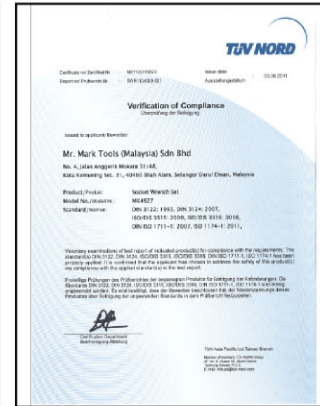
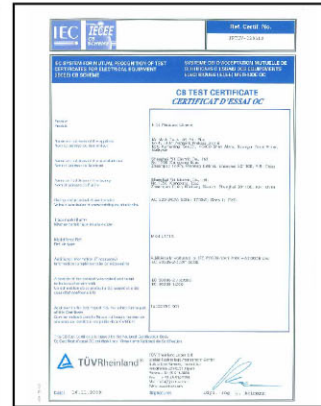
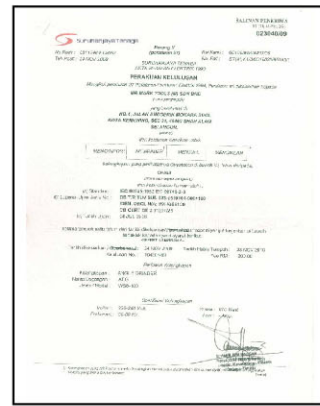
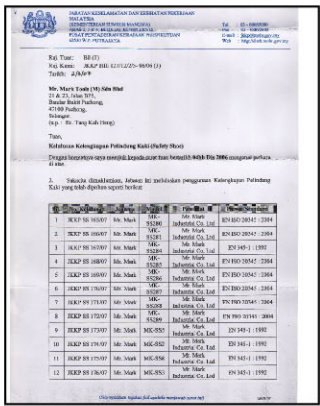
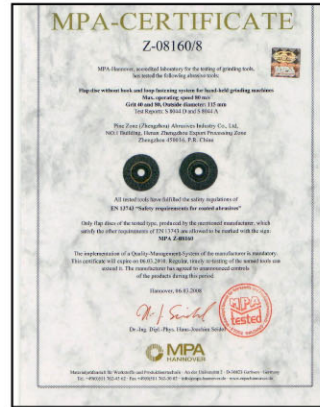
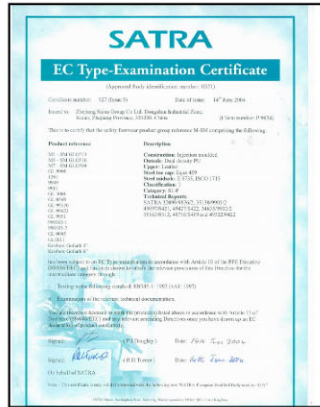
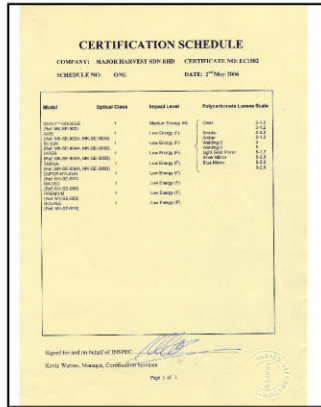




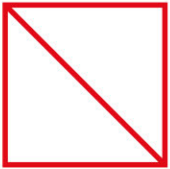
# **PRODUCT WARRANTY STANDARD**

## MR MARK Product Certificate

Mr.Mark product has obtained international quality certification for assurance of product quality.



**MR.MARK INTERNATIONAL**  
Malaysia . China . Taiwan



This symbol indicates prohibited action.



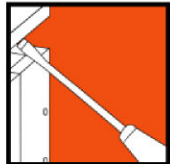
Do not use extensions to increase the applied torque ( especially on general wrenches).



Do not modify products (structure or part).



Stictly no impact or power.



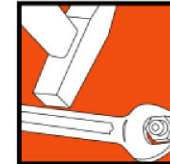
Do not use any tool as a lever, chisel or punch if not designed to (e.g. screwdrivers).



