

FESTOOL

# MAGAZINE.


#8

THE ISSUE FOR PAINTERS

AUTUMN 2020

## HEALTH PROTECTION

THIS ISSUE IS ALL ABOUT YOUR  
HEALTH IN THE WORKPLACE



# HEALTHY WORK

**FOCUS** WHY PROTECTING HEALTH AND SAFETY IN THE WORKPLACE SHOULD BE A GIVEN <sup>04</sup>

**TOOLS** THE NEW PLANEX LHS 2 225 LONG-REACH SANDER IS REVOLUTIONISING SANDING <sup>12</sup>

**EXPERTISE** DUST-FREE WORK WITH THE OPTIMAL EXTRACTION SYSTEM <sup>22</sup>

**LOOK INSIDE** YOUR TOOLS ARE IN THE BEST OF HANDS WITH US, EVEN WHEN BEING REPAIRED <sup>48</sup>

**TOOL TIP** THE NEW TOPROCK BLUETOOTH® SPEAKER IN THE SYSTAINER LID <sup>54</sup>

# EDITORIAL

**Dear Readers,**

This issue of our magazine is dedicated to the topic of healthy work. And why not? After all, protecting your health and safety in the workplace is a crucial consideration for us in the development of our products.

So, how you can be proactive about **health and safety in the workplace** and why is it clearly worth it to do more for your health? We met with three experts in a **painting company** to discuss just that. Certainly one way to be proactive is to have efficient dust extraction when sanding. For heavy-duty renovation jobs, the new **CT 36 AC RENOFIX** will keep you safe. What's more, there is a selection of **mobile dust extractors for every painting job**. And Festool offers a clever solution even for mixing fillers with the new **MX extractor**, which extracts dust directly at the bucket. A true highlight (with a literal light!) is the new **PLANEX LHS 2 225 long-reach sander**, which gives you optimal sanding results while also significantly relieving the strain on your arms and back.

Discover all of this and more topics in our new magazine for painters. We hope you enjoy this issue!

Sincerely,

A handwritten signature in white ink, appearing to read 'Barbara Austel', written in a cursive style.

**Barbara Austel**  
General partner of Festool GmbH

# CONTENTS

# #8

03

04

**Focus**

## HEALTHY WORK

Why health and safety in the workplace should be the most important consideration in every painting company.

12

**Tools**

## LIGHTS OFF – SPOTLIGHT ON

The new PLANEX LHS 2 225 long-reach sander makes your work easier, and even has its own light.

22

**Expertise**

## RELAX AND BREATHE

Effective dust extraction and clean disposal in an open or closed system.

24

**Tools**

## DUST-FREE EVEN WHEN THE GOING GETS TOUGH

How to protect your health easily with a perfectly coordinated dust extraction system.

28

## Colours and surfaces QING

The amazing colour scheme for a children's centre in the Chinese metropolis of Qingdao.

34

**Tools**

## DUST-FREE STARTS WITH MIXING

Mixing always produces dust. The new MX extractor vacuums it away directly at the bucket.

36

**Expertise**

## FILLING AND SANDING

Drywall preparation depends on the material and the tool.

38

**Dedication**

## MAGIC

Painter Rolf Stelzle's source of enchantment is not sleight of hand, but rather the finest craftsmanship.

44

**Colours and surfaces**

## HALF-TIMBERED

Maintaining historical half-timbered facades is one of the most demanding jobs of a painter.

48

**Look inside**

## OUR SERVICE FOR YOU

Festool Service ensures that customers are fully looked after, even when their tools need repairs.

54

**Tool tip**

## RICH SOUND

The new TOPROCK Bluetooth® speaker plays music from your toolbox.

55

**Legal notice**





# HEALTHY WORK

05

Health and safety in the workplace is often neglected, especially in smaller companies. They lack the time, staff, knowledge and awareness to tackle this issue. Nevertheless, safe and healthy work is fundamental – both for individual workers and for the company as a whole. We asked three experts why health and safety in the workplace should be the most important consideration in every painting company.

Text: Ralf Christofori | Photography: Torben Jäger, Thomas Baumann, Zakhar Mar / [www.shutterstock.com](http://www.shutterstock.com)

## Healthy?

## It pays to stay safe!

No project is worth  
risking your health.

06

**Y**ou've just finished the workday and then you notice it: an annoying little detail that you would rather just cut away or sand off. Your tool is still at hand, but your work gloves and safety glasses have already been tidied away. It's a typical scenario where for one brief moment you put your health at risk. After all, it's only a quick little job. It's a hassle to pull out your safety equipment again. And plus, experienced craftsmen are all doing it this way. All of these three arguments fall flat when a chip flies into your eye or your thumb gets cut.

Health and safety awareness in the workplace is a tedious but highly relevant topic – especially in small companies. The numbers confirm it: according to the European Agency for Safety and Health at Work (EU-OSHA), health and safety approaches in the workplace are 'often inadequate' and staff in micro and small businesses are at higher risk of work-related accidents and illnesses. The consequences are clear – after all, even just one accident can bring the entire business to a halt. It sounds drastic, but that is reality.

### Three experts who know the score

Alexander Hoste, Rolf Stelzle and Philipp Stahl know what's really happening in painting companies. As an occupational health and safety expert, Hoste visits lots of businesses. Stelzle is the owner of a painting company that employs 10 people. And Stahl, himself a master painter, works as an application technician at Festool, looking for ways his company can help painters improve the health, safety and cleanliness of their work as best as possible. The three experts are in absolute agreement that businesses have to be proactive when it comes to health and safety. Just how to get them to do that is up for friendly debate: Through strict rules and tight controls? Hardly. With good old common sense? That's better. Through cost-effectiveness analyses and profitability calculations? One or the other may well be persuaded that way.



**Philipp Stahl** completed his training as a painter in 1999–2002 and passed his master painter examination in 2008. He worked in his father's company, where he gradually took over the reins and eventually became the director. He has been a Festool application technician since September 2017.

**Rolf Stelzle** is a master painter. He founded his own company in Backnang in 1990. He was an active member of the Rems-Murr painters' guild leadership for years and worked with colleagues to launch the 'Design Maler' initiative. The fact that he values health and safety in the workplace so much is a reflection of his great appreciation for his employees.



**'EVERY EURO INVESTED  
IN HEALTH AND SAFETY IN  
THE WORKPLACE PAYS OFF  
DOUBLE. IN SMALL COMPANIES  
IN PARTICULAR, INJURIES AND  
ILLNESSES CAN REPRESENT  
EXISTENTIAL THREATS.'**

Alexander Hoste

**Alexander Hoste** is a plant safety director and expert in occupational safety. He owns his own firm in Bad Rappenau, which operates as a branch of the Germany-wide BASIKNET Gesellschaft für Arbeitsschutz MbH. Hoste advises companies on matters of occupational health and safety as well as health and fire protection.

## IMPROVED HEALTH. LESS DOWNTIME.

Not only is occupational health and safety a neglected topic in the painting trade, but the consequences of this are usually underestimated. The facts speak for themselves.

