASSESSMENT BASIS - WARRANTY OR NOT

#### + Material- and manufacturing defects



Material defects are extremely rare and are normally discovered during the early period the tool is used. In cases of material defects color changes can be seen ("two colors") and crystallization in the damaged area, either with the naked eye or with a magnifying glass. If the tool breaks after many weeks of use it is instead most likely caused by overloading (see below). If the problem is not due to material defects but can be associated to production then it is deemed a manufacturing defect. All defects caused by material or manufacturing defects are covered by the warranty.

#### - Neglect



Tools with moving parts must be maintained, otherwise the service life is shortened. Maintenance requires that the tool is washed regularly and blown clean with compressed air, followed by lubrication with a few drops of oil. Any screws should be kept tight. In the case of clear deficiencies in maintenance or neglect the warranty will not apply.

– Normal wear and tear

The service life varies greatly depending on the type of tool. For example, a knife is worn down (becomes blunt) quicker than a socket wears out. In cases regarding wear and tear the general condition and age of the tool should be assessed using common sense. For older tools displaying normal wear and tear the warranty does not apply.

– Overloading

If the highest given force for using a tightening tool is exceeded, this can lead to overloading. Kamasa Tools sockets and tools are manufactured according to the high demands of the international standards that also regulate the strength requirements for bolt and screw manufacturers. If there are signs of overloading the warranty does not apply.

**Incorrect use and overloading**

Note: A standard socket with the dimension 17 mm is designed to tighten and loosen nuts and bolts that measure 17 mm. A 17 mm steel bolt (standard 8.8) is designed for a tightening torque equivalent to 200 Nm according to DIN standard. A 17 mm socket from Kamasa Tools is designed to withstand at least double that force, i.e., 400 Nm.

In case of a warranty claim: Inform the customer that high temperature or lubricant can be applied to the bolt in order to facilitate loosening, instead of increasing the force.



## ASSESSMENT OF SPECIFIC TOOL GROUPS

Here follows some guidelines for assessing warranty matters for the different tool groups, as well as recommendations.

### Wrenches

The range includes bent and angled wrenches with long and short handles, as well as flex wrenches with tightly graded locking mechanisms for working in small spaces. They are designed to be operated manually.

- + Material and manufacturing defects are covered by the warranty.
- + If the wrench has been broken during normal use, examine the damaged area. If it is deemed to be a material defect the warranty applies.
- + A damaged chrome surface is covered by the warranty, providing it has not been subjected to a hammer blow, grinding tool, or similar.
- Damage to a wrench can be caused by striking the handle with a hammer to loosen a nut or a bolt. The warranty does not apply.

For further information, see "Assessment basis – Warranty or not".

### Flex wrenches

A flex wrench has a thin 12-point socket and a short handle and is designed to facilitate loosening and tightening of nuts and bolts in tight spaces. The thin material in the sockets has resulted in forgoing the torque requirements in the international standards. This means that flex wrenches are less suited for loosening tight or rusted bolts.

- + Material- and manufacturing defects are covered by the warranty.

### Flex wrench sockets

- + The thin socket means an increased risk of overloading, but this should not automatically be deemed as incorrect use. In order to do a correct assessment the general condition and age of the flex wrench should be taken into account.



## Flex wrench handles

- A bent handle or cracked U-joint is not covered by the warranty. The damage has most likely arisen by exposing the flex wrench to a load exceeding normal manual force.

## Flex wrench screws

- Lifetime warranty does not apply to loose or lost screws. Keeping the screws tightened is part of the normal maintenance.

For further information, see “Assessment basis – Warranty or not”.

## Adjustable wrenches

Adjustable wrenches are designed for use with normal manual force. The length of the handle is adjusted in relation to the maximum force for which the adjustable wrench is designed.

- + Material and manufacturing defects are covered by the warranty.
- A jammed adjusting screw only needs to be lubricated. The warranty does not apply.
- Damage arisen as a result of the adjustable wrench being subjected to being struck, or had the wrong measurement set, are not covered by the warranty.

For further information, see “Assessment basis – Warranty or not”.

## Tightening handle/flex handle

The length of the tightening handle is adjusted in relation to the maximum torque it is designed to withstand. A break in the U-joint by the joint can be a result from repeated strain or a material defect.

- + Material and manufacturing defects are covered by the warranty.
- Marks and damage on the tightening handle indicate that it has been extended with a pipe or similar. The warranty does not apply.
- Repeated strain will ultimately wear down the material. When assessing the general condition and age should be taken into consideration. Normal wear and tear is not covered by the warranty.

