Nothing but **HEAVY DUTY.**®

TEST & MEASUREMENT TOOL LIMITED WARRANTY

Every Test & Measurement Tool is warranted for five (5) years from the date of purchase.*

MILWAUKEE® **Test & Measurement Products** (including bare tool, LITHIUM-ION battery pack(s) and battery charger but excluding alkaline batteries) are warranted to the original purchaser only to be free from defects in material and workmanship. Subject to certain exceptions, MILWAUKEE will repair or replace any part on a Test & Measurement Product which, after examination, is determined by MILWAUKEE to be defective in material or workmanship for a period of **five (5) years*** after the date of purchase. Return the Test & Measurement tool and a copy of proof of purchase to the nearest Milwaukee Electric Tool Corporation - factory Service Center. This warranty does not apply to damage that MILWAUKEE determines to be from repairs made or attempted by anyone other than MILWAUKEE authorized personnel, misuse, alterations, abuse, normal wear and tear, lack of maintenance, or accidents.

*The warranty period for the LITHIUM-ION battery pack that ships with the Test & Measurement tool is two (2) years from the date of purchase. *Alkaline battery that ships with Test & Measurement tool is separately warranted by the battery manufacturer. *The warranty period for a NON-CONTACT VOLTAGE DETECTOR – 2200-20, 2202-20, 2203-20 is one (1) year from the date of purchase.

Warranty Registration is not necessary to obtain the applicable warranty on MILWAUKEE product. The manufacturing date of the product will be used to determine the warranty period if no proof of purchase is provided at the time warranty service is requested.

ACCEPTANCE OF THE EXCLUSIVE REPAIR AND REPLACEMENT REMEDIES DESCRIBED HEREIN IS A CONDITION OF THE CONTRACT FOR THE PURCHASE OF EVERY MILWAUKEE PRODUCT. IF YOU DO NOT AGREE TO THIS CONDITION, YOU SHOULD NOT PURCHASE THE PRODUCT. IN NO EVENT SHALL MILWAUKEE BE LIABLE FOR ANY INCIDENTAL, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, OR FOR ANY COSTS, ATTORNEY FEES, EXPENSES, LOSSES OR DELAYS ALLEGED TO BE AS A CONSEQUENCE OF ANY DAMAGE TO, FAILURE OF, OR DEFECT IN ANY PRODUCT INCLUDING, BUT NOT LIMITED TO, ANY CLAIMS FOR LOSS OF PROFITS. THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES OR CONDITIONS, WRITTEN OR ORAL, EXPRESSED OR IMPLIED. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, MILWAUKEE DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE OR PURPOSE, AND ALL OTHER WARRANTIES.

This warranty applies to *product* sold in the U.S.A., Canada and Mexico only.

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FAQ's

✓ ***What does the MILWAUKEE® warranty cover?*** The MILWAUKEE warranty covers failure of MILWAUKEE Test & Measurement Tools due to a defect in material or workmanship. If Test & Measurement Tool failure occurs during the warranty period, a MILWAUKEE factory Service Center offers the means of obtaining a warranty repair and/or replacement – at Milwaukee's option we may provide you with a new or factory reconditioned Test & Measurement Tool at no cost. You may locate a MILWAUKEE factory Service Center by searching our online website at www.milwaukeetool.com, 'click-on' PARTS & SERVICE, then "Find A Service Center" – our factory Service Centers are highlighted on this page or by calling our toll free at 1.800 SAWDUST (1.800.729.3878) for the factory Service Center location nearest you.

✓ ***What does the MILWAUKEE warranty NOT cover?*** The MILWAUKEE warranty does not cover expenses for loss of time, or other expenses which would be considered as incidental or consequential damages. It does not cover damage to the Test & Measurement Tool caused by abuse or neglect (i.e., holes or cracks), fire, freezing, theft, damage by water or other liquid entering its case, a failure to keep the battery properly charged or maintained.

✓ ***Do I need my original purchase receipt for the MILWAUKEE warranty to apply?*** A copy of the purchase receipt is requested for warranty service. However, without the purchase receipt, we are still able to determine the age of your product by the products' manufacturing date code. The manufacturing date of the product will be used to determine the warranty period if no proof of purchase is provided at the time warranty service is requested.