Why workers in the industry miss work for health reasons

Muscular and skeletal illnesses  
**33.5%**

Injuries and poisoning  
**17.2%**

Respiratory diseases  
**14.5%**

Source: IKK classic Report 2018, Germany.



Worldwide, one worker dies every five minutes as a result of cancer caused by exposure to asbestos.

Source: Institution of Occupational Safety and Health (IOSH), UK.

# 2.2

Investing 100 euros in health and safety in the workplace brings beneficial returns of 220 euros in the long term, according to a two-year study conducted in 16 countries.

Source: international study under the direction of the University of Giessen and the Institute for Work and Health of German Social Accident Insurance (DGUV)

# 50.8%

50.8 per cent of missed workdays in the industry can be attributed to long-term illnesses (over 42 days).

Source: IKK classic Report 2018, Germany.

## PROTECT YOURSELF

Safe and healthy work starts with the right protective work gear.



### Safety glasses

offer the perfect view while protecting your eyes from dust particles, chips or liquid spray of all types. Wearing safety glasses is strongly recommended especially when sanding and painting overhead.



### Dust masks

prevent dust or aerosols from getting into your airways during sanding or painting. Half masks with FFP filters are recommended, which protect against inert dust (FFP1), harmful particles (FFP2) and toxic emissions (FFP3).



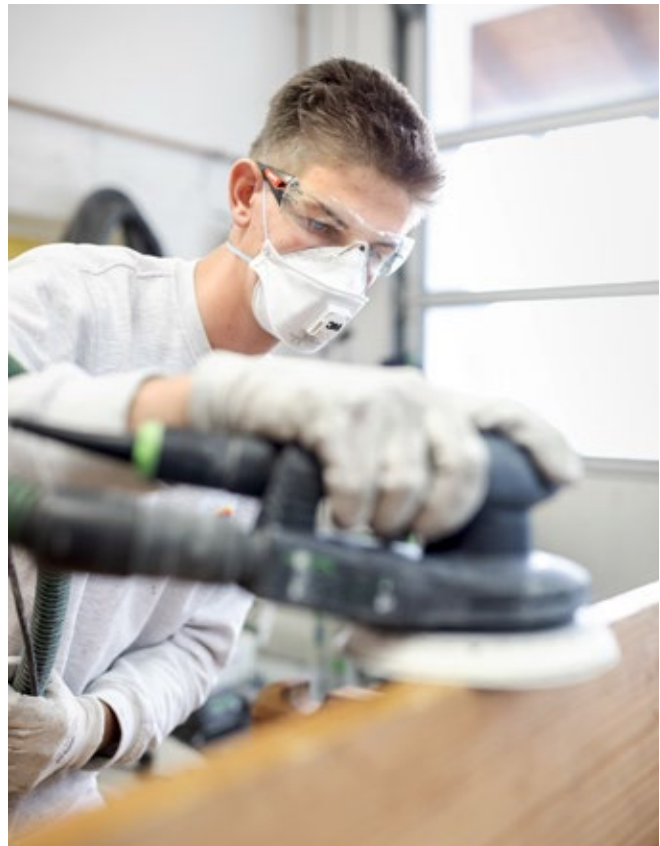
### Work gloves

protect your most important tool: your hands. They come in a range of materials, such as cotton, leather, PVC and nitrile. They should be cut, tear and puncture-resistant. Installation gloves are more flexible and have a better grip, so you can keep a firm grasp of your tool.



### Safety shoes

are indispensable on the building site. Safety shoes have toe caps (protection class 1), are waterproof (protection class 2) and also have a puncture-resistant sole (protection class 3).







**'HAVING HEALTHY EMPLOYEES IS THE BASIC PREREQUISITE FOR RUNNING A HEALTHY BUSINESS. THAT'S WHY HEALTH AND SAFETY IN THE WORKPLACE SHOULD BE SIMPLY A MATTER OF COURSE, SO MUCH A PART OF THE STANDARD OPERATING PROCEDURE THAT YOU DON'T EVEN HAVE TO THINK ABOUT IT.'**

Rolf Stelzle

## Health protection pays off

In small companies, any injury or illness can have unforeseeable consequences.

09

**S**ure, health protection costs money. And no, this investment does not immediately improve earnings. But for Alexander Hoste, it's clear: 'Every euro invested in health and safety in the workplace pays off double. In small companies in particular, injuries and illnesses can represent existential threats.'

Rolf Stelzle nods in agreement. If one of his employees calls in sick, he can still power through with the rest of his team. But if a second one becomes incapacitated, he's already lost 20% of his working capacity. That's why he prioritises the health and safety of his employees.

### Healthy, safe and simply a matter of course

'Having healthy employees is the basic prerequisite for running a healthy business,' Stelzle says. 'That's why health and safety in the workplace should be simply a matter of course, so much a part of the standard operating procedure that you don't even have to think about it.' His company does not have a health and safety manager, like the bigger operations have. As the company owner, he himself plays that role. 'The nice thing about it is that our employees themselves greatly value healthy work,' Stelzle explains. 'They don't sand without dust masks. They never leave the building without a dust extraction system. They always strap up when working at dangerous heights. And they are proactive about talking to me when they need something.'

'That is exemplary, but it is more an exception than the rule,' says Philipp Stahl, who himself worked as a master painter for several years. 'In many cases, health protection falls flat as soon as the question of who pays for what arises.' Employees sometimes have to pay for their protective gear themselves. And if an apprentice has been sanding three days straight without vibration protection and his forearm is still buzzing as he lay in bed at night, he's told: 'Stop whining. We need tough guys on the building site, guys who can take a beating!'



**FESTOOL**  
CTH 36 E AC

Control panel of the Festool CTH 36 E AC tool, featuring several green knobs and buttons. The panel includes a power switch, a green power cord, and various adjustment controls. The text "FESTOOL" and "CTH 36 E AC" are visible on the top part of the panel. The panel also features a "20 AMP" label and a "1.5" label. The knobs are labeled with "1", "2", "3", "4", "5", "6", "7", "8", "9", "10", "11", "12", "13", "14", "15", "16", "17", "18", "19", "20", "21", "22", "23", "24", "25", "26", "27", "28", "29", "30", "31", "32", "33", "34", "35", "36", "37", "38", "39", "40", "41", "42", "43", "44", "45", "46", "47", "48", "49", "50", "51", "52", "53", "54", "55", "56", "57", "58", "59", "60", "61", "62", "63", "64", "65", "66", "67", "68", "69", "70", "71", "72", "73", "74", "75", "76", "77", "78", "79", "80", "81", "82", "83", "84", "85", "86", "87", "88", "89", "90", "91", "92", "93", "94", "95", "96", "97", "98", "99", "100".

## Healthy employees

They are the most important asset of any business.

**W**orkers in the construction industry are known to be one of the professional groups most at risk. But that does not mean that increased 'occupational risk' is a necessary evil and these workers just have to hope that nothing goes wrong. Health protection calls for a recognition that no one is bulletproof – anyone can be injured on the job. And it is worth paying attention to, because it pays off in the long run.

