

## Register your tool online. - Manual

If you had difficulties registering your tool online just follow the



in this manual.



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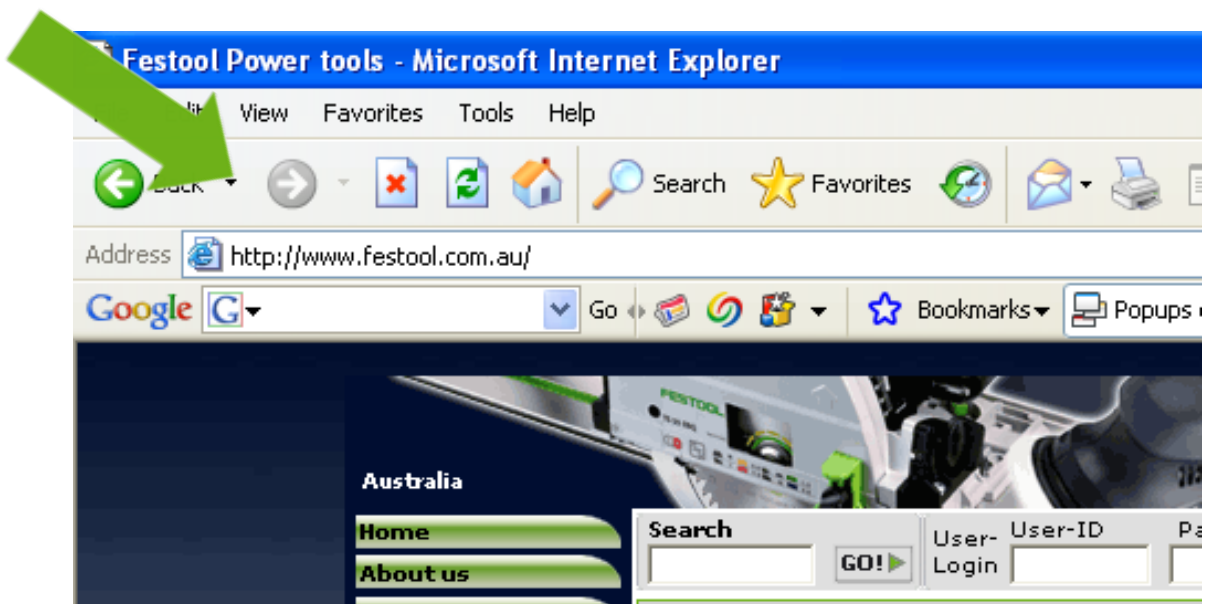
6. Send your form.....



## 1. Visit our website

Go to

[www.festool.com.au](http://www.festool.com.au)



## 1. Visit our website

Click on  
"1+2 Warranty" in the information tree



## 1. Visit our website

And then click on  
 "1+2 Warranty registration"

The screenshot shows the Festool website's navigation menu on the left and two sections of the '1+2 Warranty' page. The 'Service' menu includes '1+2 Warranty', 'After Sales Service', 'Festool Shops and Testcentres', 'Dealer search', 'Free Demonstration', 'Tips & Tricks', 'Useful Links', and 'Top Gun Products'. The '1+2 Warranty information' section features the Festool logo and the '1+2' graphic, with text in multiple languages: 'GARANTIA', 'GUARANTEE', 'GARANZIA', and 'GARANTIE'. The text describes the 3-year warranty and includes a 'more...' link. The '1+2 Warranty registration' section also features the Festool logo and '1+2' graphic, with text in multiple languages: 'GARANTIA', 'GUARANTEE', 'GARANZIA', and 'GARANTIE'. The text instructs users to click 'more' to start the registration process and includes a 'more...' link. A green arrow points from the '1+2 Warranty' link in the 'Service' menu to the '1+2 Warranty registration' section.



## 2. Select customer type

- Existing customer with ID
- Existing customer without ID
- New customer
- Dealer (not relevant)



## Existing customer

You already purchased one or more Festool or PROTOOL tools and know your Customer ID.

Note:

- Your Customer ID is located on the Warranty Confirmation Letter you received after registering a prior Festool or PROTOOL tool.
  - It is an 8 Digit number that always starts with “8”.

### 1+2 warranty registration

Please select one of the following options to continue the registration process:

Customer ID:

Postal code is:

Please note: Your customer ID is a unique customer reference number. If you previously purchased a Festool tool, registered it for the 1+2 warranty and have received a warranty confirmation letter, you can find your customer ID on the right-hand side of your warranty confirmation letter.

Enter your ID and your postal code. Then click on “Next”.

