

3M™ Clean Sanding System - 3M™ Perfect-It™ Random Orbital Polisher

In-Warranty Service Process Guide

1. 3M offers a two-year warranty on the **3M™ Clean Sanding System** and the **3M™ Perfect-It™ Random Orbital Polisher** from the date of sale.
2. If an end user experiences a problem with the tool within this warranty period, they should first contact their **Distributor**.
3. The Distributor will check whether the tool is still within the warranty period and confirm that there are no obvious signs of misuse.
4. If the Distributor determines that the claim is valid under warranty, they will complete a **Repair Request Form for In-Warranty Tools** and email it to 3M.aadTools.EMEA@mmm.com to request collection of the tool and delivery to the European Authorized Service Provider in Germany, which handles service for all of Europe.
5. Upon receipt of the Distributor's email, a case reference number is automatically generated, and the Distributor will receive an automated email response from 3M containing that reference number. The case reference number will remain the same throughout the process. The Authorized Service Provider will then arrange collection of the tool from the Distributor or from the end user; please specify the address where the tool should be collected. You may simply be asked to print a shipping label that will be sent to you by email.
6. The Authorized Service Provider will repair the tool and return the repaired tool to the Distributor. The Authorized Service Provider will also ensure that both the Distributor and 3M are notified by email when the tool is dispatched.
7. If the tool cannot be repaired, 3M will issue a credit to the Distributor, provided it is confirmed that the type of damage is covered under warranty.
8. If the tool is outside the two-year warranty period or requires work not covered under warranty, such as repairs resulting from misuse, the Distributor or end-user may choose to pay for the repair work by contacting the Authorized Service Provider directly.

Note: For tools that are still within the two-year warranty period, the Authorized Service Provider will arrange collection and shipment of the tool from the Distributor to the Authorized Service Provider, as described above. However, for tools that are outside the two-year warranty period, collection and shipping costs must be arranged and agreed directly between the Distributor and the Authorized Service Provider.

This Guide, together with the Repair Form for In-Warranty Tools, is available on the 3M website.

https://www.3m.co.uk/3M/en_GB/collision-repair-uk/support-from-3M-collision-repair/warranty/

3M & Service Centre Contact Details

3M email	Approved Service Centre	Address	Phone	email
3M.aadTools.EMEA@mmm.com	Wibeco Becker Import GmbH	Spielburgweg 17 41844 Wegberg (Germany)	+49 (0) 2434 92559-0	service@wibeco.de

Products / Part Numbers in scope for this process:

3M™ Electric Random Orbital Sander (CSS), 150 mm, 5 mm Orbit, 230 V, Plug Type F, Vacuum-Ready, **33780**
 3M™ Electric Random Orbital Sander (CSS), 150 mm, 5 mm Orbit, 230 V, Plug Type G, Vacuum-Ready, **33794**
 3M™ Electric Random Orbital Sander (CSS), 150 mm, 5 mm Orbit, 230 V, Plug Type J, Vacuum-Ready, **33795**
 3M™ Electric Random Orbital Sander (CSS), 150 mm, 2.5 mm Orbit, 230 V, Plug Type E/F, Vacuum-Ready, **33801**
 3M™ Electric Random Orbital Sander (CSS), 150 mm, 2.5 mm Orbit, 230 V, Plug Type G, Vacuum-Ready, **33802**
 3M™ Electric Random Orbital Sander (CSS), 150 mm, 2.5 mm Orbit, 230 V, Plug Type J, Vacuum-Ready, **33803**
 3M™ Electric Random Orbital Sander (CSS), 75 mm, 2.5 mm Orbit, 230 V, Plug Type E/F, Vacuum-Ready, **33807**
 3M™ Electric Random Orbital Sander (CSS), 75 mm, 2.5 mm Orbit, 230 V, Plug Type G, Vacuum-Ready, **33808**
 3M™ Electric Random Orbital Sander (CSS), 75 mm, 2.5 mm Orbit, 230 V, Plug Type J, Vacuum-Ready, **33809**
 3M™ Pneumatic Precision Random Orbital Sander, 150 mm, 2.5 mm Orbit, **33632**
 3M™ Pneumatic Precision Random Orbital Sander, 150 mm, 5 mm Orbit, **33633**
 3M™ Pneumatic Precision Random Orbital Sander, 150 mm, 8 mm Orbit, **33634**
 3M™ Pneumatic Precision Random Orbital Sander, 75 mm, 5 mm Orbit, **38505**
 3M™ Pneumatic Precision Random Orbital Sander, 75 mm, 2.5 mm Orbit, **33797**
 3M™ Pneumatic Precision Orbital Sheet Sander, 70 mm x 198 mm, Vacuum-Ready, **33796**
 3M™ Dust Extractor, 45L, 230 V, Plug Type F, M Class, **33785**
 3M™ Dust Extractor, 45 L, 230 V, Plug Type G, M Class, **33762**
 3M™ Dust Extractor, 45 L, 230 V, Plug Type F, L Class, **33759**
 3M™ Dust Extractor, 45 L, 230 V, Plug Type G, L Class, **33761**
 3M™ Dust Extractor, 30 L, 230 V, Plug Type F, M Class, **33786**
 3M™ Dust Extractor, 30 L, 230 V, Plug Type G, M Class, **33787**
 3M™ Dust Extractor, 30 L, 230 V, Plug Type J, M Class, **33789**
 3M™ Dust Extractor, 30 L, 230 V, Plug Type G, L Class, **33756**
 3M™ Dust Extractor, 30 L, 230 V, Plug Type F, Classe L, **33758**
 3M™ Dust Extractor, 30 L, 230 V, Plug Type J, L Class, **33788**
 3M™ Perfect-It™ Random Orbital Polisher, 15 mm, 230 V, 50 Hz, Plug F, **34102E**
 3M™ Perfect-It™ Random Orbital Polisher, 15 mm, 230 V, 50Hz, Plug G, **34104E**
 3M™ Perfect-It™ Random Orbital Polisher, 15 mm, 230 V, 50Hz, Plug C, **34144E**
 3M™ Perfect-It™ Random Orbital Polisher, 21 mm, 230 V, 50 Hz, Plug F, **34103E**
 3M™ Perfect-It™ Random Orbital Polisher, 21 mm, 230 V, 50Hz, Plug G, **34105E**
 3M™ Perfect-It™ Random Orbital Polisher, 21 mm, 230 V, 50Hz, Plug C, **34145E**