'I know what it's like, when you just want to grab your tool and quickly do a small job without bothering with protection. That's when the worst accidents happen. You should always take time to look after your own health and safety,' Philipp Stahl advises. Naturally painting companies are under enormous time pressure on the job. But honestly, 'it doesn't take much to protect yourself or give employees appropriate training.' It's easy to adopt the right attitude when lifting or carrying heavy objects. Dust masks and safety glasses have become so comfortable that they are hardly a bother. 'Efficient dust extraction,' Stahl emphasises, 'is so quick and easy to set up that you can get on with your work straight away.'

### Work healthy and stay healthy long-term

So what's the catch? The three men exchange inquisitive glances – and come to the unanimous conclusion that there actually is no catch. And how do you get small companies to be more proactive when it comes to health and safety in the workplace? 'I think you have to make it clear that it is not just about rules and regulations that someone just thought up on a whim – it's about people,' Rolf Stelzle explains. 'My employees are my most important asset. Without them, I would have to shut down operations. That's why it's important to me that they work healthy and stay healthy long-term.'

**'IT DOESN'T TAKE MUCH TO PROTECT YOURSELF. EFFICIENT DUST EXTRACTION IS SO QUICK AND EASY TO SET UP THAT YOU CAN GET ON WITH YOUR WORK STRAIGHT AWAY.'**

Philipp Stahl

### **SAFE AND HEALTHY WORK IS IMPORTANT FOR BOTH THE EMPLOYEES AND THE COMPANY ITSELF**

- > Safe and healthy work means being able to surpass the competition.
- > Customers are happy when you leave the building site clean and finish your work more quickly with minimal dust.
- > Employee health and safety is a priority – this signal strengthens employee loyalty in times when qualified staff are hard to find.
- > Sick employees cost the company a lot of money and are less productive.
- > A company health and safety policy ensures that your business complies with applicable regulations.
- > The German accident prevention and insurance association for the building industry (BG BAU) subsidises the procurement of necessary equipment.

# LIGHTS OFF

The new PLANEX LHS 2 225 long-reach sander doesn't actually need the spotlight, it has its own already. But we're giving it the big stage it deserves anyway, to show you everything it has to offer.

Text: **Ralf Christofori**  
Photography: **Thomas Baumann, Torben Jäger**



# SPOTLIGHT ON





## **More light when sanding**

The new PLANEX LHS 2 225 long-reach sander with LED light and eccentric movement is revolutionising work for painters and drywall builders.



**THE LED LIGHT IS SO STRONG THAT IT REVEALS UNEVENNESS EVEN DURING SANDING.**



**E**very trade has its own light and dark sides. Literally so in the painting industry: working on a cloudy day without adequate lighting can be fatal. Take sanding, for example. You spend all that time working on a wall or ceiling – and the next day a bright stream of light comes in through the window and reveals the results of your labour. Often what comes next are curses, grumbling and then reworking the area.

With the new PLANEX, Festool is finally shining a light on this dark side of painting. Some are even saying that the long-reach sander is itself a light. Others prize its special sanding qualities. But everyone loves it for making work extremely easier thanks to its vacuum suction power. And everyone is right. But first things first.

**Optimal illumination during sanding**

The new PLANEX LHS 2 225 has an all-round LED light ring on the sanding pad that throws a circular crown of light onto the wall, right at the point where you are working. An integrated light on the sanding pad? It's inconceivable – but possible thanks to modern LED technology, because it brings light where incandescent bulbs and other lamps would never have been able to before. That's exactly what our brightest minds at Festool took to heart and implemented in the development of the new PLANEX. The LED light is so strong that it acts as an integrated grazing light and reveals unevenness even during sanding.

## Perfect surface quality

# Reasons to choose the new PLANEX LHS 2 225

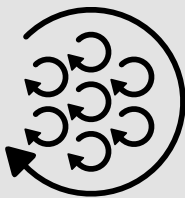
16



### Adjustable suction power

The adjustable vacuum suction power against the wall or ceiling reduces the strain on the arms and back during all sanding work – and does so significantly. Plus, the new PLANEX will impress you with its excellent handling.

2



### Eccentric sanding motion

Perfect sanding for perfect (up to Q4) surface quality with no grooves. The new PLANEX runs on the new brushless EC-TEC motor, which is extremely robust, durable and maintenance-free.

3



### Optimal illumination during sanding

The all-round LED light ring reveals unevenness even as you are sanding. As a result, surface defects can be fixed in real time and do not have to be checked and reworked later.





**Digital add-on**

The digital connection to the Festool WorkApp\* allows for additional functions and information that truly helps your work: you can individually dim or brighten the LED light ring, for example, find tutorials on tool operation or view application tips, or access information on the current status of your PLANEX, such as its operating hours, temperature, overload protection and much more.

\* The Festool products with Bluetooth® or Festool Apps are not available in all countries. Please contact your local dealer.



**Variable reach**

The reach of the sander can be quickly adapted to the working environment using a single lever, from 1.2 to 1.65 and even 2.1 m. The extension gives you full flexibility in tight spaces as well as with high ceilings.



**Perfect handling**

With its 1.2 m length and T-handle, the PLANEX is the optimum size for 90% of all applications. The hose clip provides simple attachment of the suction hose and cable on the handle.



[www.festool.com/planex2](http://www.festool.com/planex2)

Scan the QR code and experience the new PLANEX LHS 2 225 long-reach sander in action.

## Light makes it even better

18

Festool's harshest critics work with Festool. We asked Johann Schlosser for his thoughts on the new PLANEX LHS 2 225.



**Johann Schlosser** knows his craft. The master painter joined Festool more than ten years ago, and has been with Application Technology since 2013. Full of passion and commitment to his work, he aims to impress customers with Festool tools. It's not a difficult task for him, only because he is so unabashedly impressed by the tools himself.

# T

**FM:** The new PLANEX long-reach sander is a true high-light. What do you think of it, as a master painter and application technician?

**JS:** When we were developing the new PLANEX, we implemented an unbelievable amount of ideas in detail and in a system. And we did it really without compromising. You notice that when you work with the new PLANEX, and you see it in the sanding results.

**FM:** And you literally do see a lot more when working with the new PLANEX, isn't that right?

**JS:** Exactly right. The first time you see it in action, you might think, wow, that looks cool; what a great lighting effect! But the LED light ring on the sanding pad is much more than just an effect. It actually works like an integrated grazing light, making defects and unevenness visible. As a result, you can check the surface quality directly as you sand. And you save valuable time since you don't have to do tedious reworking or set up lots of different light sources.

**FM:** What else makes the new long-reach sander stand out?

**JS:** You notice that it's easier to guide the PLANEX over the surface thanks to the eccentric sanding motion. We also significantly improved the suction power with an optimised suction channel and the finer hole pattern of the new 225 abrasive. This makes the job easier for painters and also produces even better sanding results. If you're sanding large areas of high walls and ceilings, you know how important that is.

**FM:** What are you especially impressed with?

**JS:** What always impress me are the many details that work together perfectly in a Festool system: the sander, abrasive and dust extractor are perfectly coordinated with each other. I can transport the long-reach sander easily in a Systainer, and the PLANEX is really quick and easy to put together and start using in just a few motions. The T-handle is relatively inconspicuous, but it allows me to sand walls up to 2.50 metres high with the new PLANEX without an extension. What is crucial is the fact that our tools offer craftspeople ideal support. And the new PLANEX does that excellently!