## Existing customer - where to find your customer ID

**1+2 Warranty confirmation**

**FESTOOL**

Mr John Doe  
1 Streetroad  
Towncity VIC 9999

Datum  
13.11.2006

**1+2 Warranty confirmation - PLEASE KEEP IN A SAFE PLACE**  
**Hand in together with the machine and the sales slip in your**  
**warranty**

Dear Mr. Hughes,

Unser Zeichen  
**R-Nr.: 9100492538**  
**ID: 81857100**

**Congratulations on the purchase of your Festool tool.**

On 18.06.2006 you took a very good decision at your dealer's shop, because Festool tools are distinguished by robustness, reliability and long life. We guarantee:

<b>1+2 Warranty</b>	<b>valid until</b>
Type: ETS 150/5 EQ B-Nr.: 00492031 M-Nr.: 103641	18.06.2009

**1+2 Warranty conditions:**

Festool guarantees that this tool is free from faulty material or workmanship. The 1+2 Warranty is valid on the precondition that the tool is applied and operated in compliance with the Festool operating instructions.

The 1+2 Warranty comprises the costs of repair and free replacement of defective parts in case of faulty material or workmanship. Any further claims are excluded - unless liability is compulsory by operation of law.

The 1+2 Warranty offer does not apply to wearing parts (e.g. carbon brushes, rotor blades for air tools, rubber collars, sanding discs, sanding pads, batteries, sawblades, router bits), normal wear and tear (e.g. continuous operation in industry) and overload. The acceptance of claims under the warranty will neither give rise to further extensions of the warranty period, nor start a new warranty period.

Claims will be acknowledged if the tool, including this **1+2 Warranty confirmation card and the saleslip** is returned to the supplier, or a Festool service workshop, as one complete unit, and in original condition.

We wish you a lot of pleasure working with your Festool tool.

Rechtsform:  
Gesellschaft mit  
beschränkter Haftung  
Registergericht  
Nürtingen  
HRB 5083

Geschäftsführer:  
Dr. Christoph Weiß  
Thomas Schlier



## Existing customer without ID

- I am already a customer but do not know my ID.

### 1+2 warranty registration

Please select one of the following options to continue the registration process:

My ID is:       My postal code is:

[NEXT](#) ▶

Please note: Your customer ID is a unique customer reference number. If you previously purchased a Festool tool, registered it for the 1+2 warranty and have received a warranty confirmation letter, you can find your customer ID on the right-hand side of your warranty confirmation letter.

I am already a customer but do NOT know my customer ID.  
We can allocate your information if this registration function is selected. ToolPoints are credited automatically to your loyalty account

---

I am a new customer.

---

I am a dealer and am registering for my customer

[NEXT](#) ▶

No worries. Just click "Next".

Note:

The second paragraph is not relevant for you.

## Existing customer - where to find your customer ID

**1+2 Warranty confirmation**

**FESTOOL**

Mr John Doe  
1 Streetroad  
Towncity VIC 9999

Datum  
13.11.2006

**1+2 Warranty confirmation - PLEASE KEEP IN A SAFE PLACE**  
**Hand in together with the machine and the sales slip in your**  
**warranty**

Dear Mr. Hughes,

Unser Zeichen  
**R-Nr.: 9100492538**  
**ID: 81857100**

**Congratulations on the purchase of your Festool tool.**

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Claims will be acknowledged if the tool, including this **1+2 Warranty confirmation card and the saleslip** is returned to the supplier, or a Festool service workshop, as one complete unit, and in original condition.

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HRB 5083

Geschäftsführer:  
Dr. Christoph Weiß  
Thomas Schlier



## New customer

Congratulations! You just bought yourself one of the best tools in the world.

### 1+2 warranty registration

Please select one of the following options to continue the registration process:

My ID is:  My postal code is:

Please note: Your customer ID is a unique customer reference number. If you previously purchased a Festool tool, registered it for the 1+2 warranty and have received a warranty confirmation letter, you can find your customer ID on the right-hand side of your warranty confirmation letter.

I am already a customer but do NOT know my customer ID.  
We can allocate your information if this registration function is selected. ToolPoints are credited automatically to your loyalty account

I am a new customer.

I am a dealer and am registering for my customer

Just click "Next".

### 3. Enter your details

- Existing customer

1. Your address details come up automatically.
2. Select contact person from list to let your personal details be filled in.
3. Double check everything quickly and make changes if necessary.
4. Put down your E-mail address and we send you the confirmation letter automatically
5. Don't forget to tick  I accept the [privacy policy](#).