✓ ***Do I have to return the Test & Measurement Tool to the original place of purchase, the Milwaukee Distributor, for the MILWAUKEE warranty to apply?*** **NO**, however, your Milwaukee Distributor can assist in sending a Test & measurement tool to Milwaukee - Brookfield, Wisconsin – please check with them directly. One of the conveniences of more than 13,000 Milwaukee Distributors is that they can help you with the purchase of the Test & Measurement products as well as after-sales service. Should a warranty problem develop, a customer is asked to return the complete product to any MILWAUKEE *factory* Service Center location or MILWAUKEE - Brookfield, WI freight prepaid and **insured**. If inspection shows the problem is caused by a defect in material or workmanship, all repairs will be made at no charge and the product will be returned, transportation prepaid.

Notwithstanding, the warranty is conditional / limited; it does not cover wear and tear *(note, normal wear & tear is to be expected on any product and therefore, not covered under the warranty)*, repairs made or attempted by others, abuse, lack of maintenance, or accidents; we do view these as non-warranty situations regardless of length of use or 'when purchased.' Milwaukee reserves the right to deny warranty requests and will contact you by phone to inform you that your warranty request has been denied and what the cost will be to repair. No work will be performed without your prior approval.

OPTION 1 Access the **SERVICE REQUEST FORM AND MERCHANDISE RETURN LABEL** found immediately following this FAQ section *(page 3)* – complete all sections, with a detailed description of the problem, returning your tool directly to Milwaukee – Brookfield, Wisconsin.

OPTION 2 Call 1.800 SAWDUST 1.800.729.3878 to find a Milwaukee factory Service Center near you to drop off your tool or you will be directed to send your Test & Measurement Tool to Milwaukee Electric Tool Corporation - Brookfield, Wisconsin.

✓ ***How do I have a product repaired?*** Milwaukee offers a flat rate repair – ***Lightning MAX Repair (LMR)*** – which covers parts, labor and performance tests necessary to repair a Test & Measurement product and have it operate within published specifications – see below – price does not include traceable NIST calibration with data. **WE GUARANTEE THE *FLAT RATE – MAX REPAIR* COST OF A REPAIR WILL NOT EXCEED OUR PUBLISHED PRICE***. *Should the ACTUAL Cost of Repair be lower… the 'actual cost of repair' is all that will be charged. Milwaukee reserves the right to replace versus repair a product – this means that you might not have your original instrument sent back.

Lightning MAX Repair LMR		
2212-20	Auto Voltage/Continuity Tester	$25.00
2213-20	Auto Voltage/Continuity Tester w/ Resistance	$32.00
2205-20	Fork Meter	$72.00
2206-20	Fork Meter For HVAC/R	$82.00
2216-20	Digital Multimeter	$77.00
2217-20	True RMS Multimeter	$95.00
2231-20	Milliamp Clamp	$330.00
2235-20	400 Amp Clamp Meter	$70.00
2236-20	Clamp Meter for HVAC/R	$125.00
2237-20	Clamp Meter	$125.00
2238-20	M12™ Clamp Gun HVAC	$182.00
2239-20	M12™ Clamp Gun	$217.00

Lightning MAX Repair LMR		
2265-20	LASER TEMP-GUN™ Thermometer	$52.00
2266-20	LASER TEMP-GUN™ Thermometer	$82.00
2267-20	10:1 Infrared Temp-Gun	$51.00
2268-20	12:1 Infrared Temp-Gun	$64.00
2269-20	30:1 Infrared/Contact Temp-Gun	$127.00
2270-20	Contact Temp Meter	$184.00
2276-20	LASER TEMP-GUN™ M12™ Thermometer	$146.00
2277-20	LASER TEMP-GUN™ M12™ Thermometer for HVAC/R	$160.00
2278-20	M12™ 12:1 Infrared TEMP-GUN™	$64.00
2258-21	M12™ 7.8KP Thermal Imager	$380.00
2260-21	M12™ 160x120 Thermal Imager	$1,812.00

All Test & Measurement Tools returned must be accompanied with your name, company name (if applicable), address, city, state, zip code, telephone number, e-mail address and proof of purchase, this is best accomplished using the ***SERVICE REQUEST FORM*** **FOUND IMMEDIATELY FOLLOWING THIS FAQ SECTION.**

OPTION 2 Call 1.800 SAWDUST (1.800.729.3878) to find a Milwaukee factory Service Center near you. Customer will be directed to drop off their Test & Measurement Tool to the nearest Milwaukee factory Service Center or send it to Milwaukee Electric Tool Corporation – Brookfield, Wisconsin.