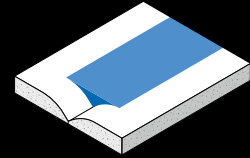
### **THE NEW PLANEX LHS 2 225 IN A SYSTEM**

**When combined with the CTL 36 E AC PLANEX mobile dust extractor, our new long-reach sander is perfectly matched for low-dust sanding of plasterboard and drywall. The integrated tool holder for the PLANEX is not just extremely practical for transporting the tool. And the 225 Saphir and Granat abrasive paper with a new, finer hole pattern deliver the ideal sanding performance with optimal dust extraction. Naturally the new sanding paper also suits the existing Festool PLANEX and PLANEX easy long-reach sander models as well.**



## **SURFACE QUALITIES**

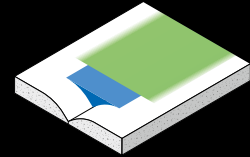
As you fill and sand heading joints, keep to the following steps to achieve the desired surface quality (Q1 to Q4). Surfaces get perfect sanding results with the new PLANEX.



**Q1**

### **Basic filling**

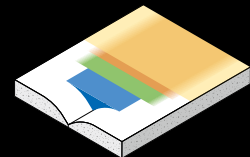
- > Fill joints between gypsum boards
- > Coat the visible parts of the fastening elements
- > Insert joint tape strips (reinforcing strips)



**Q2**

### **Standard filling**

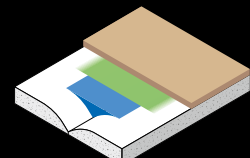
- > Basic filling (Q1)
- > Skim (fine filling and finish) until a smooth transition to the board surface is achieved
- > Sand the filled areas



**Q3**

### **Special filling**

- > Standard filling (Q2)
- > Broader joint filling
- > Sharply finish the entire plasterboard surface
- > Sand all filled areas



**Q4**

### **Special filling**

- > Standard filling (Q2)
- > Fully coat the surface with joint filler, surface filler or thin plaster (layer thickness > 1 mm)
- > Smooth and sand all filled or plastered areas

**'THE NEW PLANEX IS A STUNNER!  
I'M A RATHER COOL CUSTOMER AND  
I DON'T FALL FOR ALL THE HYPE –  
BUT THE LED LIGHT RING REALLY  
IMPRESSED ME.'**

Rolf Stelzle, owner of a painting company, Backnang, Germany

**'I WAS ESPECIALLY SURPRISED  
BY THE COMPLETELY  
DIFFERENT SURFACE  
QUALITIES THE ECCENTRIC  
SANDING MOTION DELIVERS.'**

Noah Stelzle, master painter working  
in his father's company



## Added value

Festool continues to think outside the box.

**J**ust on its own, the LED light ring on the PLANEX LHS 2 225 is a true innovation. But because our developers and product managers were there hammering out ideas right from the beginning, the new long-reach sander also got an eccentric sanding motion, which delivered even greater surface quality compared to the previous PLANEX rotary sanders. So it is thanks to these two new features, the LED light and the eccentric motion, that the risk of time-consuming, costly reworking is doubly reduced.

### Flexible, ergonomic and low-dust sanding

The vacuum suction power relieves the strain on the arms and back during all sanding work on walls and ceilings, even when used over long periods. You can even adjust the suction power via a rotary switch on the sanding head and optimise the handling of the tool. With a long-reach sander, naturally the length is an important consideration – but good results depend even more on being able to flexibly adjust the working length. The ergonomic T-handle delivers greater range with a shorter machine, plus up to two extensions can be attached. You can easily adapt the working length of the sander to the working environment using a practical single lever, even when working in tight spaces or with high ceilings.

Our CLEANTEC CTM 36 E AC PLANEX mobile dust extractor is perfectly coordinated to work with the new long-reach sander and facilitates low-dust, healthy work. And the integrated tool holder on the mobile dust extractor proves that this tool is not just healthy but also extremely practical – during work breaks, when getting set up and during transport. The PLANEX is ideally stowed away in the new SYS3 XXL Systainer. And if you're someone who really likes to have things in order, the new abrasive Systainer Ø 225 is a good choice.

The new PLANEX long-reach sander has all that and more. Try it and you'll soon see the light yourself!

# PLANEX LHS 2 225

21



### PLANEX LHS 2 225 EQ/EQI LONG-REACH SANDER

#### > Sanding with optimal illumination

The all-round LED light ring reveals unevenness on the surface during sanding – eliminating the need for time-consuming, costly reworking.

#### > A perfect surface, faster

The eccentric sanding motion produces a perfect surface quality with no grooves.

#### > Effortless sanding without fatigue

The adjustable suction power means that the PLANEX holds its own weight against the wall and ceiling, significantly reducing the strain on the arms and back.

#### > Variable working length and greater reach

The ergonomic T-handle gives the new long-reach sander greater reach already, but up to two extensions can be attached as well.

### FIND OUT MORE

Discover everything about the new PLANEX LHS 2 225 long-reach sander on our website:

» [www.festool.com/products/sanding-and-brushing/long-reach-sander](http://www.festool.com/products/sanding-and-brushing/long-reach-sander)

A WorkApp\* update with the PLANEX is available in the Apple App Store and Google Play Store.

\* The Festool products with Bluetooth® or Festool Apps are not available in all countries. Please contact your local dealer.

## HEALTHY WORK – RELAX AND BREATHE

Protecting your health can be easy and effective when you work with the right system and follow a few basic rules. Here we show you ways to protect your health easily and effectively in any situation with a perfectly coordinated dust extraction system.

22

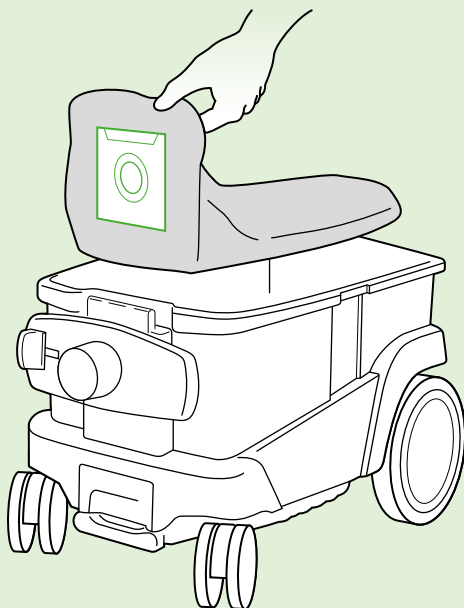
### DUST-FREE WORK WITH A SYSTEM

Dust is a nuisance when it limits your visibility as you work or clogs the tools and machines. But it's truly dangerous when it gets into a painter's airways, where it can cause the most damage. There are excellent dust extraction systems to prevent it from ever getting that far, which suck up the dust right where it appears and keep it locked away until it can be cleanly disposed of.