For further information, see “Assessment basis – Warranty or not”.





## T-handles, extensions, and universal joints

The tools are dimensioned in relation to the maximum force for which they are designed. If a T-handle, an extension, or a universal joint is broken or bent, this indicates overloading.

- + Material and manufacturing defects are covered by the warranty.
- If marks and damage on the tool suggest that it has been extended with a pipe or similar, the warranty does not apply.
- Universal joints and extensions made of chrome vanadium are quickly worn down when used in combination with an impact wrench. This can be checked in the internal square hole. If there are deepened marks in the corners, the warranty does not apply.

For further information, see "Assessment basis – Warranty or not".



## Ratchet wrenches

A ratchet wrench contains many moving parts and requires cleaning and lubricating to avoid malfunctions. The tools are dimensioned in relation to the maximum force for which they are designed.

- + Material and manufacturing defects are covered by the warranty.
- + If the lock mechanism is clean and oiled but still is a problem, the warranty applies.
- + If the square pin has been broken at the base the warranty applies.
- If the square pin has been broken by the socket retaining ball this suggests that the tool has not been completely inserted into the socket. The warranty does not apply.
- If marks and damage on the tool suggest that it has been extended with a pipe or similar, the warranty does not apply.
- If the tool has been struck the warranty does not apply.
- If the screws have worked loose or parts have fallen off the warranty does not apply.

For further information, see "Assessment basis – Warranty or not".



## Torque wrenches

The torque wrench is a precision instrument that should only be used for controlled tightening. It is not designed for loosening bolts or tightening with a higher torque than that which is specified. In case of overloading the torque wrench must be checked and possibly calibrated.

- + Only the ratchet mechanism is covered by the warranty. The defect is assessed according to the same criteria as with ratchet wrenches. For other defects right of claim according to local commercial code is applied, normally 1 year. ISO 6789:1992

## Maintenance advice for torque wrenches

- Keep the torque wrench dry and oiled to avoid interior and exterior rusting.
- Set the lowest value on a mechanical torque wrench when it is not in use. It will maintain its precision for a longer time.
- Torque wrenches must be calibrated regularly to ensure that they show the correct torque. With daily use we recommend a check once every month, otherwise once a year or after every 1,000 "clicks".
- All torque wrenches are supplied with a test certificate showing that they comply with the standard for certification.

For further information, see "Assessment basis – Warranty or not".

## Standard sockets

Standard sockets are designed for normal manual force and use with torque wrenches.

- + Material and manufacturing defects are covered by the warranty.
- Standard sockets can fail when used in combination with impact wrenches. Examine the interior square hole. If there are deepened marks in the corners the warranty does not apply.
- If the 6-/12-point side has failed, examine the general condition and age of the socket. If it is old and worn the damage can be due to loss of grip and rotation when loosening or tightening. Therefore only newer sockets should be handled as warranty matters.

For further information, see "Assessment basis – Warranty or not".





## Power sockets

Today we have two different types of power sockets in our tool range. The basic type has the same dimensions as a standard socket made of chrome vanadium, and gives the best access in tight spaces. The tightening torque is limited to 700 Nm. The reinforced type is designed for at least 1,400 Nm and is perfect for, e.g., tire workshops.

- + Material and manufacturing defects are covered by the warranty.
- If a damaged power socket is exposed to a higher tightening torque than is recommended, the warranty does not apply.
- If the 6-point side has failed, examine the general condition and age of the socket. If it is old and worn the damage can be due to loss of grip and rotation when loosening or tightening. Therefore only newer sockets should be handled as warranty matters.

For further information, see "Assessment basis – Warranty or not".



## Bit sockets

When using impact wrench, bit sockets made of chrome molybdenum should be used. If the impact wrench has high torque then care should be taken. If the screw stop at a high revolution speed the dynamic torque may become too high for both the bit and the screw.

- + Material and manufacturing defects are covered by the warranty.
- If a damaged bit socket is exposed to a higher tightening torque than for which it is recommended, the warranty does not apply.
- A damaged standard bit socket made of chrome vanadium may have been used with an impact wrench. Examine the interior square hole. If there are deepened marks in the corners the warranty does not apply. Therefore only newer sockets should be handled as warranty matters.

For further information, see "Assessment basis – Warranty or not".

## Screwdrivers

Screwdrivers come in many different varieties and materials, with tips designed for different types of screw heads. Most defects arise from prying, hammer blows, or incorrect combinations of screwdriver and screw head.



+ Material and manufacturing defects are covered by the warranty.

