

Online registration of FLEX products

Many thanks for deciding to register your FLEX product online to receive your 3-year warranty! The details in these instructions will simplify this process for you.





FLEX Service App

The FLEX Service App is a clear benefit for all users of FLEX power tools. The registration extends the warranty of your FLEX professional tool. You are protected against unexpected repair costs for up to three years – even after the statutory warranty period has expired.

To be eligible, you have to register your tool within 30 days of purchase. The FLEX Service App gives you the following benefits:

- **Warranty period extended to three years**
- **Service certificate if a repair becomes necessary**
- **Tracking repair status in the event of a warranty claim**

You can access the app directly from <https://warranty.flex-tools.com> or www.flex-tools.com. For mobile use, you can find the FLEX Registration App as a free download in the Apple Store (iOS) or Google Play Store (Android) by searching for “FLEX Service”.

The screenshot shows the FLEX website's 'SERVICE' page. The main heading is 'Die 3-Jahres-Gara'. A navigation menu at the top includes 'PRODUKTE', 'KOMPETENZ', 'NEWS', 'SERVICE', 'UNTERNEHMEN', and 'HÄNDLERSPOT'. The 'SERVICE' menu is highlighted, and a sub-menu is visible with 'Allgemeine Garantieverkürzung' and '3-Jahres-Garantie'. Below the heading, there is a large image of the '3 Years Warranty' logo and a button labeled 'ZUR REGISTRATION'. To the right, there is a list of bullet points detailing the warranty conditions, such as 'wenn die Produktserie...'. The page also features a search bar and a 'Deutschland' dropdown menu in the top right corner.

Visit our website at www.flex-tools.com

You will find a link to the 3-year warranty under the main “Service” menu item.

“Go to registration” takes you to the registration portal.



FLEX
Das Original

Angemeldet bleiben Passwort vergessen

Nutzername Passwort Login

Startseite

Willkommen, bitte melden Sie sich an

Der Flex Service ist für Nutzer von Flex Elektrowerkzeugen ein klares Plus. Mit der Registrierung verlängern Sie die Garantie für Ihr Flex Profi-Gerät. So sind Sie bis zu drei Jahren vor unerwarteten Reparaturkosten geschützt - auch nach Ablauf der gesetzlich vorgeschriebenen Garantielaufzeit.

Voraussetzung ist, dass Sie Ihr Werkzeug innerhalb von 30 Tagen nach Kauf registrieren. Mit dem Flex Service sichern Sie sich folgende Vorteile:

- Verlängerte Garanzzeit auf drei Jahre
- Service-Zertifikat falls eine Reparatur notwendig wird
- Nachverfolgung des Reparaturstatus im Garantiefall

Profitieren Sie von einer verlängerten Garantielaufzeit mit dem Flex Service. Verfügbar in Deutschland und Österreich.

Registrieren

AGB
Garantieerklärung
Datenschutz

The warranty registration window opens and the registration process starts here.

Are you already a customer and do you have your user name and password to hand?
 If so, please complete the two white fields in the header section and then click on "**Login**".
 (Go to page 7 to continue)

OR

If you are a new customer and haven't yet registered, you will first need to create an account. To do this, click on the red "**Register**" button at the bottom.
 (Go to page 4 to continue)



The screenshot shows the FLEX registration interface. At the top, there are input fields for 'Nutzername' and 'Passwort', and a 'Login' button. Below this, the 'REGISTRIEREN' section is titled 'Kontoart'. It asks the user to select their account type: 'Bitte geben Sie an, ob Sie sich für gewerbliche oder private Zwecke registrieren möchten.' Two buttons are visible: 'Privat' and 'Gewerblich'. Below the buttons, there is text asking if the user wants to be a dealer, followed by contact information and a note for existing dealers.

FLEX
Das Original

Startseite

Angemeldet bleiben

Passwort vergessen!

Nutzername

Passwort

Login

REGISTRIEREN

Kontoart

Bitte geben Sie an, ob Sie sich für gewerbliche oder private Zwecke registrieren möchten.

Privat

Gewerblich

Sie möchten Händler für FLEX werden und unsere Produkte in Ihrem Geschäft verkaufen und für Ihre Kunden registrieren?

Kein Problem! Dann melden Sie sich bitte unter info@flex-tools.com oder 0049 7144 828-0.

Sie sind bereits FLEX-Händler? Dann finden sie die Zugangsdaten in Ihren Konditionsunterlagen.

AGB

Genehmigung

Datenschutz

Initial registration

The “**Account type**” window appears.

Now select whether you are using your tool/tools for **private** or **commercial** purposes.



Privatregistrierung

Allgemeine Informationen

Vorname*
 Nachname*
 Telefon / Handynummer

Adresse

Strasse*
 PLZ*
 Deutschland

E-Mail Adresse und Flex Passwort

Bitte die E-Mail-Adresse angeben, die Sie zur Bestätigung und Registrierung verwenden. Ihre E-Mail-Adresse ist ebenfalls Ihr Name.

