

# **SERVICE PROMISE**

### **SERVICE HIGHLIGHTS**

### 1. VAST SERVICE NETWORK

Stanley Black & Decker has both Exclusive and Authorised Service Centers (ASC) across the country. There are 6 Exclusive Service Centers and 195 Authorised Service Centers spread across all parts of India. All these centers are designed to provide best in class service with well-trained Manpower. The quality of Service Centers and the competency of service person is audited every quarter, this ensures robust service quality.

### 2. DEWALT EXCLUSIVE SERVICE CENTERS (DESC)

The DEWALT Exclusive Service Centers are located at major cities across the country. The DESC are designed to cater specifically to the service needs of industrial customers and end users. Exclusive Service Centers located in below cities-

+ Cochin + Pune + Mumbai + Chennai + Bangalore + Ahmedabad

### 3. TOOL PICK UP SERVICE

Tool pick up service is the key element of DEWALT Exclusive Service Centers. The pick up vehicle runs through the major industrial areas at regular intervals which makes it very convenient to maintain Tools at EU sites or to pick them up for repair at **DESC**.

In all DEWALT Exclusive Service Centers, we have Service On Wheels facility, where minor repairs are done in the Tool Pick Up Van at the EU site and returned to

# 5. QUALITY SERVICE

DEWALT Exclusive Service Centers are designed to provide best in class service with well-trained manpower. All DESC give 30 days guarantee for the service provided. That means in case of recurrence of the same complaint within 30 days, the service would be done free of charge, unless the product is used for wrong application / misused / abused.

### 6. FREE SERVICE CAMPS

Stanley Black & Decker conducts regular free service camps to enable end users to get minor tool repairs & maintenance done free of charge. Also they get the benefit of some special discount on spare parts.

Stanley Black & Decker knows the importance of equipping all end users with the knowledge of proper tool usage & minor repairs. For this Stanley Black & Decker conducts Free Service & Product Usage Training programs at different EU sites from time to time.

Stanley Black & Decker uses scientific approach to understand the spare part requirement of each and every service location and maintains all essential spare parts at required stock levels, at every Service Center.

### 9. FIXED PRICE SERVICE PLAN (FPSP)

DEWALT FPSP offers customers the option of getting 100% Tool service cost covered by Stanley Black & Decker\*

stomers can have complete peace of mind about Tool productivity & up-time, with no unexpected service costs







If your **DEWALT** product becomes defective due to faulty materials or workmanship within 12 months from the date of purchase, DEWALT guarantees to replace all defective parts free of charge or, at our liscretion, replace the unit free of charge provided that:

- The product has not been misused.
- The product has been subject to Fair Wear & Tear.
  Repairs have not been attempted by un authorized persons.
  Proof of purchase or warranty card is produced.

# **ALWAYS USE GENUINE SPARES ONLY**

To find the nearest Authorised Service Center in your area, please visit our website as mentioned below.

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**GUARANTEED TOUGH.** 

DEWALT.

POWER TOOL - 2016

DEWALT.

POWER TOOL - 2016

# About **DEWALT**

# **Over 30 Years of experience**

in engineering professional construction power tools at our in-house facility in Idstein, Germany.

# **Over 50 Years of experience**

in designing and manufacturing world class drilling solutions for the construction industry at our in-house facility in Buchlberg, Germany.

- Simulation software developed in partnership with the automotive industry
- Industry leading application-based testing facilities
- Cutting edge drilling accessories manufacture
- Award winning design

In-house design and manufacture ensures that the quality of DEWALT drilling solutions exceeds the requirements of the most demanding professional applications.



# Why? DEWALT

### COMPLETE PROFESSIONAL QUALITY PRODUCT RANGE

**DEWALT** is a full range power tool and accessories supplier for the building contractor and professional tradesman.

### **END USER RESEARCH**

On average we speak to 20,000 users every year as part of the product development process.

A comprehensive understanding of the real applications that our users perform, enables us to generate product features that are a genuine benefit to our users.

### INNOVATIVE PRODUCTS

To support our users and drive our industry forward, DeWALT consistently develops truly innovative products across multiple categories.

# This technical strength is regularly recognised by international awards.

### USER LOYALTY

The cast-iron **DEWALT** guarantee and premium service network ensure that our users have faith in the quality of our products.

**DEWALT** is heavily involved in end-user events across the World, building our brand reputation, and generating huge excitement for our diverse product portfolio





In 2007 **DEWALT** set itself the challenge of creating the most comprehensive system of the safest, highest performing professional construction tools in the world. This is the **Perform & Protect** system, made up of products that meet strict criteria in one or more of the following core safety-focused areas; **Vibration**; **Control**; **Dust**.



CONTROL
Unique and innovative torque control features



VIBRATION
Up to 50% lower vibration



DUST
Industry-leading dust

MINIMUM VIBRATION, MAXIMUM PRODUCTIVITY

Vibration exposure can cause a range of conditions collectively known as hand-arm vibration syndrome (HAVS). Other conditions include carpal tunnel syndrome and vibration white finger.

When the Perform & Protect shield is awarded for Vibration, it is guaranteed the Tri-Axial vibration levels have been reduced, increasing usage time without reducing performance.