Do not use metric wrenches on imperial bolts and vice versa.



Do not drive tools incorrectly positioned.



Do not strike tools to increase transmitted power if not designed for this use (e.g wrenches and screwdrivers).



Do not use worn out or damaged tools.



Do not use striking tools on surfaces harder than the striking face (e.g. hammers).



Do not strike hand tools.



**WARNING-  
LOW TORQUE**  
Inappropriate use of these tools may result in damage and injury. Non-warranty item.



Do not step in or on drawers.



Do not pull to move



Do not open multiple drawers.



Keep children away.



## Mr.Mark Product Warranty Standard

Mr.Mark product quality are meet and exceed with ( ANSI ) U.S. standards , ( DIN ) Germany standards and ( SIRIM ) Malaysia standards.

All products with warranty card are applicable for warranty. The warranty card must show to Mr Mark dealer/ wholesaler as a proof. Repair or replacement will be done if the product is under the warranty period. The following are the warranty products and non-warranty product provisions of rule:



## 1. Warranty Product Categories

The product must be purchased from Mr Mark authorized dealer/ wholesaler only entitled for warranty. The effective warranty period, in normal use, as a result of the product itself is defective from manufacturing or material can be warranty.

Warranty period:



- a) Hand Tools : 10 years  
( Socket & ASSC/ Plier/ Hammer/ Wrench/ Clamps & Vices )



- b) Auto Repair Tools : 1 year ( Car Repair Tools )




- c) Pneumatic Tools : 6 months ( Pneumatic Tools )



- d) Tool Cart : 2 years ( Tools Carts )



## Product NOT ENTITLED for free service / replacement:

- a) Not Mr Marks branded product
- b) Tools has been used which has following condition:
  - i. Rusty
  - ii. Peeling
  - iii. Scratch
  - iv. Broken
  - v. Other condition which to be classified as been used condition.
- c) Free gift & premiums items
- d) Misused of the products
- e) Alteration and modification of any part or accessories
- f) Toolbox cabinet with the signs of abusive on the handles, tire, drawer, rails, key lock, lost of key and deformation of the cabinet body.
- g) All packaging materials such as boxes, shelves, molded case and paper cards which are broken and torn out.
- h) Logo in the catalogue  (this product consumables).



## 2. Non warranty product categories (consumable products)

- a) Machine Tools categories: Torque Wrench.
- b) Clamping categories: cable cutting pliers.
- c) Screwdriver categories: various screwdrivers, screwdriver head.
- d) Cutting categories: wallpaper cutter knives and blades, hacksaw frame, mini hacksaw, saw blade, and replace the wheel tube cutter film, PVC cutter, electric knife, air shear, general and British iron scissors, a tube expansion and bolt cutters, eg) Finishing categories: all kinds of semi-circular file, round file, chain saw file, small file and peace triangular file.
- f) Others : Grease guns and accessories, wire break out, filter wrench, universal valve to clamp, blow boxes, power sockets, soldering iron, solder wire, tweezers and the multimeter and the wire.



## Product warranty should follow the following principles:

- 1) The product must be used under normal usage or according to the product capacity usage.
- 2) Repair first, exchange if cannot be repaired.
- 3) To allow customer resume their work, will provide the replacement tools.
- 4) Product warranty service is available in all Mr Mark retail outlets.
- 5) Torque Wrench product kindly refer to term of warranty.
- 6) The principles will be continued update as per according to customer responds.

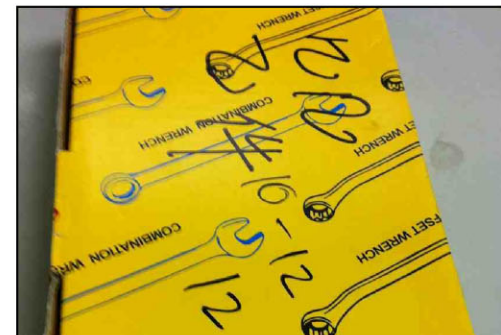
Mr. Mark Tools (M) Sdn Bhd reserves the right of any alteration on the warranty standard.



