

January 1st, 2025

3M™ Clean Sanding System – Dust Extractors

In-Warranty Process Guide

(this is valid for Collision Repair Tools only: PN 33759, 33785, 33761, 33762, 33758, 33786, 33756, 33787, 33788, 33789.

Not valid for 3M™ Xtract range)

1. 3M offer a two-year warranty on the 3M™ Clean Sanding System – Dust Extractors from the date of sale.
2. If an end user has a problem with the tool within this warranty period, they should contact their Distributor in the first instance.
3. The Distributor will check that the tool is within the warranty period and that there are no obvious signs of misuse.
4. If the Distributor determines that it is indeed a valid warranty claim, the Distributor will present a Repair Form for In-warranty Tools (attached) to the customer for completion, together with the Distributor privacy notice, and email the completed form to 3M CIR (including “warranty” in the email subject) to request collection of the tool and delivery to the local Authorized Service Provider. The Distributor is requested to copy the local authorized service provider on the email. A list of 3M CIR email addresses and authorized service providers by country is shown below. A list of Authorized Service Providers can also be found on the webpage. https://engage.3m.com/rop_warranty_emea
5. On receipt of the email from the Distributor, a case reference number is auto-generated and the Distributor and local Authorized Service Provider will receive an automated email response from 3M CIR containing the case reference number. The case reference number will stay the same throughout the process. 3M CIR will then arrange collection of the tool from the Distributor, or directly from the customer if agreed so with customer, and delivery to the Authorized Service Provider. The Distributor will add the case reference number to the Repair Form and include a copy of the Repair Form and a copy of the customer invoice without resale price information showing the tool serial number and date of purchase with the tool for return to the Authorized Service Provider.
6. The Authorized Service Provider will repair the tool (or recommend replacement if it cannot be repaired) and deliver the repaired tool back to the Distributor. The Authorized Service Provider will also ensure that the Distributor and 3M CIR are emailed when the tool is dispatched.
7. If the Authorized Service Provider determines that the tool cannot be repaired, then the Distributor should email 3M CIR with email confirmation from the Authorized Service Provider that it cannot be repaired so that the Distributor can claim a credit for the tool from 3M.
8. If the tool is outside the 2-year warranty period or requires work that is not covered under warranty (such as repair because of misuse), then the Distributor has the option of paying for such work by contacting the Authorized Service provider directly.

NOTE: For those tools that are still within the 2-year warranty period, then 3M will arrange collection and shipping of the tool from the Distributor to the Authorized Service Provider as described above. However, for those tools that are outside the 2-year warranty period, collection and shipping costs will need to be arranged and agreed directly between the Distributor and the Authorized Service Provider.

9. 3M will process personal data in relation to the warranty repairs in accordance with the 3M Global Privacy Statement (https://www.3m.com/3M/en_US/company-us/privacy-policy/). No personal data (as such or a similar term is defined under applicable data privacy laws) other than business contact information required for the warranty repair (e.g., name, title, business contact information, etc.) (collectively “BCI”) will be exchanged or processed. Distributor and Authorized Service Provider will: (i) implement appropriate technical and organizational measures to protect the BCI in accordance with applicable data privacy laws; (ii) use the BCI only for purposes of the warranty repair; (iii) provide reasonable assistance to 3M in complying with applicable data protection laws; (iv) provide information to 3M on request that demonstrates their compliance with applicable data protection laws and this paragraph; (v) promptly notify 3M of all requests by data subjects or regulatory authorities made under applicable laws; and (vi) promptly notify 3M if they become aware of or reasonably suspect any unauthorized or unlawful access, acquisition, use, or disclosure of the BCI. Without limiting the foregoing, 3M, Distributor and Authorized Service Provider will comply with applicable data privacy laws with respect to the processing of the BCI. If 3M, Distributor or Authorized Service Provider become aware that any additional personal data must be processed in connection with this warranty repair, or may be shared with other entities not explicitly contemplated in this process guide, the Parties will first negotiate in good faith appropriate requirements to address the processing of such data in compliance with applicable data privacy laws.

3M CIR & Service Centre Contact Details

Country	3M CIR email	Approved Service Centre	Address	Phone	email
UK	3missueresolution@mmm.com	POWER TOOL SALES LTD	504-506 Portswood Road, Portswood Southampton, Hampshire, SO17 3SP - UK	+44 (0)2380 315316	rose@powertoolsalesuk.com
Ireland	3missueresolution@mmm.com	JWC POWER TOOLS – Repairs	Unit 8 Hills Centre, Johnstown Road, Dun Laoghaire, Dublin, A96 YN24 - Ireland	+353 (0)1 2369877	jwcpowertool@gmail.com