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Snap-on Adds New Self-Help Customer Care Portal to Website

LINCOLNSHIRE, IL, Nov. 17, 2014 – Because Snap-on® understands the importance of high quality support to accompany high quality technology products, the company has added a [self-help customer care portal](#) to its [website](#). This new section serves as an additional channel for customers to get helpful information and answers so they can get the most out of their diagnostic tools.

“The new self-help web portal is designed to give customers one more convenient method to access the popular product support that is available from our award-winning customer care telephone hotline,” said Sandi Chacon, customer service manager, Snap-on Diagnostics. “Our customers now have several ways to get answers to their technical questions, so they can benefit from all of the capabilities that their tool was designed to deliver.”

The product support web portal provides customers a single point to access product FAQs, software service releases, user guides and product training videos. Topics are organized by diagnostic platform, and quick filters and freeform keyword searching provides a personalized experience for site visitors. Support is offered for all current and legacy diagnostic products.

Customer support is available online 24/7 at <http://diagnostics.snapon.com/faq>, via e-mail at diagnostics_support@snapon.com or by calling 800-424-7226 from 6 a.m. – 5 p.m. PST, Monday through Friday.

About Snap-on Diagnostics:

Snap-on Diagnostics is part of Snap-on Incorporated, a leading global innovator, manufacturer and marketer of tools, diagnostics and repair information and systems solutions for professional users performing critical tasks. Products are sold through the company’s franchisee, company-direct distributor and Internet channels. Founded in 1920, Snap-on is headquartered in Kenosha, Wisconsin. To learn more about any of Snap-on’s diagnostic solutions, talk to a Snap-on representative or visit <http://diagnostics.snapon.com>.

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