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## KLENK TOOLS WARRANTY GUIDE

This sheet was prepared as a guide to what is not accepted for repair, replacement, or credit by Klenk Tools or our distributors. Klenk Warranty states that “if a tool should break as a result of a manufacturing defect, it will be repaired or replaced.” Klenk Tools will not repair or replace tools that are damaged from misuse or abuse, wear and tear from use, or tools that are out of adjustment from use. Klenk includes photos and descriptions in this guide of abused, worn out, and damaged tools that were improperly used or stored to provide examples of what is IS NOT accepted for repair, replacement, or credit.

Klenk’s aviation snips are tested regularly in our Quality Assurance department using rigorous procedures. When used properly, the tools will not break. Wear and tear on a tool is normal. This wear and tear does not make the tool “defective.”

However, abusing a tool, or improperly using or storing a tool, can shorten the tool’s life. If you have further questions in regard to damaged and abused tools, please contact your Klenk representative.



## Maximizing Tool Use

1. DO use the proper tool and correct blade pattern for the job.
2. DO keep blades and tools clean by periodically wiping with a light coat of oil.
3. DO store tools in a dry location to avoid moisture build-up, which can cause rust or corrosion.
4. DO NOT exceed the cutting capacity of the snip. The listed capacity is for a single layer of material. For example, a 28-gauge S-cleat can have up to five layers of material, making it equivalent to cutting 14-gauge.
5. DO only use hand pressure for cutting. DO NOT use cheater bars, body weight, or foot pressure to get extra leverage on the cutting blades.
6. DO NOT use metal snips to cut wire, nails, or any other material except sheet metal.

## Warranty

Each Klenk product carries a limited warranty. If any tool should break as a result of a manufacturing defect, contact us for repair or replacement. This warranty does not cover damage due to misuse or abuse, tools out of adjustment from use, wear from extensive use, improper use and storage, or any other defect or malfunction of the tool that is other than a manufacturer’s defect.

Our experience shows that a tool that fails prematurely due to a manufacturing defect in materials or workmanship, will most likely do so very early in the tool’s life cycle, often the first or second time it is used. When returned for inspection, these tools are in like-new condition and show very little signs of use. It is uncommon for a tool that was manufactured with a defect, to survive under normal use for any extended period of time. Tools that are returned for warranty inspection after months or years of continuous reliable service are rarely found to be defective. The most common demand for service is the result of normal wear and tear issues, which are not considered to be a defect in materials or workmanship.

Refer to the complete Warranty statement in our Terms.

*(continued on reverse side)*

**EXAMPLES OF TOOLS NOT COVERED UNDER WARRANTY**



**AVIATION SNIPS, WORN OR NICKED BLADES** – Worn beyond its useful life, as seen by the dull edge with little or no serration remaining. A nick on the lower blade, caused by attempting to cut wire, can also be seen.



**AVIATION SNIPS, WORN OUT** – These snips were returned for a broken spring, but our examination of the cutting blades showed that the snips were well beyond their useful life.



**AVIATION SNIPS, MISSING HARDWARE** – Nuts and bolts should be checked and adjusted periodically, as they may loosen over time. The snips shown have actually worn out beyond their useful life due to the extreme wear on the blades.



**AVIATION SNIPS, RUSTED** – This tool was returned for poor cutting performance. However, its blades and handles are actually too rusty to cut properly.



**CRIMPERS, WORN OUT** – These crimpers are an example of a well-worn tool.



**OFFSET AVIATION SNIPS, BROKEN BLADE** – The offset snips shown are minus one blade, which snapped off when the user attempted to cut through a heavy metal seam.



**TAPE MEASURE, DAMAGED OR TORN TAPE** – Damage to tape occurs if accidentally cut with hand or power tools, stepped on, or retracted at high speed.



**DUCT SLICER, BROKEN TIP** – Evidence of improper use, most likely as a pry bar. Duct slicers are designed to perforate and slice metal ductwork. The beveled cutting edge at the tip allows it to safely and quickly cut through metal duct.



**DUCT KNIVES** – This knife had the tip of its blade broken off when it was used to pry something open.