Benutzer E-Mail*
 Passwort E-Mail*
 E-Mail wiederholen*
 Passwort*
 Passwort wiederholen*

Wichtig: Mit der Registrierung des FLEX mit ein Hersteller zu registrieren? Produkte, Informationen sowie weitere registrieren. Bitte beachten: Was keine registrierung und auf anderen die FLEX sowie die Daten/Abbildungen.

Private registration

All fields marked with a * must be completed.

Please state your e-mail address. An automatic e-mail will be sent to this address once you click on "Register". In this e-mail you will be asked to confirm your account via a link (confirmation of identity) and to activate the account. This completes the process of creating an account.

Only then can you print out and/or download a warranty certificate for your registered tools.

If you do not click on this link to activate your account, you can still register tools but you cannot print out and/or download the warranty certificates. However, should you want to make a warranty claim, it is essential that you send the certificates in along with the invoices.



Commercial registration

All fields marked with a * must be completed.

Please state your e-mail address. An automatic e-mail will be sent to this address once you click on "Register". In this e-mail you will be asked to confirm your account via a link (confirmation of identity) and to activate the account. This completes the process of creating an account.

Only then can you print out and/or download a warranty certificate for your registered tools.

If you do not click on this link to activate your account, you can still register tools but you cannot print out and/or download the warranty certificates. However, should you want to make a warranty claim, it is essential that you send the certificates in along with the invoices.



Registering tool

Item no.

Please enter the 6-digit FLEX item no. The full stop after the 3rd digit is automatically ignored by the system. You will find the item no. on the nameplate of the tool in question. To help you when entering the item no., the system offers choices in a drop-down menu.

Serial no. and date of manufacture

This information can also be found on the nameplate (see note).

Date of purchase

Comment: You can only register a tool up to 30 days after the date of purchase.

Information about the purchase

For us to continually check and improve our service quality, we would ask you to complete the following fields. However, this is voluntary.



Registering tool

Once the item no. has been entered in full, the system displays the tool in the form of an image and description.

If an image is not available, a placeholder (see below) is used.
 The registration process is complete despite this.



To enter more tools, please click on



To delete a tool, please click on



If you want to finish entering the tool/tools, please click on

Weiter



The screenshot shows the FLEX website interface. On the left is a red navigation menu with links for 'Maschinen', 'Firmenprofil', 'Benutzer', 'AGB', 'Gesamteinführung', and 'Datenschutz'. The main content area is white and titled 'Kundenumfrage' (Customer Survey). It features a pencil icon in a square box. The text reads: 'Bitte nehmen Sie an unserer Kundenumfrage teil, indem Sie die folgenden Fragen beantworten.' and 'Falls Sie das nicht wollen, überspringen Sie die Kundenumfrage mit dem Button "Überspringen".' At the bottom right of the survey area, there are two buttons: 'Überspringen' (highlighted with a green border) and 'Weiter' (highlighted with a red border). A 'Logout' button is visible in the top right corner of the page.

Customer survey

For us to continually check and improve our service quality, we would ask you to complete the following survey. This is voluntary.

To go to the customer survey, please click on

Weiter

If you would like to do this at a later date, click on **"Skip"**



The screenshot shows the 'Detailansicht' (Detailed view) of a FLEX product. On the left is a navigation menu with options like 'Machines', 'Profile', 'Change Password', 'AGB', 'Warranty', 'Data Protection', and 'Contact'. The main content area includes:

- Product Image:** A red and black reciprocating saw.
- Technical Specifications Table:**

Artikel:	1200 Watt Universal-Säbelsäge mit Gasgeschäufel
Teilbezeichnung:	S 2902 VV 230/CEE-PC
Artikelnummer:	307779
Registrierungsnummer:	6215878-02164
Seriennummer:	123456
Herstellungsdatum:	12.2015
Kaufdatum:	03.12.2015
Garantieende:	03.12.2018
- Buttons:** '© Details anzeigen' (Details view) and 'Zertifikat herunterladen' (Download certificate).
- Serviceleistungen:** 'Verlängerte Garantie: 2 + 1 Jahre' (Extended warranty: 2 + 1 years).
- Kundenumfrage:** A section asking for customer feedback, with a 'Kundenumfrage' button.

Warranty certificate

Once registration is complete, you can print out the warranty certificate for the tool in question.

This can be done at any time and any number of times.

Should you want to make a warranty claim, please send in the warranty certificate and original invoice. Only then will you receive the 3-year warranty for the registered tool.

Reported as stolen

Should your registered device be stolen, you can report it as such. Should the tool then be registered for repairs, you at least have the possibility of finding the stolen tool and/or the person who stole it.