Three different anti-vibration systems are: Active Vibration Control Floating back handle Counter Balance System



### INTELLIGENT SAFETY

# CONTROL

Bind-up situations can occur when drilling, cutting, or grinding. These sudden torque reactions, when the tool body rotates, can potentially damage the tool or injure the user.

The Perform & Protect shield for CONTROL shows which products have additional features to help in those critical bind-up situations.

The three different systems are: 2 Stage Clutch for Rotary Hammers Anti Rotation System for Rotary Hammers Electronic Clutch for drills and grinders.

# SAFETY MADE CLEARER

Airborne dust inhalation can lead to a number of long-term health conditions such as silicosis and chronic obstructive pulmonary disease (COPD). When the Perform & Protect shield is awarded for DUST, it is guaranteed the

potential of inhaling dust is reduced to give a cleaner and safer working environment.







**CONSTRUCTION / DRILLS & FASTENERS** 

### **POWER TOOL - 2016**

# CONSTRUCTION



D25033K - 22mm 3 Mode Combi Hammer

D25143K - 28mm SDS-Plus Combi Hammei

VEV

Power: 710 W

SPEED: 0 - 1550 RPM

IMPACT ENERGY: 2.1 J

CORE BIT: 50 MM

WEIGHT: 2.5 KG

POWER: 900 W

SPEED: 0-1450 RPM

BLOWS/MIN.: 0-5350 I

IMPACT ENERGY: 3 0 J

CORE BIT: 65 MM

WEIGHT: 3.1 KG

Power: 1250 W SPEED: 210-415 RPM BLOWS/MIN.: 1430-2840 BPM

IMPACT ENERGY: 81

CORE RIT: 100 MM

**W**EIGHT: 6.8 кG

BREAK THROUGH BIT: 65 MM

METAL: 13MM, WOOD: 30 MM

MAX DRILLING CAPACITY: CONCRETE 28 MM

D25601K - 45mm SDS-Max Combi Hammer

BLOWS/MIN.: 0 - 5680 BPN

METAL: 13 MM. WOOD: 30 MM

DRILLING CAPACITY: CONCRETE: 22 MM

# D25011K - 20 mm 2 Mode Rotary Hammer POWER: 650 W SPEED: 0-1550 RPF RIOWS/MIN: 0-4150 RPM IMPACT ENERGY: 2.4 J DRILLING CAPACITY IN CONCRETE: 20 MM WEIGHT: 2.3 KG















