



## SERVICE POLICY

Servicing of any ITW Ramset tools at Ramset's factory repair locations will follow a 3 level pricing structure based on the repair complexity. Service levels are priced competitively and provide an upfront cost to the repair. These levels are unique to the tool model being serviced, and are designed to replace only those components as needed or identified as potential problems. Pricing includes parts, labor, and return shipping via UPS ground.

Examples of the repairs performed at each level are listed below. Please be aware that the descriptions are only examples, and each tool repair will be different. Follow the price matrix below and cross reference the tool needing repair with the possible level of required repair. Pricing level will be determined by the repair technician after evaluating the needs of the tool. Repairs will not exceed ADVANCED pricing for the applicable tool model.

### PRICE MATRIX:

	Basic	Intermediate	Advanced
Each tool is completely disassembled, thoroughly inspected, power cleaned, and the piston is dressed.			
<b>Gas Tools</b>	Typical repairs may include items such as O-rings, piston rings, and an air filter.	Typical repairs may include all wear parts in addition to the actuator, piston, work contact element, or head switch.	Typical repairs may include all wear parts in addition to a sleeve assembly, nose piece, or fan motor.
TF1200, Gypfast	\$92	\$164	\$243
T3MAG, T3SS, T3IF, T4MAG, T4SS, T4IF	\$147	\$227	\$336
<b>Powder Tools</b>	Typical repairs may include items such as a pawl, buffer or spring.	Typical repairs may include items such as a piston, or fastener guide.	Typical repairs may include items such as a barrel, or tool body.
Viper, Cobra, R25	\$87	\$123	\$164
SA270, RA27, XT540, RA54	\$103	\$175	\$271

**SHIPPING:** All pricing includes return shipping via UPS ground. Shipping can be upgraded at the customer's expense.

**ESTIMATES:** Tool repair estimates are not provided unless specifically requested by the party sending the tool in for repair.

If the estimate is **approved** by the customer there will be a \$25.00 per tool estimate fee in addition to the cost of repair.

If the estimate is **not approved** by the customer, the tool will be returned UNASSEMBLED and a \$50.00 per tool estimate fee will be charged. If Ramset provides an estimate and receives no reply after 30 days, the tool will be returned UNASSEMBLED and a \$50.00 per tool estimate fee will be charged.

**RAMSET FACTORY REPAIR LOCATION:** **Chicago Area**  
 ITW Construction Service and Parts  
 Ramset Tool Service  
 13825 West Business Center Drive  
 Unit A  
 Lake Forest, IL 60045  
 Phone: 800-222-6990  
 e-mail: [toolrepair@itwserviceparts.com](mailto:toolrepair@itwserviceparts.com)

3/1/2023