## Non-returnable goods/ item/ product regulations:

The following condition is not acceptable in returnable of the product that purchase after seven days (included non-moving item) :

- 1) Packaging material such as boxes, PVC blister and paper card is damaged or graffiti.



## Non-returnable goods/ item/ product regulations:

2) Rusting phenomenon.

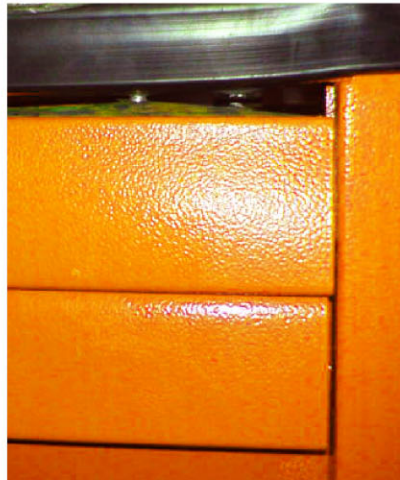


3) PVC Toolbox with rupture situation.

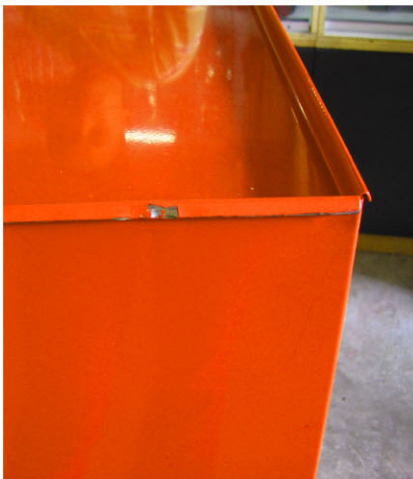




## Abuse and misused of tools carts & tools boxes



- 1) Paint peeling.
- 2) Significantly deformed by the impact marks.
- 3) Abuse and misused the toolbox handles, rubber tire, drawer and rail.





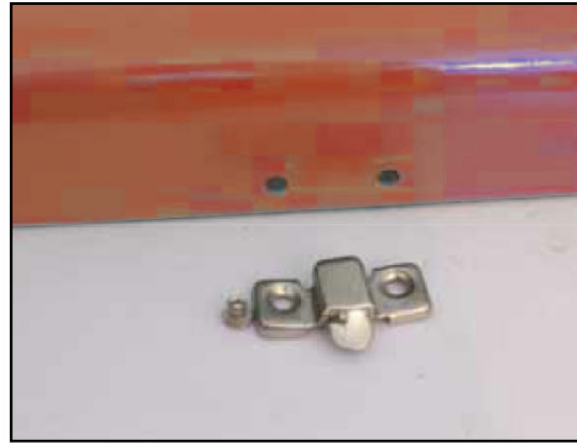
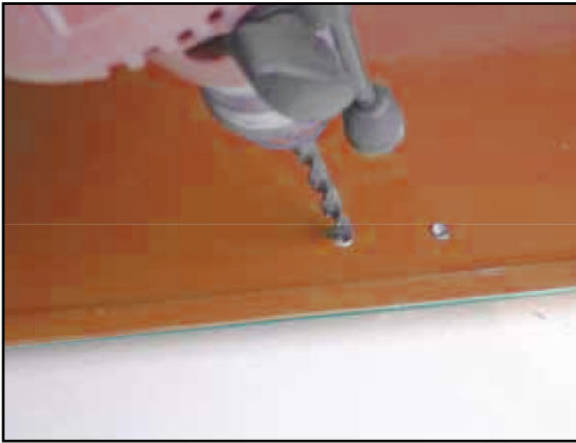
## Replacement locks of the Tool Cart



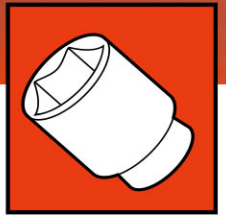
- 1) Remove the top drawer
- 2) Remove the retainer, take out the lock from front position
- 3) Put a new lock, re-plug the retainer



