



Repairs At The Speed You Need

Cooper Tools Factory Service Centers



Fast Quote. Fast R

Fast Turn Around Times

We know how important it is for you to get your tool repaired and back on the line quickly. Our goal is to minimize the time your tool is out of service. With our standard lead times, measured from when the product is received at Cooper, you know up front how long it will take to repair your tool and return it ready for service.



The image shows a screenshot of a repair quote form titled "Repair Not To Exceed Pricing Quote". The form includes fields for Customer (ABC Manufacturing, 4234 Main Street, Southport, NY 47888, Mike Stone 555-1234), Date (5/1/18), Quote Valid For (30 Days), and Payment Terms (Per Agreement). A table below lists repair items:

Line No.	Model Number	Description	Repair Type	Repair Maximum Price Per Tool	Tool Quantity	Minimum Authorized Repair Cost (USD)
1	IMP-224-AP	IMPACT WRENCH	WTE	\$ 102.00	1	\$ 102.00
2	IMP-224-AP	MODEL NOT IN PRICE LIST	WTE	\$ 102.00	1	\$ 102.00
3	IMP-224-AP	IMPACT WRENCH	WTE	\$ 102.00	1	\$ 102.00

Fast Quote is generated immediately over the phone or via e-mail.

Pricing to Meet Your Needs

Typically, one price doesn't fit all, that's why Cooper Tools offers two pricing methods so you can pick the one that best fits your needs. Our "Fixed Price Repair" and "Not To Exceed" pricing has something for everyone. For some companies, it may be best if they generate a PO up front with a firm repair price and move on. In this case "Fixed Price Repair" may be the best choice.



Fast Repair is done by trained personnel with factory certified parts.



Fast Return so your tool is back on the line where you need it.

Streamlined Process – No Wasted Time

The process is simple. Contact Cooper Tools directly or your local CT distributor for a quote. Since the pricing is known, the quote is generated immediately, in many cases right over the phone or via e-mail. Then contact Cooper or your local CT distributor with a purchase order (PO), a Return Goods Authorization (RGA) number is provided, then the product is shipped to Cooper referencing the RGA number. Cooper receives the tool, fixes it and ships it back to you.

Our streamlined repair processes eliminates the wasted administration and extensive quote time. You know up front the cost and time frame for each repair. Fast, easy and painless. No surprises.

Others may want to pay only the exact amount of parts and labor it took to repair the product. For these, we offer "Not To Exceed" pricing. Each pricing method has pros and cons but both allow us to provide a timely quote and repair your product quickly.

"Fixed Price Repair" Benefits

- Known up front costs
- No surprises, includes all parts & labor
- All wear parts are replaced
- No administration costs or lost time
- Generate up front PO and move on

"Not To Exceed" Pricing Benefits

- Authorized repair up to a certain price
- If the repair exceeds the authorized price, a Service Representative will contact you
- You pay only for actual parts & labor needed
- Requires up front PO with Not To Exceed price
- Cooper will invoice actual amount

Repair. Fast Return.

Trained Service Technicians

Our repair technicians go through extensive training to keep up to date on the repair and service of all power tools from material removal to DC electric and pneumatic tools. Service center technicians are trained to repair Cooper and competitive brand tools. Cross training keeps the technicians up to date so they can fix almost any tool.

Factory Parts

Our Service Centers only use factory certified parts to ensure your tool performs as it was originally designed. When you use Cooper repair, you know your tool has been repaired and tested to meet Cooper Tools standards.



All Brands

Cooper Service Center technicians are skilled in the service and repair of our own lines of tools and those from other major manufacturers. No matter the brand, we can get your tools back on the line.

Shown below is a sampling of the tools we repair:

Material Removal Tools

Drills, grinders, sanders, polishers, saws, scalers, routers, chipping hammers, etc.

Assembly Tools

DC electric and pneumatic screwdrivers and nutrunners, impact wrenches, pulse tools, DC electric controllers, analyzers, etc.

Pneumatic Power Motors

Rotary vane, axial & radial piston

Pneumatic Hoists

And more...

More Than Service & Repair

Cooper Tools Service Centers offer more than just tool service and repair. Additional services include:

- Training (application & repair)
- Preventative maintenance
- Calibration/Certification
- Tool customization
- Installation & run off
- Tool management programs
- Leasing programs

Certification

Our testing equipment is calibrated and certified to the ISO/IEC 17025 standards and meets the American Association for Laboratory Accreditation (A2LA) requirements. This assures you that your tools are tested and certified properly.

A Service Center Near You

Cooper Tools' Service Centers are located around the world to ensure that you have a repair facility nearby. And we are continually adding more locations. Our strategy is to offer superior local service for all of your repair and service needs.



Sales & Service Centers

Note: All locations may not service all products. Please contact the nearest Sales & Service Center for the appropriate facility to handle your service requirements.

Dallas, TX
Cooper Tools
Sales & Service Center
1470 Post & Paddock
Grand Prairie, TX 75050
Tel: (972) 641-9563
Fax: (972) 641-9674

Houston, TX
Cooper Tools
Sales & Service Center
6550 West Sam Houston
Parkway North, Suite 200
Houston, TX 77041
Tel: (713) 849-2364
Fax: (713) 849-2047

Los Angeles, CA
Cooper Tools
Sales & Service Center
15503 Blackburn Ave
Norwalk, CA 90650
Tel: (562) 926-0810
Fax: (562) 802-1718

York, PA
Cooper Tools
Sales & Service Center
3990 East Market Street
York, PA 17402
Tel: (717) 755-2933
Fax: (717) 757-5063

Detroit, MI
Cooper Tools
Sales & Service Center
4121 North Atlantic Blvd.
Auburn Hills, MI 48326
Tel: (248) 391-3700
Fax: (248) 391-6295

Lexington, SC
Cooper Tools
Sales & Service Center
670 Industrial Drive
Lexington, SC 29072
Tel: (800) 845-5629
Tel: (803) 359-1200
Fax: (803) 358-7681

Seattle, WA
Cooper Tools
Sales & Service Center
2865 152nd Ave N.E.
Redmond, WA 98052
Tel: (425) 497-0476
Fax: (425) 497-0496

Canada
Cooper Tools
Sales & Service Center
5925 McLaughlin Road
Mississauga, Ont. L5R 1B8
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Tel: (905) 501-4785
Fax: (905) 501-4786

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