



TO INFORM YOU

PRODUCT
SUPPORT
BULLETIN # 460

TO: AUTHORIZED *Portable Electric Tool* SERVICE STATIONS
factory SERVICE / SALES SUPPORT BRANCH CENTERS

DATE: December 2006

TOOL(S) \ PRODUCT(S) AFFECTED: 48-11-1830 18.0V - V™ Li-Ion Battery Pack
48-11-2830 28.0V - V™ Li-Ion Battery Pack

SUBJECT: What happens after free-replacement period... **Pro Rata Warranty Extension**

MILWAUKEE V™ Li-Ion Battery Pack Years 3, 4 & 5 - 1001 to 2000 Charge Pro Rata Warranty Extension

If a MILWAUKEE V™ Li-Ion Battery Pack fails after it's free-replacement period - beyond the first 1000 charges or after the 2-year period - but within the length of the Warranty Extension period, the battery is prorated monthly from the date of purchase. To obtain the extended warranty adjustment we ask that the customer use our **Li-Ion Battery Pack Limited Warranty Pro Rata RETURN FORM and MERCHANDISE RETURN LABEL** returning the battery pack to Milwaukee - Brookfield, WI. Please see attached FAQ document and forms.

AUTHORIZED *Portable Electric Tool* SERVICE STATIONS can make a warranty replacement of a V™ Li-Ion Battery Pack during the free-replacement period - first 1000 charges or 2 Years - the 1000 charges or 2 years are based on the date of first charge ('born-on-date') and/or number of charges found on the battery pack via Milwaukee's Service Reader 61-10-2800; submitting the normal electronic e-warranty claim.

For a V™ Li-Ion Battery Pack beyond the first 1000 charges or after the 2-year period - but within the length of the Warranty Extension period the customer should be offered the **Li-Ion Battery Pack Limited Warranty Pro Rata RETURN FORM and MERCHANDISE RETURN LABEL**; an authorized service station can elect to help their customer fill out the RETURN FORM and ship the battery pack to either the nearest Milwaukee factory Service/Sales Support Branch location or to Milwaukee - Brookfield, WI for a similar NOMINAL fee as would be charged when using the PREPAID MERCHANDISE RETURN LABEL.

CALIFORNIA	<i>(Los Angeles)</i>	1130 N Magnolia Street - Anaheim, CA 92801
	<i>(San Francisco)</i>	41601 Albrae Street - Fremont, CA 94538
COLORADO	<i>(Denver)</i>	2500 West 8 th Avenue, Unit E - Denver, CO 80204
FLORIDA	<i>(Miami)</i>	3311 N.W. 82 nd Avenue - Miami, FL 33122
GEORGIA	<i>(Atlanta)</i>	6155 Jimmy Carter Boulevard, Suite F-2 - Norcross, GA 30071
ILLINOIS	<i>(Chicago)</i>	6310 Gross Point Road - Niles, IL 60714
MINNESOTA	<i>(Minneapolis)</i>	5301 Edina Industrial Boulevard - Edina, MN 55439
MISSOURI	<i>(St Louis)</i>	924 South Highway Drive - Fenton, MO 63026
NEW YORK	<i>(New York City)</i>	131 - 27 31 st Avenue - College Point, NY 11356
OHIO	<i>(Cleveland)</i>	7595 Granger Road - Cleveland, OH 44125
PENNSYLVANIA	<i>(Philadelphia)</i>	800 Parkway Boulevard - Broomall, PA 19008
TEXAS	<i>(Dallas)</i>	400 W Mockingbird Lane - Dallas, TX 75247
	<i>(Houston)</i>	3566 West T.C. Jester - Houston, TX 77018
	<i>(San Antonio)</i>	14329 San Perdo Avenue, Suite D - San Antonio, TX 78232
WISCONSIN	<i>(Milwaukee)</i>	13145 West Lisbon Road - Brookfield, WI 53005

Questions? A Milwaukee Regional Field Service Manager can be reached by calling 1.800.729.3878 or e-mailing them at METServiceManagers@milwaukeetool.com .

Li-Ion Battery Pack Limited Warranty Pro Rata RETURN FORM and MERCHANDISE RETURN LABEL are downloadable at www.milwaukeetool.com , they are found in **Parts & Service** under the Service Corner - MILWAUKEE V™ Li-Ion Battery Pack - 5 Year - 2000 CHARGE Pro Rata Warranty Extension icon or can be obtained by calling Milwaukee Global Customer Service at 1.800.729.3878.

