For Immediate Release

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Snap-on Adds FAQ Section to Diagnostics Website

Helping You Get the Most Out of Your Snap-on Diagnostic Tool

LINCOLNSHIRE, Ill., Dec. 20, 2010 – Snap-on announces it has added a Frequently Asked Questions (FAQ) section to its recently redesigned diagnostic website to serve as the ideal place for customers to get answers related to Snap-on's diagnostic products, including tool operation, maintenance, updates, special applications, etc. Visitors can access the FAQ section through a link from the Snap-on diagnostic home page at http://diagnostics.snapon.com or directly at http://diagnostics.snapon.com/faq.

The FAQ section of the website offers general help, troubleshooting and operation tips for Snap-on's diagnostic platforms including VERUS®, VERDICT™, MODIS™, SOLUS™, SOLUS PRO™, ETHOS® and Vantage PRO™, as well as help with Snap-on's PASS THRU PRO II, its FGA™ Flexible Gas Analyzer and the Ask-a-Tech Diagnostic Information Source.

"By visiting our new FAQ web page, customers can quickly and easily get answers and solutions to commonly asked questions without having to phone us or set up an appointment with their sales representative," said Sandra Chacon, manager of customer service for Snap-on Diagnostics. "The FAQ page will also help us to provide more prompt responses through our Customer Care Center to those who need to speak directly to a Snap-on representative."

About Snap-on Diagnostics:
Snap-on Diagnostics is part of Snap-on Incorporated, leading global innovator, manufacturer and marketer of tool, diagnostic and equipment solutions for professional tool users. Products are sold through its franchised dealer van, company-direct sales and distributor channels, as well as over the Internet. Founded in 1920, Snap-on is headquartered in Kenosha, Wisconsin. For more information, visit http://diagnostics.snapon.com.

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