



Warranty Policy

Policy Statement

We are very confident in the quality of our products and decided to offer an outstanding warranty to our customers. After a thorough review, we have found out that there is a need amongst our end users for a longer warranty period; thus, the Philippine customers who purchased Makita tools will enjoy this improved after-sales support starting from August 2025.

To avail of this improved after-sales support, customers must provide a valid proof of purchase and a completed warranty card. For the most up-to-date warranty terms and conditions, please contact your local distributor, authorized service center, or the Makita service hotline at (02) 8727 6582. You may also visit our website at www.clkmakita.ph.

3.5 YEARS LIMITED WARRANTY	2 YEARS ONE TIME REPLACEMENT WARRANTY	2 YEARS LIMITED WARRANTY	1 YEAR ONE TIME REPLACEMENT WARRANTY	1 YEAR LIMITED WARRANTY
PROFESSIONAL TOOLS INDUSTRIAL TOOLS	BATTERIES/CHARGERS: XGT LXT CXT	MT SERIES TOOLS CXT TOOLS DC CLEANING TOOLS G-SERIES TOOLS DC OPE LIFESTYLE APPLIANCES OTHER DC TOOLS SUBMERSIBLE PUMPS AC/DC HEATGUNS	LIGHTS LASER MEASURING TOOLS BATTERIES/CHARGERS: G-SERIES LXT BASIC	PETROL OPE

Starting **August 2025**, Makita tools purchased in the Philippines will be eligible for an extended warranty period.

In order to avail of the warranty, valid **proof of purchase** and properly filled-up **warranty card** must be provided.



Warranty Guidelines

1. Introduction

This presentation serves as a reference guide for use by the CLK/Makita Authorized Service Center to assist in distinguishing between worn parts, misused parts, and defective parts for warranty payment purposes.

The following are guidelines and do not identify all failure types.

The decision to authorize warranty is that of the Authorized Service Center; however, in cases of dispute, the final decision rests with the CLK Service Manager.

1.1 Warranty Policy Interpretation

We will repair, without any charge, any defects due to manufacturing defects or workmanship: Makita provides a 3.5-year limited warranty for its professional and industrial tools. A 2-year one-time replacement warranty is specifically offered for XGT, LXT, and CXT batteries and chargers. Makita grants a 2-year limited warranty for MT Series tools, CXT tools, DC cleaning tools, G-Series tools, DC OPE, lifestyle appliances, other DC tools, submersible pumps, and AC/DC heatguns. Also, a separate 1-year one-time replacement warranty applies to lights, laser measuring tools, and G-Series and LXT basic batteries and chargers. Lastly, a 1-year limited warranty is provided for Petrol Outdoor Power Equipment (OPE).

1.2 Defect Due to Manufacturing Defect and Workmanship

Makita requires very high quality standards of its suppliers and manufacturing operations; products are tested prior to leaving the factory. However, there are rare occasions when a product defect occurs.

If your Makita tool becomes defective due to a manufacturing defect or workmanship within the warranty period from the date of purchase, CLK will provide service to replace all defective parts or, at our discretion, replace the unit free of charge.



Warranty Guidelines

Is the original proof of purchase valid and available?	YES	NO
Is the tool still within the warranty period?	YES	NO
Is the tool complete with all batteries, chargers etc.?	YES	NO
Has the damage been caused by a defect in material or workmanship?	YES	NO
Does the tool show evidence of excessive wear or abuse?	YES	NO
Does the tool show evidence of damage caused by external influences or foreign objects?	YES	NO
Has the tool been altered/modified before?	YES	NO
Has any previous repair been carried out by an non-authorized service center?	YES	NO
Does the tool show evidence of used non-approved accessories or consumables not specified by the instruction manual?	YES	NO

Table 1: Warranty Guidelines



Warranty Guidelines

2. Products with any of the following conditions are not covered by the Philippine Limited Power Tools Warranty:

- If the defective unit cannot be reasonably demonstrated to the Authorized Service Center, the cause of the product failure is due to a material or manufacturing defect.
- If the product date code and/or serial number cannot be verified.
- Sold products that are imported from a reseller location outside the Philippines.
- Damage caused by product misuse, including drops, accidents, or operations non-compliant with the operating instructions.
- Damage caused by the use of non-approved accessories or attachments or consumables not specified by the instruction manual.
- Any product where a modification to the original product has occurred.

2.2 Wear and Tear

Makita warranty does not cover components that are subject to *"Excessive Wear and Tear"*.

"Wear and Tear" refers to the number of hours that a product has been used and the environment it has been used in. The extent of Wear and Tear for any product will be determined by the Authorized Service Center.

The following parts are examples of those that may be subject to Wear and Tear, and are therefore not covered if the product has had excessive use in relation to the application and the environment for which it was designed:

- Armature commutators
- Bearings
- Switches
- Heating Element
- Beat pieces and rams
- Clutches
- Spring
- In general, any other parts that interact.



Warranty Guidelines

2.3 Tool Abuse

CLK Warranty does not cover components that are subject to "Tool Abuse".

- Severe impacts/drops
- Ingestion of foreign objects (i.e., nails, screws, metal chips, sand, dirt)
- Wrong use of tool for application (i.e., cordless drill as a mud mixer)
- Exposure to environment causing rust, corrosion, excessive moisture (i.e., leaving tool out in the rain)
- Low or faulty voltage delivered to tool (i.e., extension cord too long for wire gage, faulty extension cord, faulty generator voltage)
- Using incorrect accessories or batteries or non-genuine components.
- Lack of recommended service (especially hammers).
- Use of incorrect grease.
- Any private modification or unauthorized repair attempts to a tool.