## Replacement box buckle of kit box



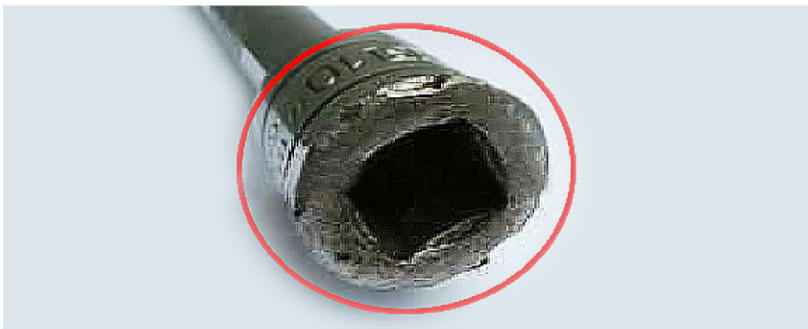
- 1) Remove the rivets by drilling the existing rivet
- 2) Remove the damaged box buckle
- 3) Put the new box buckle and reinforce with rivets



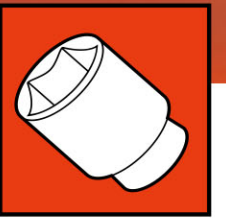
## Improper use of hand sockets/ impact sockets & acc and the phenomenon:



Socket that has been used with pneumatic tools result the damaged to it would be considered the warranty void.



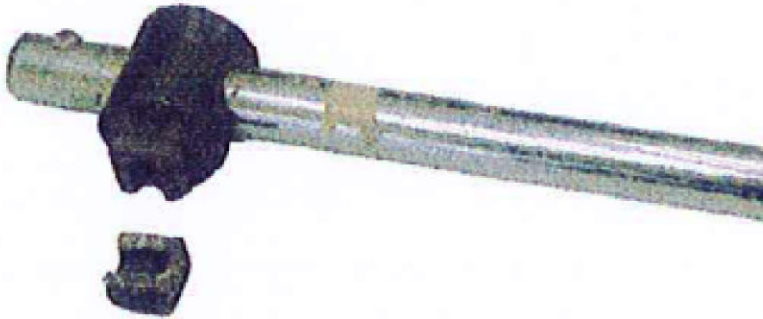
Abuse with the sign of knocking and beating would be considered the warranty void.



## Misused of ratchet handle and the phenomenon:

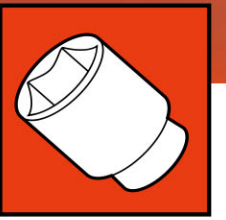


Misused the ratchets handle resulting bending and curving also broken to the part would be considered the warranty void.



Misused of ratchets handle or beyond the use of the ratchets handle itself caused the broken would be considered the warranty void.





## Misused of ratchet handle and the phenomenon:



Alteration and modification to the ratchet, consider void the warranty



Misused and abuse the ratchet wrench handle that cause dented or plating would be considered the warranty void.

## Terms of Service for Torque Wrench:

- 1) Warranty term and condition for Torque Wrench
  - a) Purchases entitle for free service/ replacement due to quality, material and part defective if return within 90 days from date of purchase. Proof of purchase MUST be attached and exist as supporting document.
  - b) If the variance is beyond the stimulated percentage (+/- 4%), the user entitle for free calibration/ replacement within 90 days from date of purchase. The proof of purchase MUST be attached.
  - c) Any damaged due to misused, abuse and modification, automatically the warranty not applicable.
  - d) Free service is only available at designated Mr Mark Service Centre.



## Terms of Service for Torque Wrench:

2) Caution/ note for when using the Torque Wrench

- a) All Torque wrench has been calibrated in the factory to ensure accuracy error of +/-4%.
- b) All Torque wrench should be regularly inspected to ensure its accuracy.
- c) Should be calibrated at least once a year or every 10,000 times of usage.
- d) Should be calibrated after used in abnormal circumstances.
- e) For the high usage operation that preceded 5 - 10 times after long-term usage and for the first time usage, lubrication need to apply for lubricant inside the component in order to preserved it.
- f) When force the torque wrench handle, STOP the force immediately after the sound of "CLICK" to ensure the efficiency and extend the usage of life span.



