

Tools...

REPLACING BROKEN TOOLS



Dear Half-Mast,

We recently purchased some of the new General Mechanics Tool Kits, which PS told us are under warranty. The cold chisel shattered the first time we used it. How do we get it replaced?

CWZ J.F.

Dear Chief,

The instructions for submitting a warranty claim are as close as your toolbox—they're listed under the lid. There are two methods of submitting a warranty claim, depending on which contract your tool kit was manufactured under.

If your tool kit falls under the newest contract, DAAE20-02-D-0009, you submit a warranty claim through the Army Electronics Product Service System (AEPS), using the Electronic Deficiency Reporting System (EDRS). Go to:

<http://aeps.ria.army.mil/aepspublic.cfm>
and click on SUBMIT QUALITY DEFICIENCY REPORT.

All other tool kit contracts require you to e-mail a claim through TACOM-Rock Island at:

TACOM-RI-SKO-HELP@ria.army.mil

Warranty claims should be submitted only by someone who can approve requirements, such as a shop chief, supply clerk, squad leader, or the commander.

ALL WARRANTY CLAIMS REQUIRE THE FOLLOWING INFO...



- tool set NSN
- contract number
- mailing address of where to send the tool
- date of incident
- short description of incident

TACOM-Rock Island then forwards the claim to the tool contractor, who has 5 days to get a replacement tool to a CONUS unit and 10 days to a OCONUS unit. Currently, there is no requirement to return the damaged tool.

The same procedure can be used to replace a lost tool except the request goes directly to the contractor and must include a method of payment, such as a personal credit card or IMPAC card. The contractor is listed on the lid of the toolbox.

Half-Mast