#### CLOSED SYSTEM

Mobile dust extractor + SELFCLEAN filter bag (use one time, seal with cardboard closure on the filter bag, then dispose of it).

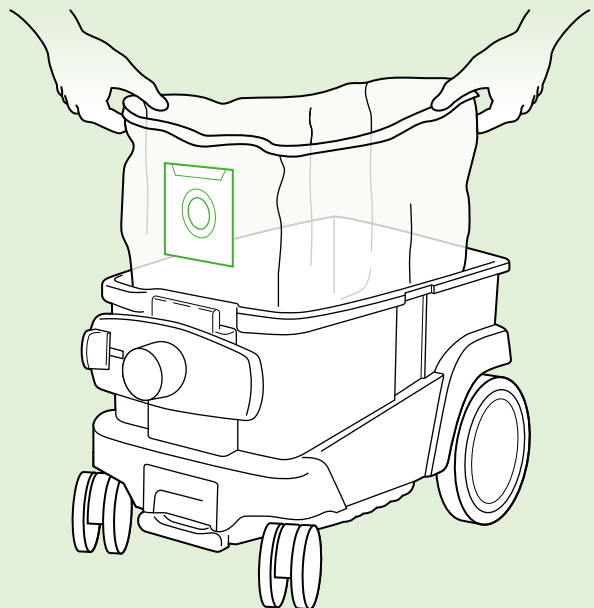
- › Especially on building sites or when sanding with wood dust, it is important to **observe the dust category** of the mobile dust extractor. You can find an overview on page 27.
- › For **extracting normal amounts of dust**, such as when using manual sanders.
- › High-quality non-woven filter bag, automatically cleans away dust inside the filter bag; optimal use of bag capacity and constantly high suction power thanks to the **SELFCLEAN filter bag**; secure connection to the antistatic suction hose with connector sleeve and rotating adapter.



#### OPEN SYSTEM

Mobile dust extractor with AUTOCLEAN filter cleaning + disposal bag made of plastic (use one time, seal with supplied cable tie, then dispose of it).

- › When working with mineral dust, using a dust extractor with **dust category M** is necessary. Learn more about this on page 27.
- › For **extraction of large amounts of dust**, especially when using long-reach sanders and refurbishment routers.
- › The **AUTOCLEAN** automatic filter cleaning function ensures constant, powerful suction (the filter is cleaned even more thoroughly thanks to the extreme vacuum); the plastic disposal bag allows for low-dust disposal.



## DUST PROTECTION TIPS FOR PROFESSIONAL PAINTERS

Clean is better. More importantly, it's healthier. For humans and machines. We know all that. And while there are always reasons not to bother with dust extraction, there are even more reasons to look after your health at work. It doesn't take much to make dust-free work an easy part of your everyday job: just follow a few rules and rely on a perfectly coordinated dust extraction system.

### Wear a dust mask and safety glasses

For total safety, it is a good idea to wear a dust mask when removing substrates that produce heavy dust or when working with materials that are especially harmful to health. Safety glasses protect your eyes from flying dust particles and chips.

### Ensure connection is secure

Every weak point risks your health. That's why it's essential to ensure that the connection between your tool and the hose is secure and that the hose in turn is securely connected to the dust extractor (and has the correct diameter).

### Use low-dust procedures

Avoid creating dust clouds even when mixing fillers, using the new MX extractor, for examples (see page 34).

### Vacuum dust

Clean your workspace regularly: vacuuming is much more effective and targeted than sweeping or blowing away dust or chips.

### Use consumables as intended

During sanding the condition of the abrasive has a significant effect on the dust extraction. The system can only achieve optimal suction power with a good abrasive.

### Choose a suitable dust extractor

It is important to choose a mobile dust extractor with a dust category that is appropriate for the material being worked on. The kinds of dust generated can be divided into three categories: L, M and H.



# DUST-FREE EVEN IN EXTREME CASES

Festool has the right mobile dust extractor for every job. For every dust category. And every location. Even with very large amounts of dust, such as when working with refurbishment routers, the new CT 36 AC RENOFIX will keep you safe.





**D**uring refurbishment, where stubborn plaster, old paint or tiling adhesive has to be removed with refurbishment routers and diamond grinders, the amount of material being taken off is enormous. And the risk posed by the dust released in the process is significant. In these types of situations when the going gets tough, the new CLEANTEC CT 36 E AC RENOFIX is in its element. It comes with approval for dust category L or M and is available as a 36 litre model or as a more compact model with a 26 litre capacity.

The AUTOCLEAN (AC) automatic main filter cleaning function keeps the high-performance main filter clean for constantly high suction power. The ComfortClean sealing slide helps this feature by creating a vacuum. The flat filter, which is fully integrated in the extractor head, also ensures that the system's full capacity is used – which is why the gross volume and net volume of the container are practically identical.

#### **The CT 36 E AC RENOFIX gets a big job done**

Like all CLEANTEC mobile dust extractors, the CT 36 E AC RENOFIX is easy to operate, of course – using the Bluetooth® module for remote control on the suction hose, if desired, or autostart via the Bluetooth® battery pack\*. Thanks to the optimised SYS-DOCK with T-LOC function, Systainers can be conveniently stacked on the mobile dust extractor. The CT 36 E AC RENOFIX has swivel castor wheels which allow it to be extremely mobile, while the lockable brake ensures that it stays put when needed.

What do you get from it? Well, first and foremost an extremely effective dust extraction system with constantly high suction power, which allows you to work for longer intervals and saves you a significant amount of time. The system dust extractor for the RENOFIX refurbishment router has 3,900 l/min airflow – and if you add the CT-VA pre-separator to that, even large amounts of dust have no chance. It doesn't get any better. Even when the going gets tough.

\* The Festool products with Bluetooth® or Festool Apps are not available in all countries. Please contact your local dealer.

## Festool mobile dust extractors

### A select few for painters

26 **T**he choice of CLEANTEC mobile dust extractors is as diverse as your paintwork. It's easy to get lost in a sea of options. That's why we've compiled a select few here for you which cover what you need for dust-free work. The material you're working on determines the dust category of the mobile dust extractor you should use (see column on the right). Your choice of mobile dust extractor also depends on how and where you work.

Whether you always work in one place or move around on the building site, Festool has the right mobile dust extractor for any application: there are the compact CT MINI and MIDI on-site extractors or the small CTL SYS, which is easy to sling over your shoulder and take up on the scaffolding. For large-area sanding with the PLANEX or intensive material removal with the RENOFIX RG 130, the CLEANTEC mobile dust extractor with AUTOCLEAN performs perfectly. To protect your health!



#### CT MINI & MIDI

##### The compact on-site extractors

Our sophisticated, compact companions for mobile use on the building site.

Application: suitable with all required tools for assembly and servicing jobs; also suitable for final cleaning at the site.



#### CTM 26/36 E AC RENOFIX

##### For high dust levels

The extractors for routing and sanding with high material removal, where an especially large amount of fine dust is produced.

Application: primarily for refurbishment work such as removing old paint and tiling adhesive with the RG 130 diamond grinder.



[www.festool.com/products/dust-extraction](http://www.festool.com/products/dust-extraction)

Scan the QR code to see an overview of all CLEANTEC mobile dust extractors.