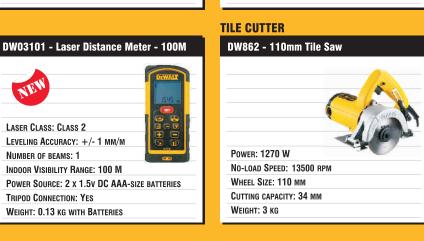


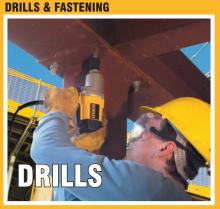
















**GUARANTEED TOUGH.** 

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# **GUARANTEED TOUGH.**

DRILLING CAPACITY: CONCRETE: 45 MM

# **DEWALT**

**SMALL ANGLE GRINDERS** 

POWER: 1000 W SPEED: 10000 RPM

WEIGHT: 1.8 KG

MAX. DISC DIA.: 100 MM

EXTERNAL BRUSH ACCESS

DW803 - 100mm Angle Grinder

**METAL WORKING** 

# **CONSTRUCTION / METAL WORKING**















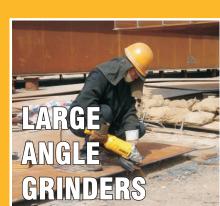




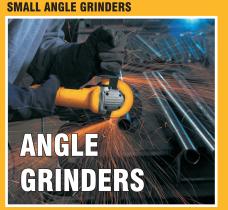




















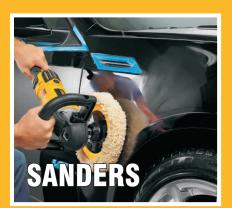


# **GUARANTEED TOUGH.**

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WEIGHT: 4.7 KG

# **METAL WORKING / WOODWORKING**



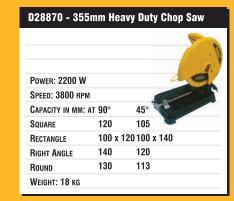
### **SANDER POLISHER**

# DWP849X - 7/9 Electronic Sander & Polisher

Power: 1250 W SPEED: 0-600/3500 RPM MAX. DISC DIA.: 180 MM SPINDLE THREAD: M14 WEIGHT: 3 KG

# D28409 - 180mm Sander POWER: 2200 W SPEED: 8500 RPM MAX. DISC DIA.: 180 MM















# WOODWORKING

**DEWALT.** 













**PALM SANDERS** 

Power: 230 W

WEIGHT: 1.4 KG

ORBIT STROKES: 13500/MIN







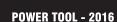






**GUARANTEED TOUGH.** 

**GUARANTEED TOUGH.** www.dewaltindia.in



# **WOODWORKING / CORDLESS**

# DWE6411 – ¼ Sheet Orbit Palm Sander



POWER: 230 W ORBITS STROKES: 14000 OPM

WEIGHT: 1.3 KG

VOLTAGE: 14.4 V

METAL: 10 MM

**WEIGHT: 1.57 KG** 

BATTERY CAPACITY: 2 x 1.3 AH

NO LOAD SPEED: 0-400/1300 RPM

DRILLING CAPACITY: WOOD: 30 MM

MAX. TORQUE (HARD/SOFT): 38 / 22 NM

CHUCK CAPACITY: 1 5-13 MM

POWER OUTPUT: 250 W



Power: 280 W ORBITS STROKES: 12000 OPM WEIGHT: 1.3 KG

# **CORDLESS**

### **CORDLESS IMPACT WRENCHES**

DEWALT

# DCF830M2 - Compact Impact Wrench



### DCF880M2 - Compact Impact Wrench



DCH253M2 - 24mm 3 Mode Dedicated Ham

### DCD776C2 - 13mm Hammer Drill/Driver

VOLTAGE: 18 V BATTERY CAPACITY: 2 x 1.3 AH POWER OUTPUT: 300 W NO LOAD SPEED: 0-450/1500 RPM BEATS/MIN.: 0-7650/25500 BPM CHUCK CAPACITY: 1.5-13 MM MAX. TORQUE (HARD/SOFT): 42/24 NM MAX. DRILLING CAPACITY: WOOD: 25 MM METAL: 13 MM MASONRY: 13 MM **WEIGHT: 1.34 KG** 

### **CORDLESS DRILL DRIVERS**

### DCD700C2 - 10mm Compact Drill/Driver



DCD734C2 -13mm Compact Drill/Driver

### DCD710D2 - 10mm Compact Drill/Driver



DCD771C2 - 13mm Compact Drill/Driver

VOLTAGE: 18 V

BATTERY CAPACITY: 2 x 1.3 AH

NO LOAD SPEED: 0-450/1500 RPM

MAX. TORQUE (HARD/SOFT): 42 / 24 NM

POWER OUTPUT: 300 W

DRILLING CAPACITY

**WEIGHT: 1.65 KG** 

CHIICK CAPACITY: 1 5-13 MM

WOOD: 30 MM, METAL: 13 MM

### DCD730M2 - 13mm Compact Drill/Driver



DCF610S2 - 6.35mm Screwdriver

BIT HOLDER: 6.35 MM HEX ( 1/4")

BATTERY CAPACITY: 2 x 1.5 AH

NO LOAD SPEED: 0-1050 RPM

VOLTAGE: 10.8 V

MAX TOROUE: 8 NM

DRILLING CAPACITY

WOOD: 21 MM

METAL: 10 MM

WEIGHT: 0.96 KG

# **CORDLESS HAMMER DRILL**

VOLTAGE: 18 V	BI DEMONS
BATTERY CAPACITY: LI-ION 4.0 AH	
POWER OUTPUT: 350 W	
NO LOAD SPEED: 0-600/2000 RPM	
BEATS/MIN.: 0-10200/34000 BPM	
CHUCK CAPACITY: 1.5-13 MM	THE ABOVE
Max. Torque: 60 Nm	
MAX. DRILLING CAPACITY: WOOD: 3	8 мм
METAL: 13 MM, MASONRY: 13 MM	200

DCD785M2 - 13mm Hammer Drill/Driver

# **CORDLESS GREASE GUN**



### **CORDLESS MULTI-TOOL**

METAL: 13 MM. CONCRETE: 24 MM.

MAX. DRILLING CAPACITY: WOOD: 26 MM

BATTERY CAPACITY: LI-ION 4.0 AH

POWER OUTPUT: 400 W

IMPACT ENERGY: 2.1 J

BEATS/MIN.: 0-4500 BPM

TOOL HOLDER: SDS PLUS

WEIGHT: 3.1 KG

NO LOAD SPEED: 0-1200 RPM

VOLTAGE: 18 V



T-STACK KIT BOX **W**EIGHT: 1.68 кG

### **CORDLESS ANGLE GRINDER**

### DCG412M2 - 125mm Angle Grinder



**WEIGHT: 1.88 KG** 

### DCGG571M1 - 18V Grease Gun



# **SPECIALITY**

### DCF815D2 - 6.35mm Impact Driver



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# DCF835M2 - 6.35mm Compact Impact Driver



# DCF885M2 - Compact Impact Driver



# **HEAT GUN**

# D26414 - LCD Heat Gun



## DWB800 - Blower 800W



# DC500 - Cordless or Corded Wet/Dry Vacuum Cleaner



# **GUARANTEED TOUGH.**

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VOLTAGE: 18 V BATTERY: LI-ION 4.0 AH POWER OUTPUT: 250 W BIT HOLDER: 6.35 MM HEX (1/4") NO LOAD SPEED: 0-2800 RPM IMPACTS / MIN.: 0-3200 IPM MAX. TORQUE: 155 NM MAX. BOLT DIA: M12 WEIGHT: 1.6 KG