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FAQ's – Continued

✓ ***What is a NIST* CERTIFICATE of CALIBRATION?*** In repair of test & measurement product, to calibrate is regarded as the process of adjusting the output or indication on a measurement instrument to agree with the value of a specified accuracy. For example, a thermometer could be calibrated to be within the products stated acceptable ± temperature. This is done at the time of repair, however; it is not necessarily done to offer traceability and certification.

NIST* CERTIFICATE OF CALIBRATION – is used to prove the quality of the product and have the results accepted by outside organizations. The certificate of calibration for the product and its subsequent measurements are traceable to internationally defined measurement units, establishing traceability, this is accomplished by a formal comparison to a standard which is directly related to national standards (NIST) and to the equipment that performed the calibration.

***NIST - NATIONAL INSTITUTE OF STANDARDS AND TECHNOLOGY** is a non-regulatory federal agency within the U.S. Department of Commerce; it develops and promotes measurement, standards, etcetera.

✓ ***What should I do if I need a NIST* CERTIFICATE of CALIBRATION? (USA Only)*** Milwaukee offers NIST Calibration – the labor and performance tests necessary to calibrate the Test & Measurement product to manufacture's specification using test equipment traceable to the National Institute of Standards and Technology NIST Standards. The product will be calibrated in accordance with ANSI/NCSL Z5440-1 standards and returned with a "Certificate of Calibration" with Pass or Fail readings.

NIST CERTIFICATE of CALIBRATION		
2205-20	Fork Meter	$125.00
2206-20	Fork Meter For HVAC/R	$125.00
2216-20	Digital Multimeter	$100.00
2217-20	True RMS Multimeter	$100.00
2231-20	Milliamp Clamp	$125.00
2235-20	400 Amp Clamp Meter	$125.00
2236-20	Clamp Meter for HVAC/R	$125.00
2237-20	Clamp Meter	$125.00
2238-20	M12™ Clamp Gun HVAC	$125.00
2239-20	M12™ Clamp Gun	$125.00
2265-20	LASER TEMP-GUN™ Thermometer	$125.00

NIST CERTIFICATE of CALIBRATION		
2266-20	LASER TEMP-GUN™ Thermometer	$125.00
2267-20	10:1 Infrared Temp-Gun	$125.00
2268-20	12:1 Infrared Temp-Gun	$125.00
2269-20	30:1 Infrared/Contact Temp-Gun	$150.00
2270-20	Contact Temp Meter	$150.00
2276-20	LASER TEMP-GUN™ M12™ Thermometer	$125.00
2277-20	LASER TEMP-GUN™ M12™ Thermometer for HVAC/R	$150.00
2278-20	M12™ 12:1 Infrared TEMP-GUN™	$125.00
2258-20	M12™ 7.8KP Thermal Imager	$271.88
2260-20	M12™ 160x120 Thermal Imager	$390.63

Customer is directed to send their Test & Measurement tool to Milwaukee Electric Tool Corporation – Brookfield, Wisconsin using the **SERVICE REQUEST FORM** and MERCHANDISE RETURN LABEL **FOUND IMMEDIATELY FOLLOWING THIS FAQ SECTION.**

✓ ***What is the typical service/repair or NIST Certificate of Calibration turn-around time for T&M products?*** Milwaukee realizes that down-time is costly and is available to provide high quality service in the fastest turnaround time possible – generally 2-3 working days NOT INCLUDING SHIPPING TIME to and from Brookfield, Wisconsin USA. Shipping time is dependent on the carrier and level of service selected – Milwaukee's 'carrier of choice' is FedEx – all product will returned via FedEx Ground unless a higher level of service is requested, which will result in an additional fee being charged.

✓ ***How do I find out about the status on a repair or a NIST calibration of a tool I sent in?*** For a status update please contact factory Service Support staff by calling **1.800 SAWDUST (1.800.729.3878)** between 7:00 AM and 6:30 PM Central Time, Monday through Friday. The phone number supplied when the tool is sent to us is used to track the repair; it is required and will be asked for when calling for an update status on your tool.

✓ ***What should I do if my Test & Measurement Tool M12™ LITHIUM-ION battery fails?*** The MILWAUKEE LITHIUM–ION Battery Pack supplied with certain Test & Measurement product is warranted by our standard LITHIUM-ION battery warranty offered in North America; *The warranty period for a Test & Measurement Tool M12 LITHIUM-ION battery pack is two (2) years from the date of purchase. LITHIUM-ION battery warranty can be handled through a Milwaukee Authorized portable power tool Service Station plus any Milwaukee factory Service Center – see www.milwaukeetool.com – Click on *"PARTS & SERVICE"* section then *"Find A Service Center"* pull-down for the location nearest you.