## Terms of Service for Torque Wrench:

### 3) Warranty of Torque Wrench

The following situation may under the warranty :

#### **1. User found that the accuracy error is more than +/- 4% within 90 days from the date of purchase**

If the user has the error detection accuracy report of more than +/- 4%, with confirmed report from a recognized laboratory (subjected to Mr.Mark product detection method for confirmation of this report is correct) Mr.Mark Service Centre will exchange/ replaced the product. The Service Centre staff must ensure user fill-up the warranty card and testing report for confirmation to be sent to Mr.Mark CRM Department.



## Terms of Service for Torque Wrench:

### 3) Warranty of Torque Wrench

The following situation may under the warranty :

If the user error is unable to accurately confirm the accuracy of the report more than  $\pm 4\%$  accuracy and the designated service center also unable to confirm the error, Mr.Mark Service Centre can send this product to Mr.Mark Product Department to determine whether to swap or replaced.

- If confirmed by Mr.Mark this product is more than 4% error precision, Mr.Mark will bear the testing and back and forth mailing costs.
- If confirmed by Mr.Mark this product is less or within  $\pm 4\%$  the error precision, user will bear the testing and back and forth mailing costs.



## Terms of Service for Torque Wrench:

### 3) Warranty of Torque Wrench

The following situation may under the warranty :

#### Calibration Services

a) The user or service centre can deliver the torque wrench to Mr.Mark Product Department for calibration on daily basis but at customer own expenses. Mr.Mark Product Department commitment is to return back the product to customer in 6 working days.



## Terms of Service for Torque Wrench:

### 3) Warranty of Torque Wrench

The following situation may under the warranty :

#### Calibration Services

b) Calibration charges as follows:

- Service fees each charge RM15.00.
- The key parts to be replaced, we charge accordingly based on our price list (spare part/ accessories) and additional labour fees RM15.00 for the replacement.
- Specific calibration services are subject to change. The detailed of service will be inform by the Mr.Mark Product Department. After the payment process and received, the service would be provided as agreed between both parties.
- Mr.Mark reserves the right to revise the rate at our company discretion.





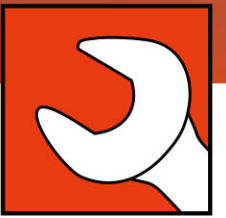
## Misused or abuse of Wrench and phenomenon



Wrench head bent seriously, beyond the use of the tool itself, is considered warranty void.



Wrench head plating layer has peel off, but does not affect the use of the product features, is considered warranty void.



## Misused or abuse of Wrench and phenomenon



Electrical Burn Marks



Intentionally Failed



Hammered Marks



Ground or Altered



Wrench head wear, is beyond the scope of capacity use, is considered warranty void.



## Drywall replacement for ratchet wrench



- 1) Remove the file with the retainer ring plier
- 2) Remove the ratchet gear and clean the head
- 3) Replace with new gear parts, re-install the ring



## Improper Use of Hammer and Phenomenon



Hard pry and caused top claw of hammer was fractured , consider the warranty void.



During usage of hammer, the handle hit the hard surface and resulting broken, consider the warranty void.





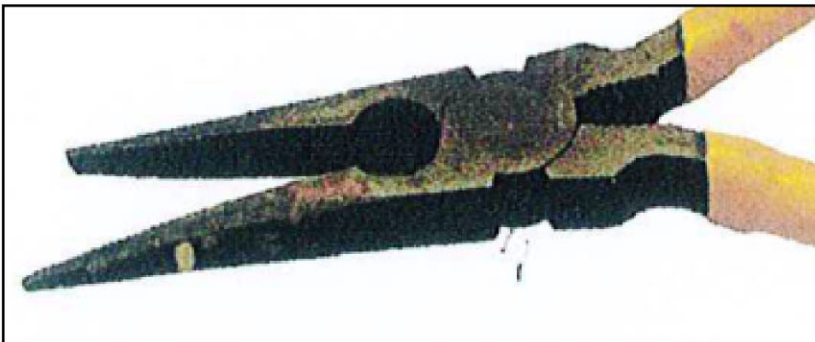
## Improper Use of Plier and Phenomenon



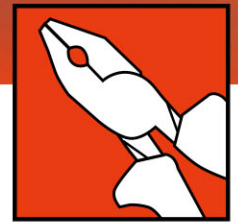
Tools are new, but lost of fixed bolts, consider the warranty void.