This bulletin is for informational purposes. PLEASE NOTE ON SERVICE PARTS LIST: 54-04-7010, 54-04-7030



Milwaukee V™ Li-Ion Battery Pack is warranted for 2000 charges or five (5) years from the date of purchase / first charge.

Every MILWAUKEE Li-Ion Battery Pack is covered by our 1000 Charges or 2 Year free replacement warranty and a Loyal Customer Warranty Extension pro rata 2000 Charges or 5 Year Battery Pack Warranty – an extension of the free replacement warranty giving a loyal customer an additional 1000 charges of pro rata warranty on Li-Ion Battery Pack that is prorated against the amount of use – **customer pays for only the useable service received over the first 1000 Charges**. First 1000 Charges or 2 years is a full no-charge replacement. The 1000 charges or 2 years are based on the date of first charge ('born-on-date') and/or number of charges found on the battery pack via Milwaukee's Service Reader.

What happens if my battery fails?

FAQ's

- I think my battery is defective. What should I do?** Call **1.800 SAWDUST 1.800.729.3878** to find a Milwaukee **factory** Service / Sales Support Branch or authorized service station near you. Customer is directed to send their battery to the nearest Milwaukee **factory** Service / Sales Support Branch or authorized service station.
- Do I need my original purchase receipt for the MILWAUKEE warranty to apply?** A copy of the purchase receipt is required for warranty service. However, without the purchase receipt, we are still able to determine the age of your battery by the date code, which is imprinted into the lower housing of the battery – Ni-Cd and from the Milwaukee Service Reader details on 'charges' and 'born on date' for Li-Ion Battery Pack. If you encounter an authorized service station that is not familiar with using the date code, call Customer Service at **1.800 SAWDUST 1.800.729.3878**.
- If I don't have a receipt for my battery, how can you tell how old my battery is?** Yes, **V™ Technology of Li-Ion offers actual first date of charge and counts the number of charges for a V™ Battery Pack – a Milwaukee Service Reader is used to accurately determine and validate.**
- Do I have to return the battery to the original place of purchase, authorized Distributor, authorized service station, etcetera for the MILWAUKEE warranty to apply?** No. one of the benefits of buying a MILWAUKEE Cordless Power Tool is the convenience of more than 700 warranty locations - authorized service stations & factory Service / Sales Support Branch facilities, from which to obtain warranty satisfaction through. Call **1.800 SAWDUST 1.800.729.3878** anytime for a service location near you.
- What does the MILWAUKEE warranty cover?** The MILWAUKEE warranty covers failure of MILWAUKEE battery due to a defect in material or workmanship, such as a bad cell or an internal short. If battery failure occurs during the free-replacement period, a MILWAUKEE authorized service station or factory Service / Sales Support Branch will provide you with a new battery at no cost. You may locate a MILWAUKEE authorized service station by searching our online **authorized service station locator** at www.milwaukeetool.com PARTS & SERVICE – Service Center Search page (<http://www.milwaukeetool.com/us/en/customers.nsf/frmServiceCenterSearch?OpenForm&nav1=p>) or by calling our toll free at **1.800 SAWDUST 1.800.729.3878** for the service 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 battery caused by abuse or neglect (i.e., holes or cracks), a failure to keep the battery properly charged or maintained, fire, freezing, theft, overcharging (e.g., melted posts) or damaged by water or other liquid entering it's case.

For a more detailed explanation of why these and other situations are normally not covered by the MILWAUKEE warranty, see [The Warranty - Its Limitations](#).

- Why should I have to pay anything if my battery fails early?** The MILWAUKEE Battery warranty is our standard battery warranty offered in the U.S.A. and Canada; it features a free-replacement period and is prorated for a fixed period of time and that lasts for a longer time period. If your battery fails after the free-replacement period but before the end of the extended warranty, **you only have to pay for the months of use on the original battery when you replace it**. The MILWAUKEE warranty is not a guarantee that the battery will last for the length of the warranty, since battery life is affected by various conditions, such as tool usage and battery maintenance. However, the MILWAUKEE **loyal customer warranty extension** is there for you in the unlikely event that a problem arises; just-in-case-the-battery-pack-doesn't-go-the-distance.