**CTM**  
**36 E AC PLANEX**

**More suction power with cleaning**  
Constantly high suction power and longer working intervals thanks to the AUTOCLEAN automatic filter cleaning function.

Application: especially suitable for fine mineral dust, like that produced when working on drywall with manually operated machines and PLANEX long-reach sanders, for example.



**CTL SYS**

**The portable service extractor**  
For mobile use during smaller assembly and servicing jobs, including on scaffolding or a ladder.

Application: for low amounts of dust and coarse dust particles, like those created during retrofitting work.

**DUST CATEGORIES**

Dust categories L, M and H indicate the risk posed by a given dust and the specified maximum allowable concentrations (MAC). And they define the required filtration efficiency of the corresponding filter systems.



**DUST CATEGORY L**

Harmless dust such as house dust or soil, as well as paints and varnishes without lead additives.  
MAC > 1 mg/m<sup>3</sup>  
Filter system filtration efficiency > 99%



**DUST CATEGORY M**

Harmful dust such as cement, filler, lime, plaster, paints and varnishes with lead additives as with old paint, and quartziferous materials such as sand and gravel.  
MAC ≥ 0.1 mg/m<sup>3</sup>  
Filter system filtration efficiency > 99.9%



**DUST CATEGORY H**

Pathogenic dusts that are carcinogenic (such as asbestos, arsenic, lead and glass wool) or contaminated with bacteria, germs or mould.  
MAC < 0.1 mg/m<sup>3</sup>  
Filter system filtration efficiency > 99.995%

# 青

(QING)



The Chinese metropolis of Qingdao has a colour in its name, one that is difficult to accurately describe: 'Qing' is turquoise, blue-green or perhaps more green-blue, depending on your perspective. And the architects from Crossboundaries in Qingdao have shown how to derive an amazing colour scheme from this for a children's centre.

Text: **Ralf Christofori** | Photography: **Zhi Xia**



**Q**ingdao is situated in eastern China, on the coast of the Yellow Sea. Once a fishing village, this metropolis has since grown to a population of more than four million residents. It is home to the famous beer of the local Tsingtao brewery, which was founded in 1903 during German colonialism and is today one of the largest breweries in the world. Nestled among modern skyscrapers and shopping centres in Qingdao are, interestingly, one or the other German-style half-timbered buildings. So when a German architect and her team come here to design and build a project, it doesn't seem that strange, somehow. For Binke Lenhardt, who has been living in Beijing for 18 years, it's practically a hometown project. She and her partner Hao Dong founded the architectural firm Crossboundaries in 2005.

#### Playing and learning in colour

The fact that these two architects work 'across boundaries' is not just because of their different backgrounds. It is also a reflection of their consistent efforts to think outside the box and find unexpected architectural solutions for every building project. Take the Family Box Qingdao, for example: a type of children's nursery which the architects from Crossboundaries created in part of a shopping centre. The 4,400 square metres spread over two floors house open classrooms, play areas, a café and even a swimming pool.

'We tried to eliminate the classic separation of learning and playing, in order to incorporate a different type of learning through play in our architecture,' Binke Lenhardt explains. The concept includes 'Smart Spaces', which can be opened or closed as needed with the help of mobile walls. The 'Smart Volumes' are noteworthy, making use of expanded depths in the walls as climbing areas, caves or passageways. Zones with sometimes reduced ceiling heights offer the kids spaces to play alone or with others; foam surfaces and cushioned mushroom heads invite them to run around and enjoy themselves.



**'IN CHINA AS IN OTHER PLACES, GREAT VALUE IS PLACED ON GOOD MATERIALS WHEN IT COMES TO BUILDING FOR CHILDREN. CHILDREN ARE ESPECIALLY APPRECIATED IN CHINESE SOCIETY AND A LOT OF THOUGHT IS PUT INTO PROTECTING THEIR HEALTH.'**

Binke Lenhardt, architect, Crossboundaries





← In the Family Box in Qingdao, it's not just the colours that are suitable for children; the stairs are, too.

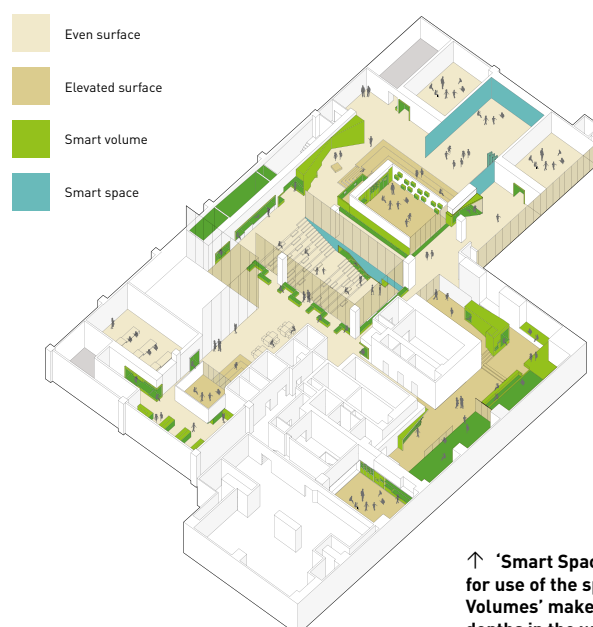
↓ In low caves or passageways, the kids have spaces to play alone or with others.





### Colourful, healthy and sustainable

The punchy colours running through the children's centre catch your eye first. 'It's not just nice because it's colourful,' emphasises Binke Lenhardt. 'Our colour scheme is reduced to three key colours, which have a local importance and also impart a feel-good effect.' Blue, green and yellow – the city colours of Qingdao – are used in different shades on the walls, ceilings and floors. The 'Smart Volumes' are green; the bright turquoise on the walls and the graded orange of the linoleum floors establish the connection between the sea and its sandy beaches.



↑ 'Smart Spaces' create flexibility for use of the spaces; 'Smart Volumes' make use of expanded depths in the walls.





**PANTONE 7709 C**  
Waterproof wall and ceiling paint,  
cushioned synthetic leather

**RAL 230-4**  
Wall and ceiling paint, cushioned  
synthetic leather, aluminium panels

**PANTONE 368 C**  
Polyurethane coating on the  
'Smart Volumes' panels

**FORBO ARTOLEUM PIANO 3641**  
Linoleum flooring

↑ **Punchy colours animate the space while lending the architectural design a consistent orientation.**

↓ **What may look like half a floor is not dead space but rather an exciting cave for lively play.**



Execution of the work on the building site was always at the forefront of the architects' minds, of course. One employee was on site for three months during the execution phase. Since China has a long tradition of craftsmanship but no traditional guilds, the architects worked with craftspeople they already knew and could trust with their high standards where possible. An important aspect of the Family Box was the use of safe materials. For example, the walls and ceilings were primarily painted with water-based paint. The quality of the linoleum floors also played an important role, because children naturally spend a lot of time sitting on the floor. 'Ultimately,' Binke Lenhardt emphasises, 'it is always about not just impressing our clients with architectural ideas but also making a mark when it comes to healthy and sustainable building.'