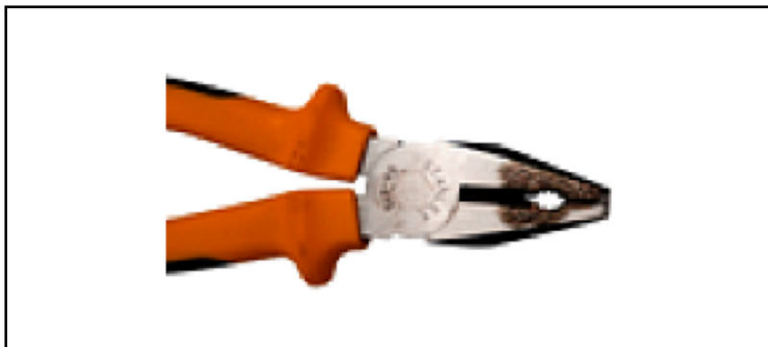
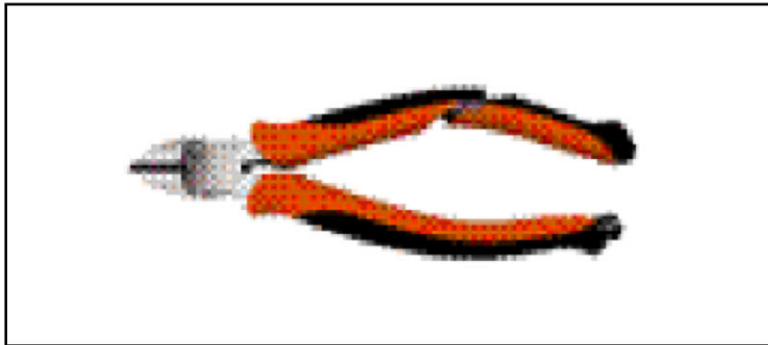
Tools rusty, but does not affect the function of normal use, consider the warranty void .



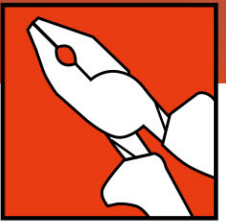
Plier bending or damage caused by hard pry, consider the warranty void .



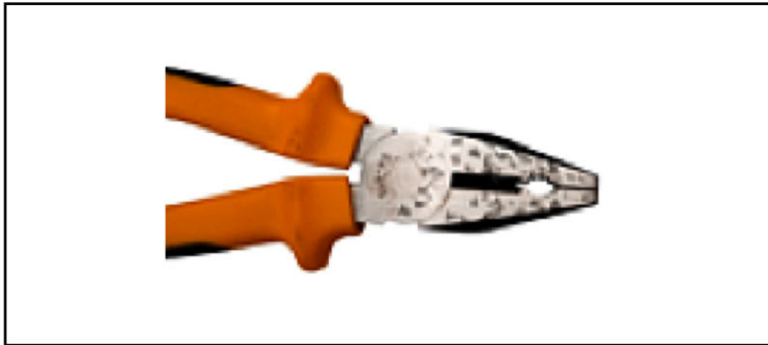
## Improper Use of Plier and Phenomenon



- Significant dents mark on head of the plier or tap mark on plier handle which this kind of situation indicate the use of the said plier as hammer function or pry by hammer or use as a pad foot. When proceed with tapping job, appropriate type of hammer shall be selected.
- Electric shock on non-insulated plier and cause a melting gap, this kind of situation indicate that the non-insulated products have beyond its usage of capacity. Select to use the insulation product when proceed with insulation task. Although insulation product is only a general insulation usage which unable to prevent the risk of electrical shock.