## 3. Enter your details - Existing customer

### 1+2 warranty registration

**Your company address**

Please enter your details. Sections highlighted in yellow must be completed

Select contact person from the list Please select ▾

Company:

Salutation:\* Mr ▾

First name:\*

Last Name:\*

House N°/ Street or PO Box Address:\*

Suburb:\*

State:\* VIC ▾

Postcode:\*

Country:\* Australia ▾

Phone Number:

Mobile Number:

Fax Number:

Email Address:

By specifying an email address, you will automatically receive a registration confirmation by email.

Birthday (dd/mm/yyyy):  /  /

Language:\* English ▾

Trade:\* Building/Framing/Carpentry ▾

Occupation: Owner, Self-employed ▾

Number of Employees: Please select ▾

I accept the [privacy policy](#).  
I am aware that I can withdraw my consent from the privacy policy at any time with future effect.

← BACK NEXT →

### 3. Enter your details

- Existing customer without ID

Please fill out the form as shown on the following page

Note:

1. All \*-fields are obligatory
2. Put down your E-mail address and we send you the confirmation letter automatically
3. Do not forget to tick  I accept the [privacy policy](#).

## 3. Enter your details

- Existing customer without ID

### 1+2 warranty registration

**Your company address**

Please enter your details. Sections highlighted with \* must be completed

Select contact person from the list Please select ▾

Company:

Salutation:\* Mr ▾

First name:\*

Last Name:\*

House N°/ Street or PO Box Address:\*

Suburb:\*

State:\* VIC ▾

Postcode:\*

Country:\* Australia ▾

Phone Number:

Mobile Number:

Fax Number:

Email Address:

By specifying an email address, you will automatically receive a registration confirmation by email.

Birthday (dd/mm/yyyy):  /  /

Language:\* English ▾

Trade:\* Building/Framing/Carpentry ▾

Occupation: Owner, Self-employed ▾

Number of Employees: Please select ▾

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### 3. Enter your details

- New customer

Please fill out the form as shown on the following page

Note:

1. All \*-fields are obligatory
2. Put down your E-mail address and we send you the confirmation letter automatically
3. Do not forget to tick  I accept the [privacy policy](#).

## 3. Enter your details - New customer

### 1+2 warranty registration

**Your company address**

Please enter your details. Sections highlighted with \* must be completed

Select contact person from the list Please select ▾

Company:

Salutation:\* Mr ▾

First name:\*

Last Name:\*

House N°/ Street or PO Box Address:\*

Suburb:\*

State:\* VIC ▾

Postcode:\*

Country:\* Australia ▾

Phone Number:

Mobile Number:

Fax Number:

Email Address:

By specifying an email address, you will automatically receive a registration confirmation by email.

Birthday (dd/mm/yyyy):  /  /

Language:\* English ▾

Trade:\* Building/Framing/Carpentry ▾

Occupation: Owner, Self-employed ▾

Number of Employees: Please select ▾

I accept the [privacy policy](#).  
I am aware that I can withdraw my consent from the privacy policy at any time with future effect.

← BACK NEXT →



## 4. Dealer information

- This part is not obligatory!

*This part has no influence on the outcome of your registration.*

*If you want to fill it out, keep on reading and follow these steps exactly*

*Otherwise, just click "Next" and continue with **Step 5. "Tool Details"**.*



### Locating your dealer

- Click on "Locate"
  - Type in the dealer name
- and / or
  - Location
- Click on "Locate"
- Click "Accept"
- The upcoming number is a Dealer ID.




## 4. Dealer information

- Click "CHECK".
- The dealer's details come up once more
- Click "ACCEPT"


**Please provide some information about your dealer, if known:**

Click on [LOCATE] to find your dealer by selecting from a list.

LOCATE ▶

AU00999999

CHECK ▶



**Please provide some information about your dealer, if known:**

Dealer name:  
Your Toolshop

Location:  
City Ville


LOCATE ▶

List of located dealers

YOUR TOOLSHOP  
999 CITY VILLE ROAD  
9999 CITY VILLE  
Australia

1

ACCEPT ▶



## 4. Dealer information

Please provide some information about your dealer, if known:

Click on [LOCATE] to find your dealer by selecting from a list. **OR** Fill in your dealer's details below.

**LOCATE**

**CHECK**

Dealer's name:

Postal code:

Suburb:

Country:

This is an additional e-mail address via which your dealer will receive a confirmation on the carried out registration. The e-mail address is not saved.

- Please ignore the 2<sup>nd</sup> E-mail address field
- Now you can select a salesperson from the list in the box at the bottom.
- Click "Check"

**Dealer's sales person**

Please select the name of the salesperson who sold the tool to you, then click on [CHECK].