**FAMILY BOX**  
Qingdao, Shandong Province, China  
Architects: Crossboundaries, Beijing /  
Binke Lenhardt, Hao Dong  
Client: Children Enterprise (UK) Ltd.  
Completed: 2015

# DUST-FREE STARTS WITH MIXING

34

The Festool MX stirrers are known to be powerful machines. They feature the tried-and-tested soft start function to prevent the mixed material from flying up into your face with an uncontrolled spin. And as of 2021, the MX extractor vacuums away the dust directly at the bucket.

Text: **Anja Soeder** | Photography: **Thomas Baumann, Torben Jäger**



**V**isibility is already reduced when you start mixing, as you shake the bagged goods into the bucket or swirl up the dry material with the first turns of the stirrer. And if you're making do with a drill and a short stirring rod, you feel it all directly – in your face, in your eyes and in your airways, not to mention in your back. That can't happen with the MX stirrers from Festool. Instead, you stand upright as you mix and keep everything under control with both hands on the tool. Thanks to the flexible ErgoFix height adjustment, you can always work in a position that protects your back, and the powerful motors ensure that you save your own energy for other tasks. The soft start function ensures a controlled start. The electronic speed control even adapts the mixing process to the material.

#### Dust-free mixing with the new MX extractor

Festool has gone one step further to ensure that you really can mix materials in a healthy, dust-free way. It's actually quite logical. But when you start with the premise that dust should always be extracted right where it is produced, then it's not that simple. Dust extraction on the stirrer or right at the front on the stirring rod doesn't help anyone. But what about at the edge of the bucket? That's where the new MX extractor sits, protruding into the bucket with a small but wide opening. It easily fits different bucket sizes and can be connected to the mobile dust extractor via 27 and 36 mm suction hoses.

So the dust disappears just as quickly as it appears when you shake the material into the bucket, and you no longer have to fight thick clouds of dust when you mix the materials. That's not just clever – more importantly, it's healthy. And since your health is very important to us, the MX extractor will be one of the items included with the MX stirrers as of January 2021. So you can enjoy low-dust mixing with any material in future. And your workplace will look spotless when the job is done.

↓ **The MX extractor significantly minimises dust as you shake material into the bucket.**



**THICK CLOUDS OF DUST ARE NOW A THING OF THE PAST: WITH THE MX EXTRACTOR AT THE BUCKET EDGE YOU CAN MIX ANY MATERIAL WITHOUT WORRYING ABOUT DUST.**

35



#### STIRRER WITH EXTRACTOR

- › **Powerful mixing.** The powerful motor and high-torque gearbox deliver constant power when mixing – perfectly controlled thanks to the throttle and speed control.
- › **Everything within reach.** Parallel handles ensure comfortable, simple operation of the machine – now with a new protective clip to prevent the tool from being switched on inadvertently.
- › **Work ergonomically.** Simply adapt the stirrer to your height using the patented ErgoFix height adjustment. That way you can work in an upright position that helps conserve energy.
- › **Effective dust extraction.** The MX extractor removes dust at the edge of the bucket – primarily as you fill the bucket and stir different mixing materials where dust production is at its highest.

#### FIND OUT MORE

Discover everything about our MX stirrers and the new MX extractor on our website:

» [www.festool.com/products/stirring](http://www.festool.com/products/stirring)

## FILLING AND SANDING DRYWALL

If you ask a painter how to achieve clean drywall and what materials and tools to use for the best result, there's really only one serious answer: it depends! We have tried to shed a little light on this topic.

36

In drywall construction, filling and sanding are standard procedures. That said, when you look at everything involved in achieving a clean and perfect surface, these tasks are anything but ordinary. It comes down to the details, bringing them together into a coordinated overall package. After all, fillers from different manufacturers have different properties and should be worked on and sanded with the right tools.

### FILLING

Drywall construction involves gypsum boards with different types of edges. The most common are boards with half-rounded tapered longitudinal edges and bevelled cut edges. With supporting materials such as timber posts or derived timber boards, hygrothermal tension occurs in the substrate which can lead to the formation of cracks in the filling. To achieve a stable, long-lasting result in both cases, it is a good idea to use filler materials with especially high joint stability and to use reinforcing or joint tape strips.

### FILLERS

- › **Filler putty** is specially designed for filling joints with joint tape.
- › With **joint filler**, plasterboard joints are filled without joint tape.
- › **Fine filler** is used to 'finish' filler putty or joint filler; it forms the finished surface of the joint.

### TYPES OF FILLER

- › **Gypsum-bonded fillers** are available as bagged goods in powder form. A compact crystal structure forms as it sets, and the filler achieves very high joint stability.  
Application: joint filling for plasterboard (Q1 and Q2) and full-surface filling with higher layer thicknesses.
- › **Plastic-based fillers** are available ready-mixed in buckets. They air dry. Depending on the product and application, the filler needs to be stirred before use.  
Application: full-surface filling of plasterboard (Q3 and Q4), thin reworking of old plaster or concrete surfaces.

### Filling trowel

A wide filling trowel is best for achieving even surfaces. The flatter the trowel is held, the less material is removed.

### Joint tape

Joint tape or reinforcing strips reinforce the joint filler and prevent the formation of cracks.

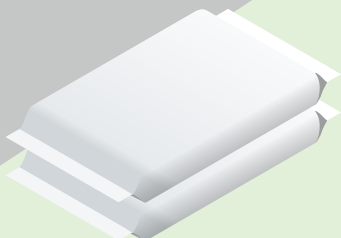


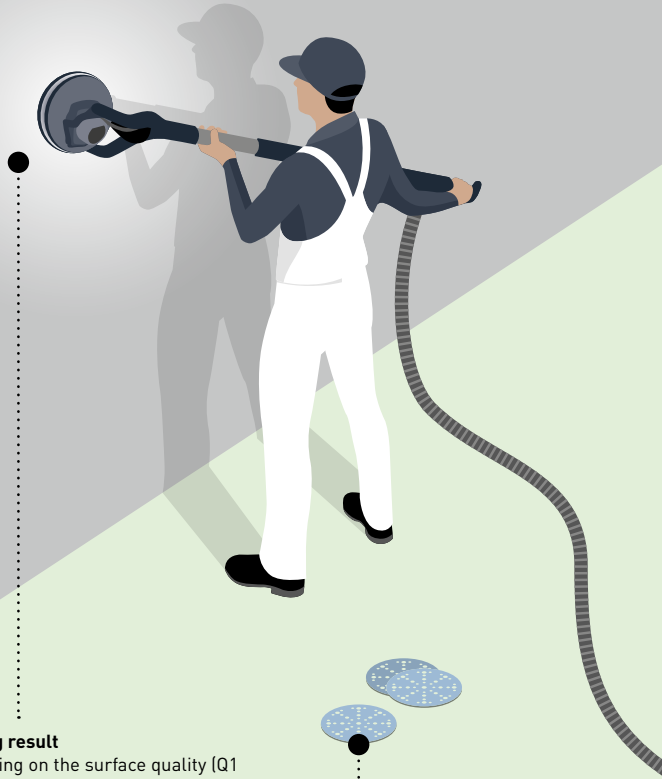
### Pointing trowel

Pointing trowel with stainless steel blade for pressing filler compound into the joint.