## Improper Use of Plier and Phenomenon



Wrench, plier, hammer, and other products caused by arc damaged, this situation indicate that the said products has been misused in harsh working environment or over usage of product capacity. Keep away from heat temperature or melting electrode conditions to safe use the tools or use a special protection tools for operating purpose.



## Normal Usage of Wear and Tear

Edge plate of wire plier contain oval gap when it's in closed condition, this situation indicated that the said wire plier was in normal usage of wear and tear.



## Replacement of Pipe Wrench



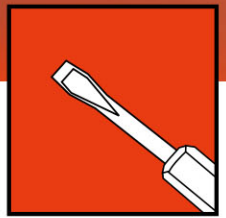
- 1) Use chisel and hammer to knock the fix pin of the jaw.
- 2) Unscrew the adjustable jaw and fixed jaw.
- 3) Replaced by a new jaw and re-screw with new rivets.



## Replacement of Crimping Pliers



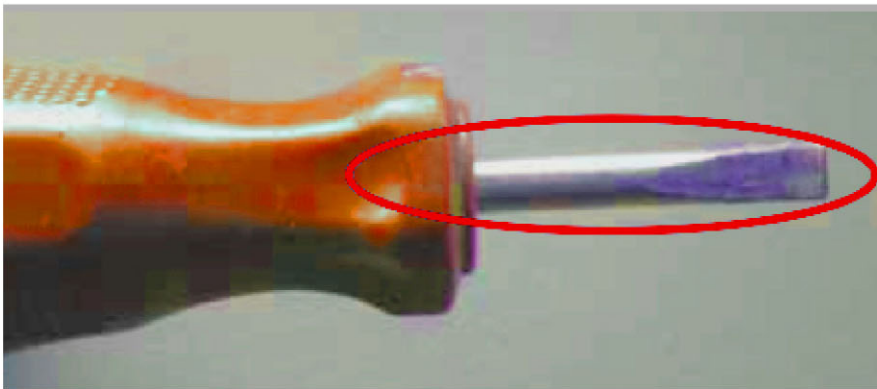
- 1) Remove the middle file with the retainer ring plier.
- 2) Remove the pin , use needle nose plier to remove the spring.
- 3) Use needle nose plier to install the new spring.



## Improper Use of Screwdriver and Phenomenon



Head contain broken gap, caused by hard things pry, would be considered as the warranty void.



Head indented into the plastic handle, caused by a hard object struck, would be considered as the warranty void.



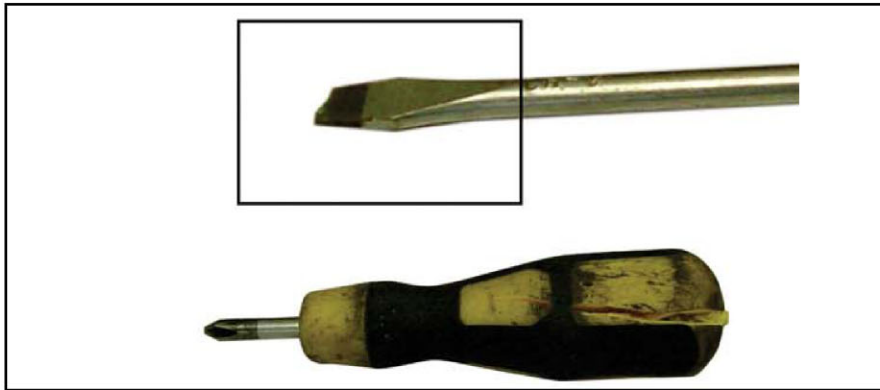
Pole has a serious bent beyond the scope of capacity use, would be considered as warranty void.



## Improper Use of Screwdriver and Phenomenon



Head of screwdriver seriously become smaller due to improper choice of size slot, would be considered as the Warranty void.





## Improper Use of Tools and Phenomenon



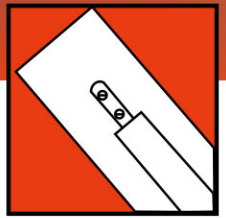
Rubber handle seriously damage caused by external pressure, consider as warranty is void.