Milwaukee®

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TEST & MEASUREMENT SERVICE REQUEST FORM

Print this page – Steps 1-3, and then please fill in the appropriate information below. For questions regarding this **(SERVICE REQUEST)** form contact factory **SERVICE SUPPORT 1.800.SAWDUST** (1.800.729.3878)

STEP 1

CONTACT INFORMATION – Please Print

Name: _____

Company: _____

Shipping Address: _____

City: _____ State: _____ Zip Code: _____

Billing Address (if different from shipping): _____

City: _____ State: _____ Zip Code: _____

Daytime Phone Number: _____ Fax Number: _____
(MANDATORY – used to track repair status)

e-mail address: _____

STEP 2

PRODUCT INFORMATION

Item 1 Catalog Number: _____ Serial Number: _____

Problem Description: _____

NIST Certificate of Calibration requested: ❑ Yes - an additional FEE applies ❑ No

Item 2 Catalog Number: _____ Serial Number: _____

Problem Description: _____

NIST Certificate of Calibration requested: ❑ Yes - an additional FEE applies ❑ No

Additional items can be added to backside of form

STEP 3

METHOD of PAYMENT INFORMATION

We will contact you by phone with the cost before charging your credit card; no work will be done without approval.

Method of Payment: Credit Card

Credit Card Information

❑ Visa® ❑ MasterCard® ❑ Discover® ❑ American Express®

Name: _____
(full name as listed/shown on credit card)

Card Number: _____ Exp Date (mm/yy): _____

Signature: _____

Method of Payment: Company Purchase Order

Company Purchase Order

Please contact *factory* Service Support staff, call **1.800 SAWDUST** (1.800.729.3878) between 7:00 AM and 6:30 PM Central Time, Monday thru Friday

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STEP 4

SHIPPING INFORMATION

MILWAUKEE ELECTRIC TOOL CORPORATION
13135 WEST LISBON ROAD
BROOKFIELD, WI 53005
ATTENTION: TEST & MEASUREMENT

Use USPS MERCHANDISE RETURN LABEL (next page) – Affix the label on your package. Drop off package at nearest post office. To avoid confusion remove or black-out any old shipping labels, including any shipping bar codes. **Please note that a $5.85 fee is charged for use of the prepaid label.** Packages are at risk of 'being lost' in transit; we suggest asking your postmaster regarding PREPAYMENT of extra services such as Delivery Confirmation, Return Receipt or Insured Mail – Milwaukee Electric Tool Corporation cannot be held liable for packages damaged, lost or stolen while in-transit to Milwaukee.

For questions about this (SERVICE REQUEST) form, please contact *factory* **SERVICE SUPPORT** at 1.800.729.3878

PREPAID MERCHANDISE RETURN LABEL - Affix label on your package. Drop off package at nearest post office. To avoid confusion remove or black-out any old shipping labels, including any shipping bar codes. **Please note that a $5.85 fee is charged for use of this label.** Packages are at risk of 'being lost' in transit; suggest asking your postmaster regarding PREPAYMENT of extra service such as Delivery Confirmation, Return Receipt or Insured Mail

--- **PLEASE REMOVE THIS NOTE BEFORE MAILING** --- Cut at Dotted Lines ---

FROM: _____

_____

_____

POSTAGE DUE COMPUTED BY
DELIVERY UNIT

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

PARCEL POST

MERCHANDISE RETURN LABEL

PERMIT NO. 275 BROOKFIELD, WI 53005
MILWAUKEE ELECTRIC TOOL CORPORATION 13135 W LISBON RD

POSTAGE DUE UNIT
US POSTAL SERVICE
P.O. BOX 9998
BROOKFIELD WI 53045 - 9998

MERCHANDISE RETURN LABEL - If you would like to pay postage, affix following label on your package. Drop off package at nearest post office. To avoid confusion remove or black-out any old shipping labels, including any shipping bar codes. Packages are at risk of 'being lost' in transit; suggest asking your postmaster regarding extra service such as Delivery Confirmation, Return Receipt or Insured Mail.

--- **PLEASE REMOVE THIS NOTE BEFORE MAILING** --- Cut at Dotted Line ---

FROM: _____

_____

_____

TO: MILWAUKEE ELECTRIC TOOL CORPORATION
13135 WEST LISBON ROAD
BROOKFIELD, WI 53005 - 2550