Should you unexpectedly find the device again, you can of course also withdraw this notification.

If your retailer does this for you (report as stolen or withdraw notification), you will receive an e-mail informing you of this action. But only if you and your e-mail address are saved in the retailer's customer profile.



The screenshot shows the 'Maschinen' (Machines) section of the FLEX website. It features a search bar, a filter for 'Alle Maschinen anzeigen' (Show all machines), and a table of registered tools. The table columns are: Abb. (Image), Artikel (Article), Teilbezeichnung (Part designation), Kaufdatum (Purchase date), Garantiefahrtzeit (Warranty period), and In Service. The 'In Service' column contains icons representing the tool's status: a grey wrench (no active servicing), a red wrench (arrived at service center), a yellow wrench (repaired and ready for shipment), and a green wrench (on its way back).

Abb.	Artikel	Teilbezeichnung	Kaufdatum	Garantiefahrtzeit	In Service
	1200 Watt Universal-Säbelsäge mit Gangbeschränker	S 2903 W 230/CBE-PC	03.12.2015	03.12.2018	
	710 Watt Exzenterschleifer mit Staubabsaugung	X 1107 VE 230/CBE	14.12.2015	14.12.2018	
	710 Watt Exzenterschleifer mit Staubabsaugung	X 1107 VE 230/CBE	14.12.2015	14.12.2018	
	Schleifmaschine für brillante Oberflächen	LP 1503 VR 230/CBE	16.12.2015	16.12.2018	
	Wind- und Deckenschliffen Garraffell	GE S 230/CBE	02.11.2015	02.11.2018	

Overview of registered tools

Display showing registered tools (including those your retailer has registered for you).



By clicking on the slider, you can hide tools whose warranty period has expired.

Service display



Grey: no active servicing



Red: the tool has arrived at the service centre (or authorised repair service provider)



Yellow: the tool has been repaired and will be shipped shortly



Green: the tool is on its way back to you

Maschine registrieren

Register more tools



FLEX
Das Original
Logout

Maschinen
 Profil
 Passwort ändern

Allgemeine Informationen

Hier:

Max:

Abstermann:

01234/123456:

Adresse

Alsterstraße: 12

12345 Mädelstadt

Deutschland

Stimmt die Abbildung mit Ihrer angegebenen Adresse überein?



E-Mail Adresse

Kontakt-E-Mail:

Benutzerdaten

Benutzer-E-Mail:

Ich bin einverstanden, dass FLEX mich via Newsletter zu interessanten Produkten, Dienstleistungen sowie weiteren Angeboten informiert.

Aktualisieren

AGB
 Geschäftsbedingungen
 Datenschutz

Edit profile

Here you can manage and modify your personal data.



The screenshot shows the FLEX website's user interface. At the top left is the FLEX logo with 'Das Original' underneath. A 'Logout' button is in the top right. A left sidebar contains navigation links: 'Maschinen', 'Profil', 'Passwort ändern' (highlighted), 'AGB', 'Garantieerklärung', and 'Datenschutz'. The main content area is titled 'Passwort ändern' and contains the following fields:

- Passwort**: A text input field labeled 'Passwort'.
- Passwort wiederholen**: A text input field labeled 'Passwort wiederholen'.
- Bestätigung**: A section header for the confirmation step.
- Aktuelles Passwort**: A text input field labeled 'Aktuelles Passwort'.

A green button labeled 'Passwort ändern' is centered below the form fields.

Change password

Want to change your password? Not a problem!
Simply enter the new password, repeat the entry and confirm the change by entering your current password.



FLEX Das Original Logout

Allgemeine Informationen

Autoren-Nr.

Branche

Firmenname

Wartung

Kundenname

ST-Nr./RS-Code

Adresse

Strassenname 10

PLZ

Stadt Freiberg am Neckar

Land Deutschland

Stimmen die Abbildung mit Ihrer angegebenen Adresse überein!

E-Mail Adresse

Kontakt-E-Mail

AGB

Garantieerklärung

Datenschutz

FLEX Das Original Logout

Konten zusammenführen

Geben Sie die Kontakt-E-Mail des Kontos an, in das Ihr Firmenkonto integriert werden soll. Durch Zusammenführung der beiden Konten werden alle Benutzer und registrierten Maschinen an das angegebene Konto übergeben. Um die Zusammenführung durchzuführen, muss das Partner-Konto dem Vorgang zustimmen. Sie werden per E-Mail informiert, sobald der Vorgang abgeschlossen ist.

Kontakt-E-Mail

Kontakt-E-Mail

Bestätigung

Aktuelles Passwort

Passwort

Merge accounts
(only for commercial customers)

Enter the contact e-mail for the account into which your company account is to be integrated. By merging the two accounts, all users and registered tools are transferred to the stated account. To complete the merger, the partner account must agree to the merger. You will be informed by e-mail as soon as the merger is complete.