Measurement Tape was serious rusty due to misused, consider as warranty is void.



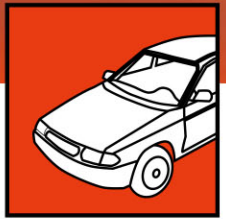
Allen key (17mm and above) twisted and broken, beyond the scope of capacity use , consider as warranty void.



## Replacement of the Bow Hacksaw



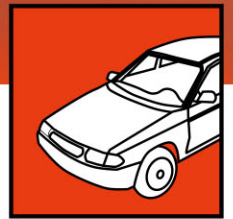
- 1) Use chisel to remove the fixed pin.
- 2) Remove the fracture fixed block, unscrew the bolt.
- 3) Replace with new fixed block, lock the fixed pin.



## Replacement of Dual-Use Filter Wrench



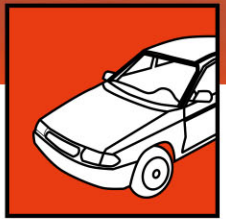
- 1) Use screwdriver to remove the three fixed bolts.
- 2) Replace the new gear in middle, add a little lubricant oil.
- 3) Replace the new cover and tighten the three fixed bolts.



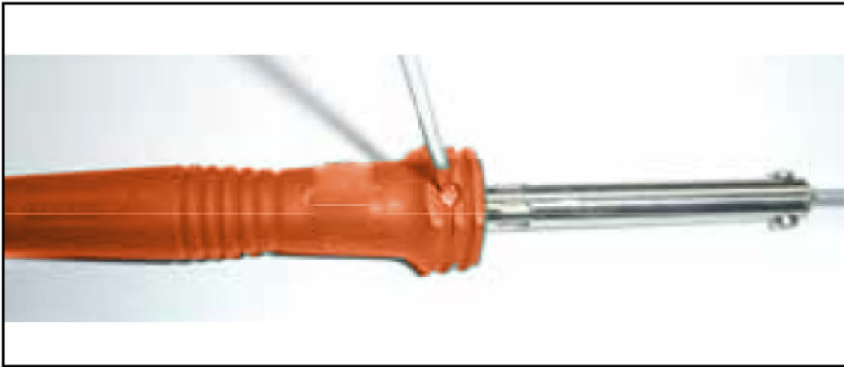
## Replacement of Jaw Gear Puller



- 1) Remove the nut with a wrench.
- 2) Replace the new mandrel in the middle, add appropriate lubricant oil on top of threaded rod.
- 3) Re-tighten the nut.



## Replacement of External Electric Iron Heater



1) Use the phillips screwdriver to remove the handle fixed bolt.



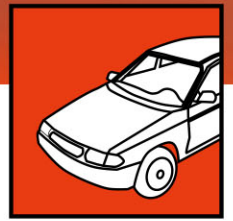
2) Use the phillips screwdriver to remove tip's fixed bolts (two pcs).



3) Remove the damaged tip and heater.



4) Replace a new heater, re-install iron and the handle, re-tighten the bolt.



## Replacement of Electronic Gun Heater



- 1) Unscrew the tip on the torch.
- 2) Use heat iron to remove the heater core from circuit board.
- 3) Re-welding on the new heater core, screw on the tip.

## Pneumatic tools warranty regulations :

The scope of warranty :

- 1) Users from the date of purchase 3 or 6 months in normal use, if used functions damaged, can be in the Mr.Mark designated of free repair until replacement. Terms of repair or replacement in the remaining time here to continue the warranty.

The scope of non-warranty:

Misused of product that causes damage

- 1) The non-Mr.Mark designated repair or disassemble, or using non-authorized parts accessories Mr.Mark resulting damage to the product.
- 2) Rusty, surface bruises, broken, etc.



## Pneumatic tools warranty regulations :

- 1) Free repair within the warranty period.
- 2) Over the warranty period: each charge of maintenance labor costs is RM30, other replacement parts charges should refer to (Mr.Mark tool accessories price list) .

