

SERVICE
CENTERS
ACROSS UAE

Service Partner Name	Branch Address	Phone Number	Supported Brands
Zillion Equipment & Sparts Trading LLC	P.O. Box 19740, Sanaiya, Al Ain, Dubai	054 3000946	DEWALT, STANLEY, Black + Decker
Zillion Equipment & Sparts Trading LLC	P.O. Box 65076, Ind. Area -13, Tasheel Complex, Sharjah	054 3001239	DEWALT, STANLEY, Black + Decker
Zillion Equipment & Sparts Trading LLC	P.O. Box 10584, Ras Al-Khaimah	054 4900038	DEWALT, STANLEY, Black + Decker
Zillion Equipment & Sparts Trading LLC	P.O. Box.19740, M14, Shop no. 9, Street no. 8, Musaffah Ind. Area, Abu Dhabi	054 3001238	DEWALT, STANLEY, Black + Decker
Ideal Star Workshop Equipment Trading LLC	P.O.Box 37116, Al Quoz Industrial Area no. 3, Dubai	050 4555189	DEWALT, STANLEY, Black + Decker
Light House Electrical	P.O. Box 120. Abu Dhabi	050 5812903	DEWALT, STANLEY, Black + Decker
Fine Tools Equipment Repairing LLC	P.O. Box. 30139, Dubai	056 4772812	DEWALT
Fujairah General Trading Enterprises Ltd.	P.O. Box.15, Fujairah	054 3064924	DEWALT
Al Sukoon Gen. Trag. Co. Ltd	P.O. Box 2975, Ajman	06 7435725	DEWALT

DEWALT

SERVICE



Scan the QR code to know more about our warranty terms

AT DEWALT, WE PRIORITIZE

SAFETY,
RELIABILITY,
AND SERVICE.

OUR MANUFACTURING WARRANTY PACKAGE ENSURES YOUR PRODUCTS ARE PROTECTED FROM THE START TO THE END OF EVERY JOB.

3 YEAR WARRANTY

FAST TURNAROUND TIME

GENUINE SPARE PARTS

CERTIFIED TECHNICIANS

3-Year Coverage Includes a 1-year manufacturing warranty* and an additional 2-year service warranty*.

Chargers & Batteries 6 months of manufacturing warranty.

Powerstack Batteries 1-year standard warranty, extendable by 2 years upon registration.

Laser Tools 1-year manufacturing warranty.

WARRANTY TERMS AND CONDITIONS

DEWALT will repair any defects due to faulty materials or workmanship within 3 years from the date of purchase.

The warranty does not cover:

Wear & Tear

Refers to the number of hours and/or the environment that a product has been used in. This can affect: Armature Commutators, Bearings, Switches, Beat Pieces, Clutches, Gear & Pinion, Gearcase, Brushes, Lubricants, Clamshells, Cord sets, Rubber parts.

Attachments such as Chuck, Guard, Handles, Wheel, Nozzle, Magazine, Flanges, etc.

Tool Misuse which includes

- Extreme impacts or drops
- Water damage
- Ingestion of foreign objects (i.e. nails, screws)
- Using incorrect accessories or attachments
- Using tool for non-intended application
- Lack of recommended service (especially hammers)
- Any modification to the tool
- Using non genuine DEWALT spare parts or accessories
- Prolonged exposure to extreme weather conditions
- Repaired outside authorized service centers
- Wrong voltage



COMPREHENSIVE WARRANTY

Under our DEWALT Care plan, any tool returned to a service agent will be fully inspected and tested at no charge. Worn, damaged, or defective parts will be replaced, and necessary maintenance, including grease and seals, will be provided.

This applies to complete kits, including the tool, charger, and battery, for the duration of the plan (1 year, 2 years, or 3 years) from the purchase date, as selected by the end-user.

DEWALT CARE COVERAGE

BENEFITS	DEWALT CARE	DEWALT GENERAL WARRANTY
Manufacturing Defects	✓	✓
Defective Materials	✓	✓
General Wear & Tear Repair	✓	At an additional cost
Free Genuine DEWALT parts	✓	At an additional cost
Replacement of parts (Brushes, Armature Commutators, Bearings, Switches, Beat Pieces, Clutches, Gear & Pinion, Gearcase, Lubricants, Clamshells, Cord sets, Rubber parts)	✓	At an additional cost
Free Service Cost Parts & Labour	✓	At an additional cost
Retesting	✓	At an additional cost
48 hours turnaround time	✓	
Pick up and delivery service	✓	

Tool Misuse and accidental damage is **not covered** by the DEWALT 3 Year Manufacturing Warranty or the DEWALT Care Plan.

Examples of tool misuse include:

- Extreme impacts or drops
- Ingestion of foreign objects (i.e. nails, screws)
- Using tool for non-intended application
- Any modification to the tool
- Prolonged exposure to extreme weather conditions
- Wrong voltage
- Water damage
- Using incorrect accessories or attachments
- Lack of recommended service (especially hammers)
- Using non genuine DEWALT spare parts or accessories
- Repaired outside authorized service centers



Scan the QR code to know more about our DEWALT Care warranty terms

Invest in a DEWALT Care plan today at any of our participating dealers.

*DEWALT Care Warranty does not cover attachments such as Chuck, Guard, Handles, Wheel, Nozzle, Magazine, Flanges, etc.

HOW TO MAKE A REPAIR REQUEST

CONTACT YOUR SELLER

Reach out to your seller or find your nearest DEWALT authorized repair agent at www.2helpU.com.

RETURN THE TOOL

Ensure your DEWALT tool is returned with all parts complete to the seller or an authorized repair agent.

REGISTRATION CHECK

We will verify the tool's registration before proceeding with the repair.