### Impact damage

- If a damaged standard screwdriver has impact marks it could have been used in combination with a hammer. Standard handles are not made to withstand blows. When used in combination with a hammer, use a screwdriver with a burrowing shank. The warranty does not apply.

### Prying damage

- A screwdriver with a bent shank has been used incorrectly, probably as a prying tool. The warranty does not apply.

### Blade and tip damage

- If the screwdriver has a broken or bent tip it has likely been used with a type of screw or dimension for which it is not designed. The warranty does not apply.
- If a flat screwdriver's tip is S-shaped it has most probably been used in a screw slot that is too large, causing the corners to be overloaded. The warranty does not apply.
- If a Phillips screwdriver has damage on the tip it has most likely been used with a Pozidrive screw head. The warranty does not apply.
- If a Pozidrive screwdriver has damage on the tip it has most likely been used with a Phillips screw head. The warranty does not apply.
- If another type of screwdriver has damage to the tip it may have been used on a screw head with too small or too large dimension. The warranty does not apply.



Therefore only newer screwdrivers should be handled as warranty matters.

For further information, see "Assessment basis – Warranty or not".

## Bits

The high quality bits are designed for both manual and machine tightening and are available in many different types with varying length, adapted to different makes of screw heads.



- + Material and manufacturing defects are covered by the warranty.
- In most damage cases the bits have been used incorrectly, for example, a Phillips bit for a Pozidrive screw, or vice-versa. The warranty does not apply.
- Damage can occur when using electric screwdrivers. The high revolution speed results in a high dynamic torque when the screw stops, and causes damage to both the bit and the screw head. The built-in torque brake is not fast enough to reduce the force in time. The warranty does not apply.

For further information, see "Assessment basis – Warranty or not".

## Pliers

Kamasa Tools cutting pliers have sharp cutting blades designed for material such as copper and thin steel wire. The bolt cutters have flat or rounded cutting blades designed for materials such as thick steel wire, nails, and bolts.



- + Material and manufacturing defects are covered by the warranty.
- + If there is a break in the joint, the jaws, or the shanks, the cause may be a material defect. Make an assessment of the general condition and age of the pliers. Only newer pliers should be handled as warranty matters.
- If the cutting pliers have damaged cutting blades, examine the edges carefully. It is likely that it has been used for cutting very hard steel wire with a thick diameter. The warranty does not apply.

For further information, see "Assessment basis – Warranty or not".

## Pullers

Pullers are designed to be used only with hand-held tightening handles or ratchet handles.

- + Material and manufacturing defects are covered by the warranty.
- + If an arm has failed when the puller has been used in the correct way it could be due to a material defect. Only newer tools should be handled as warranty matters.
- If the hex head has marks or deformations it is possible that an impact tool has been used. The warranty does not apply.
- If the threads on the middle screw are damaged it has probably not been lubricated and therefore it has seized. The warranty does not apply.

For further information, see “Assessment basis – Warranty or not”.



## Hammers, chisels, and drifts

Make an assessment of the general condition and age of the tools. An impact tool is worn quickly when used often.

- + Material and manufacturing defects are covered by the warranty.
- + Hammers: If the handle has worked loose the warranty applies.
- + Drifts: If chips have come off the impact surface the warranty applies.
- + Chisels: If chips have come off the impact surface or the edge the warranty applies.
- Chisels/drifts: Worn or blunt edges are not covered by the warranty. Only newer tools should be handled as warranty matters.

For further information, see “Assessment basis – Warranty or not”.



## Drills

To achieve long service life the correct type of drill should be used for the purpose. If a drill bit has been damaged due to incorrect use the lifetime warranty does not apply.

HSS-drills and TIN-drills are designed for drilling in all types of mild steel. HSS-drills can also be used for aluminum. This is on the condition that the drilling surface is cooled or lubricated with alcohol, methanol, or similar liquid, so that there is no risk that the drill bit jams and fails.

Cobalt drills are designed for hardened material and stainless steel, while stone/concrete drills are designed for stone and concrete. Generally it is important to lubricate the drilling surface while working. Drill bits that are damaged by excessive heat are not covered by the warranty.

- + Material and manufacturing defects are covered by the warranty.
- If the drill bit has failed, "rotation marks" can often be seen on the part that attaches to the chuck. Therefore, the damage has occurred when the drill bit has jammed in the work material and the dynamic torque from the drilling tool has been transferred to the drill bit. The warranty does not apply.
- If the edge of the drill bit is worn or blunt the warranty does not apply.