Please select

- PETER PAUL
- RAY RALPH
- STEVE SMITH
- JOHN JAMES



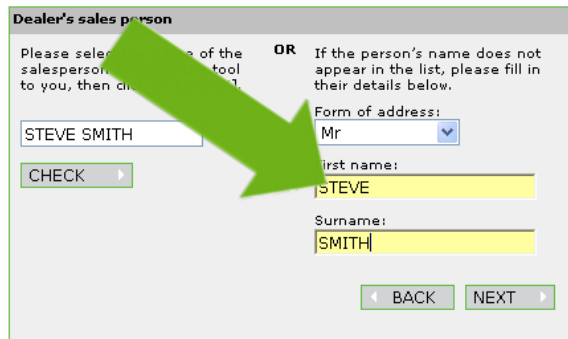
**Dealer's sales person**

Please select the name of the salesperson who sold the tool to you, then click on [CHECK].

**CHECK**

## 4. Dealer information

- The salesperson's details appear in the fields to the right hand side
- Click "Next"



**Dealer's sales person**

Please select one of the salespersons of Festool to you, then click on the name.

OR If the person's name does not appear in the list, please fill in their details below.

Form of address:  
Mr

First name:  
STEVE

Surname:  
SMITH

CHECK

BACK NEXT

## 5. Tool details

- Enter your machine number and click "Search"
- The system will look up the name of your tool
  - (here: 495612 = KAPEX KS 120 EB)

**Please enter all your tool details. Sections highlighted with \* must be completed.**

Please note: You can find the following information on the rating label attached to your tool (see example below). Alternatively, you can find these details on the warranty form included in your tool.

FESTOOL		
RS 300 Q	280 W	230-240V~50/60Hz
T-Nr. 491171	S-Nr. 10020517	
max. 10000 min <sup>-1</sup>	D-73240 Wendlingen	
2005	CE	N186

**Enter TNR/BNR first, then click the Search button.**

TNR/BNR\*   Type: KS 120 EB AUS 240V

This is a 6-digit machine number

SNR/MNR\*  Date of Purchase\* (dd/mm/yyyy):  /  /

That is the machine serial number As specified on the invoice

## 5. Tool details

- Enter your serial number and the purchase date of your tool
- If you have any other tools you need to register click “additional machines” and repeat process
- When you are done click “Next”

Please enter all your tool details. Sections highlighted with \* must be completed.

Please note: You can find the following information on the rating label attached to your tool (see example below). Alternatively, you can find these details on the warranty form included in your tool.

FESTOOL			
RS 300 Q	280 W	230-240V~50/60Hz	
TNR/BNR → T-Nr. 491171	S-Nr. 10020517 ← SNR/MNR		
max. 10000 min <sup>-1</sup>		D-73240 Wendlingen	
2005	CE	N188	

Enter TNR/BNR first, then click the Search button.

Type: KS 120 EB AUS 240V

This is a 6-digit machine number

SNR/MNR\*  Date of Purchase\* (dd/mm/yyyy):  /  /

That is the machine serial number As specified on the invoice

## 6. Send your form

Check your details one last time and click "SEND".

**Your company address**

Please check your entries again and then confirm by clicking on [SEND]

Company:	J. Doe Carpentry
Salutation:*	Mr.
First name:*	John
Last Name:*	Doe
House N°/ Street or PO Box Address:*	1 Street Road
Suburb:*	Town City
State:	VIC
Postcode:*	9999
Country:*	Australia
Phone Number:	
Mobile Number:	
Fax Number:	
Email Address:	
Birthday (dd/mmm/yyyy):	
Language:*	English
Trade:*	Carpentry
Occupation:	
Number of Employees:	

---

**1. Enter TNR/BNR first, then click the Search button.**

Type:	KS 120 EB
TNR/BNR*	495612
SNR/MNR*	9099999
Date of Purchase* (dd/mm/yyyy):	09.1999

← BACK
SEND →

# Your tool is now being registered.

If you entered your E-mail address we will send you a confirmation shortly.

Go into your workshop and enjoy your new tool!

## Contact details

TTS Tooltechnic Systems (AUST) Pty Ltd  
63 – 65 Quantum Close  
Dandenong South VIC 3175

Postal address:

PO Box 4401  
Dandenong South VIC 3164

Freecall            1800 063 900

Fax                 03 9799 9766

E-mail             [festool@tooltechnic.com.au](mailto:festool@tooltechnic.com.au)

Web                <http://www.festool.com.au>