What happens if my battery fails after the free-replacement period?



What happens if my battery fails after the free-replacement period? If your MILWAUKEE battery fails after the free-replacement period – beyond the first 1000 charges or after the 2-year period - but within the length of the Loyal Customer Warranty Extension period, the battery is prorated monthly from the date of purchase. Therefore, in replacement of your battery, you pay only for the months that you used the battery. To obtain the extended warranty adjustment we ask that you use our **Li-Ion Battery Pack Limited Warranty Pro Rata RETURN FORM and MERCHANDISE RETURN LABEL** found immediately following this FAQ section.

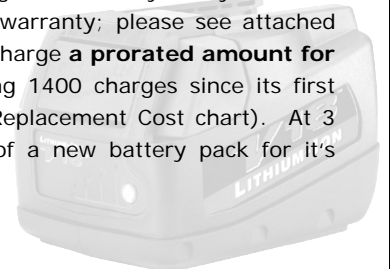
Additionally, any MILWAUKEE factory Service /Sales Support Branch facility whose location is listed on our online [SERVICE CENTER SEARCH](#) or our Global Customer Service staff at **1.800 SAWDUST 1.800.729.3878** will be able to assist you with a prorated warranty replacement(s).

MILWAUKEE V™ Li-Ion Battery Pack 3 Year - 2000 CYCLE Pro Rata Warranty Extension Replacement Cost												
CHARGER use only	1000	1200	1400	1600	1800	2000	2200	2400	2600	2800	3000	3200
Replacement Cost	3%	6%	9%	12%	15%	18%	21%	24%	27%	30%	33%	36%
CHARGER	1000	1200	1400	1600	1800	2000	2200	2400	2600	2800	3000	3200
months	12	10	8	6	4	2	0	0	0	0	0	0
Replacement Cost	28%	38%	42%	48%	52%	58%	62%	68%	72%	78%	82%	87%
CHARGER	1000	1200	1400	1600	1800	2000	2200	2400	2600	2800	3000	3200
months	12	10	8	6	4	2	0	0	0	0	0	0
Replacement Cost	88%	72%	52%	32%	12%	2%	0%	0%	0%	0%	0%	0%

Once the free-replacement period - 1000 cycles or 2 years - has ended, a Milwaukee V™ Li-Ion Battery Pack is prorated monthly from the time of date - date that charges ended - from the number of cycles obtained to date - whichever is greater - customer paying ONLY for the months / amount of use on the battery pack when they replace it with a new Milwaukee V™ Li-Ion Battery Pack.

How is the prorate figured? The monthly cost, based upon the current published list price of the battery, less our Preferred Customer discount, it is multiplied by the number of full months elapsed since the date of original purchase. The prorate is not figured according to the price that you paid for the original battery. Basically, you end up paying for the months of use on the original battery when you replace it with a new one.

- Why was my prorate cost higher than the original cost of my battery?** It could be that an error was made in the adjustment of your battery; it could be that the *authorized* Distributor who sold the original battery sold it at a deep discounted price. The MILWAUKEE warranty states that a prorated battery adjustment is "based upon the then current published cost per month of the battery multiplied by the number of full months elapsed since the date of original purchase." The prorate is not figured on discounted prices but on our published list price of the battery. If you bought your battery at a discount, you may have saved \$10, \$20 or more dollars when you bought the battery, but you do not get that same \$10 or \$20 discount when the battery is replaced under the extended warranty; please see attached Replacement Cost Chart. - After 1000 charges or 24 months since purchased and first charge a **prorated amount for just the service render is charged**, i.e. a 48-11-2830 battery pack that is showing 1400 charges since its first charge would cost the customer 42% the price of a new battery pack (see attached Replacement Cost chart). At 3 years since the date of purchase the customer would pay [24+12] 33% the price of a new battery pack for it's replacement.