For further information, see "Assessment basis – Warranty or not".

## Tool boxes, cabinets, workbenches, and tool holders

Tool boxes are available in many different sizes and variations, and are delivered with different types of special layouts.

- + Material and manufacturing defects are covered by the warranty.
- Assess if it has been assembled correctly. Incorrect assembly means the warranty does not apply.
- Make an assessment of the general condition and age of the product. Only newer products should be handled as warranty matters.

For further information, see "Assessment basis – Warranty or not".



## Pneumatic tools

Pneumatic tools are not covered by the lifetime warranty. Right of claim according to local commercial code is applied, normally 1 year.

### Exterior damage

- Exterior damage resulting from falling or blows will not be approved for a claim.

### Insufficient power

- Prior to a new tool being used it is recommended to pour a little degreasing agent into the air connection, and that the tool is run without loading for a short time. Then the tool is lubricated according to the instructions. With this, the rust protection oil film is dissolved and all parts can move freely.
- If the tool has "lost power" it may require a service. If used on a daily basis it should be disassembled and inspected for wear damage every 6 months.
- When repairing and servicing Kamasa Tools pneumatic tools only genuine parts shall be used. Repairs and services shall be carried out by Kamasa Tools.

### Maintenance

A pneumatic tool contains many moving parts and requires maintenance to give full power during its entire service life. Extra consideration should be given to the air supply and lubrication.

### Air supply

- The tools should only be powered by clean and dry air. The recommended air pressure is 6.2 bar (90 psi). A higher pressure, or moist and dirty air, wears down the tool prematurely. If mist lubrication is to be used, it should contain oil of type SAE10. Otherwise oil should be poured into the air connection 1-2 times per day.

### Lubricating

- Gearboxes and impact mechanisms should always be lubricated with grease based on molybdenum disulfide (MoS<sub>2</sub>).





## Electric power tools

Electric power tools are not covered by the lifetime warranty. Right of claim according to local commercial code is applied, normally 1 year.

### Exterior damage

- Exterior damage to the tool, battery, or charger resulting from falling or blows will not be approved for a claim.

### Moisture damage

- Moisture damage will not be approved for a claim.

### Insufficient power

- The tools work best at temperatures over +10 °C.
- After a period of use it may be time to change the carbon brushes (see the service manual). Worn down brushes give reduced contact, resulting in a tool with less power.
- When servicing only Kamasa Tools genuine parts shall be used.
- Do not dismantle the tool yourself. A complete assessment of possible damages should be done by Kamasa Tools.

### Poor charging

- The service life of the battery depends greatly upon the number of times it is charged and discharged. NiMH-batteries can withstand thousands of charging cycles before being discarded.
- NiMH-batteries work best in temperatures of over +10 °C, and have a longer service life if stored fully charged.

### Defective battery

If the charger signals a defective battery, or if the battery can not be charged, it could be due to lost contact. Visually examine the battery to see possible exterior damage after a fall or blow.

- Do not open the battery yourself. A complete assessment of possible damages should be done by Kamasa Tools.

## Test instruments

Test instruments are not covered by the lifetime warranty. Right of claim according to local commercial code is applied, normally 1 year.

- In order to avoid rusting, a test instrument should be stored lubricated and in a dry place in its packaging between each usage.



### **Exterior damage**

- Exterior damage resulting from falling or blows will not be approved for a claim.

### **Moisture damage**

- Moisture damage will not be approved for a claim.

### **Inaccurate display**

- If an instrument displays inaccurate values, despite appearing to be well maintained, it should be tested and assessed by Kamasa Tools.

## **Sliding calipers**

Sliding calipers are not covered by the lifetime warranty. Right of claim according to local commercial code is applied, normally 1 year.

Sliding calipers are precision tools and should only be used for exact measurements. If used incorrectly, for example, as a scribe, the precision can be drastically decreased.

- In order to avoid rusting, a caliper should be stored lubricated and in a dry place in its packaging between each usage.



### **Exterior damage**

- Exterior damage resulting from falling or blows will not be approved for a claim.

### **Moisture damage**

- Moisture damage will not be approved for a claim.

### **Precision**

- Before delivery all sliding calipers are checked so that they comply with the appropriate standards.

The sliding calipers should be checked at regular intervals. If used on a daily basis it is recommended to check once a month, otherwise once a year.

## **Hydraulic equipment and other equipment**

Included in this group are, amongst other things, all jacks, and hydraulic power packs.

Not covered by the lifetime warranty. Right of claim according to local commercial code is applied, normally 1 year.



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