MILWAUKEE V™ Li-Ion Battery Pack

Years 3, 4 & 5 – 1001 to 2000 CHARGE Pro Rata Warranty Extension

Replacement Cost

CHARGES over 1000	1028	1056	1084	1112	1140	1168	1196	1224	1252	1280	1308	1336
MONTHS over 24	1	2	3	4	5	6	7	8	9	10	11	12
Replacement Cost	3%	6%	8%	11%	14%	17%	19%	22%	25%	28%	31%	33%
CHARGES	1364	1392	1420	1448	1476	1504	1532	1560	1588	1616	1644	1672
MONTHS	13	14	15	16	17	18	19	20	21	22	23	24
Replacement Cost	36%	39%	42%	44%	47%	50%	53%	56%	58%	61%	64%	67%
CHARGES	1700	1728	1756	1784	1812	1840	1668	1896	1924	1952	1980	2008
MONTHS	25	26	27	28	29	30	31	32	33	34	35	36
Replacement Cost	69%	72%	75%	78%	81%	83%	86%	89%	92%	94%	97%	100%

Once the free-replacement period - 1000 charges or 2 years - has ended, a Milwaukee V™Li-Ion Battery Pack is prorated monthly from the 'born on date' - date first charged and/or from the number of charges obtained to date – whichever is greater; customer paying ONLY for the months / amount of use on the battery pack when replaced with a new Milwaukee V™Li-Ion Battery Pack.

Every MILWAUKEE V™-technology Li-Ion Battery Pack 18 volts or above is covered by an initial 1000 Charges/2 Years free replacement warranty. This means that for the earlier of the first 1000 charges or two (2) years from the date of purchase/first charge, a replacement battery will be provided to the customer for any defective battery free of charge. Thereafter, customers will also receive an additional warranty on a pro rata basis up to the earlier of the first 2000 charges or five (5) Years from the date of purchase/first charge. This means that every customer gets an additional 1000 charges or three (3) years of pro rata warranty on the V™-technology Li-Ion Battery Pack 18 volts or above depending upon the amount of use. During this additional warranty period, the customer pays for only the useable service received over and above the first 1000 Charges/2 years, based on the date of first charge and number of charges found on the battery pack via Milwaukee's V™-technology Service Reader.

Warranty Registration is not necessary to obtain the applicable warranty on a MILWAUKEE product. However, proof of purchase in the form of a sales receipt or other information deemed sufficient by MILWAUKEE is requested.

REPLACEMENT Battery Pack - a battery pack replaced during the free-replacement period will carry the balance of time remaining on the original Battery Pack; i.e. a battery pack replaced after 3 months of service would have 21 months remaining on the free-replacement period 1000 charges - 2 year.

MILWAUKEE ELECTRIC TOOL CORPORATION



V™-technology

Li-Ion Battery Pack Limited Warranty Pro Rata RETURN FORM

Every MILWAUKEE V™-technology Li-Ion Battery Pack 18 volts or above is covered by an initial 1000 Charges/2 Years free replacement warranty. This means that for the earlier of the first 1000 charges or two (2) years from the date of purchase/first charge, a replacement battery will be provided to the customer for any defective battery free of charge. Thereafter, customers also receive an additional warranty on a pro rata basis up to the earlier of the first 2000 charges or five (5) Years from the date of purchase/first charge. This means that every customer gets an additional 1000 charges or three (3) years of pro rata warranty on the V™-technology Li-Ion Battery Pack 18 volts or above depending upon the amount of use. During this additional warranty period, the customer pays for only the useable service received over and above the first 1000 Charges/2 years, based on the date of first charge and number of charges found on the battery pack via Milwaukee's V™-technology Service Reader.

We will contact you with the pro rated cost before charging your credit card and shipping replacement battery pack(s).

Step 1

Print this form, then please fill in the appropriate information below.

Have any Questions? Please call us at 1.800.SAWDUST [1.800.729.3878]

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

Address: _____

City: _____ State: _____ Zip Code: _____

Phone: _____ - Daytime

e-mail address: _____

Step 2

Quantity	Battery Pack No.	Description

Step 3

Method of Payment: Credit Card

Credit Card Information

Visa® MasterCard® Discover®
 American Express®

Card Number: _____

Exp Date (mm/yy): _____

Signature: _____

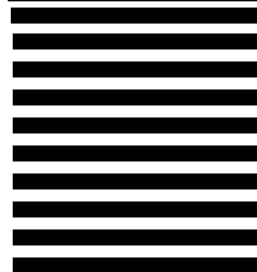
PREPAID MERCHANDISE RETURN LABEL - Affix label on your package. Drop off package at nearest post office. To avoid confusion remove or black-out any old shipping labels, including any shipping bar codes. **Please note that a \$5.85 fee is charged for use of this label.** Packages are at risk of 'being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

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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