### Smoothing trowel

The longer the handle, the better. It prevents the trowel from bending and creating an indentation over the joint.





**Sanding result**

Depending on the surface quality (Q1 to Q4) you want to achieve, different steps should be followed when filling joints and sanding the filled areas. You can find a detailed overview on page 19.

**Abrasive**

The rule of thumb for choosing the right abrasive is **the softer the putty, the finer the grit**. The ideal abrasives for all fillers are Granat paper and Granat Net.

**SANDING**

If you know the material and have mastered the technique, you can achieve any surface quality. It takes time, attention to detail and the perfect tool. Especially when working with drywall. After the filler has hardened and dried, unevenness and grooves at the joints and edges are sanded out – on Q4 surfaces, even the full-surface filler. The new PLANEX 2 225 long-reach sander is perfect for full-surface and flat sanding. The LED grazing light on the sanding pad achieves surfaces of the highest quality. The Granat and Granat Net abrasives are ideal for perfect sanding results.

**RECOMMENDED ABRASIVE**

Even when choosing your abrasive and grit, the same rule applies: it depends! It depends on the material, the tool and what surface quality you want to achieve. We have compiled several recommendations in connection with the new PLANEX LHS 2 225 here, and you can find more information on our website.

Product	Binder	Abrasive	Grit
<b>Caparol</b> Akkordspachtel SF 'plus'	Dispersion paste	Granat Net Granat paper	P120
<b>Caparol</b> Akkordspachtel SXL	Dispersion paste	Granat Net	P150 – P180
<b>ARDEX</b> A 828	Gypsum plastic base powder	Granat Net Granat paper	P180
<b>ARDEX</b> A 828 READY	Dispersion paste	Granat Net	P320
<b>Rigips</b> ProMix Plus	Dispersion paste	Granat Net	P240
<b>Rigips</b> VARIO Jointing Compound	Gypsum plastic base powder	Granat paper	P120 – P150



[www.festool.com/test-planex2](http://www.festool.com/test-planex2)

Scan the QR code to discover more  
abrasive recommendations.

# MAGIC

38



Rolf Stelzle is a passionate painter. His company slogan is 'Magic in contour and colour'. But in reality Stelzle's source of enchantment is not sleight of hand, but rather the finest craftsmanship. There's always a rhyme and reason to Stelzle's magic – based on a healthy mix of experience, curiosity and eagerness to experiment that one rarely sees.



40

**W**hen people in Backnang say that Stelzle is crazy, they don't mean it in a negative way. And Rolf Stelzle doesn't take it the wrong way. He just smiles and accepts it as the highest form of praise and recognition. He knows his people, and they know him. This year his painting company celebrates 30 years of business. He looks younger than his more than 60 years. When Rolf Stelzle talks about his profession and his life, his passionate enthusiasm twinkles in his eyes. Stelzle sparkles with the ideas he concocts with his employees. He lives as if every day were his last, and every new job the most amazing.

In 1990 when it all began, Rolf Stelzle set off independently and built up his own company in Backnang, half an hour's drive north-east of Stuttgart. He took care of the painting, and his wife Isolde took care of the business. Stelzle still remembers his first bumpy job like it was yesterday: 'I was to prepare and paint the shutters of a kindergarten. Of course, I completely miscalculated it and there was way more work to do than I originally thought. I also didn't label the shutters, so once everything was actually finished, it took me two days to figure out which shutters went back where. Right from the start I learned the hard way that experience is a great teacher.'

#### Appreciation for the painter and the business

Rolf Stelzle can laugh about it now. In the past three decades he has built a successful company with 10 employees. He's in a position to pick and choose the jobs these days: high-end surfaces in a villa, refurbishing a half-timbered facade on a listed building, fancy textured wallpaper in a bathroom or a suspended ceiling with integrated speakers. 'In most cases we deal with private individuals, which is why direct contact with the customer is extremely important. I spend a lot of time on it.' The skilled painter focuses not on just doing any old thing; instead he always tries to find out what is important to the customer and work out what he thinks is possible. 'Intensive advice and excellent execution go hand in hand with us,' Stelzle emphasises. 'Everything depends on that. After all, we want the customer to appreciate our work and not just here and now but also ten or twenty years down the road.'



→ Rolf Stelzle's workshop sees lots of experimentation – with new materials, unusual techniques and a wide range of machines.





**'DIRECT CONTACT WITH THE CUSTOMER IS EXTREMELY IMPORTANT. I SPEND A LOT OF TIME ON IT. INTENSIVE ADVICE AND EXCELLENT EXECUTION GO HAND IN HAND WITH US.'**

Rolf Stelzle



Rolf Stelzle is extremely well connected, having been an active member of the Rems-Murr painters' guild leadership for years. And because he is constantly driven by and thinking about knowledge and expertise in the painting trade, he worked with colleagues to launch the 'Design Maler' initiative, where extraordinary and especially striking painting solutions are shared even today. Stelzle is a painter in high demand and is also valued as an expert in technical matters. This has contributed significantly to the good reputation his company has enjoyed for three decades.

### Origin and future of the family company

Without his wife – the actual 'soul' of the company, he says – he would not have achieved all this. She has been there in good times and bad. And Stelzle does much to ensure that his employees receive credit for their craftsmanship, too: with lots of praise and recognition and an excellent salary. He passes on his passion for experimentation and his curiosity for trying something new to his employees and to his son Noah, who is currently preparing to undergo his examination to become a master painter. In the workshop they are constantly testing new materials, painting techniques and machines, discovering which methods produce the desired results. The high shelves in the workshop hold a wide range of painting materials and tools, and even his grandfather's ancient brushes and graining combs are still in use. And somewhere in the workshop there is still an aged vessel of linseed oil that Stelzle guards like a treasure.

It's a piece of the past that holds firmly onto a place in the Backnang painting company today. Stelzle knows where he comes from and has never lost traction, even as he forges ambitious plans with his son. They've erected a new, modern workshop with a solar roof on the other end of the city, where Noah Stelzle will come up with his own ideas in future: new ideas, different ideas, all sprinkled with a little bit of magic. Someday, in 30 years or so, when people say that Stelzle is crazy, Noah will know that he's done everything right.

For more stories about painters with a passion for their work, visit:  
» [www.festool.com/blog](http://www.festool.com/blog)

← **Maler Stelzle has its own in-house spray booth and places great value on ensuring that its employees work with the best equipment.**

➤ **Rolf and Isolde Stelzle successfully established and built up the painting company. Their youngest son Noah will take the reins of the family company.**

## **STELZLE DOES MUCH TO ENSURE THAT HIS EMPLOYEES RECEIVE CREDIT FOR THEIR CRAFTSMANSHIP. HE PASSES ON HIS CURIOSITY FOR TRYING SOMETHING NEW TO THE NEXT GENERATION.**

43



### **MALER STELZLE GMBH**

Rolf Stelzle inherited his passion for painting – from his father, his grandfather and his great-grandfather, and possibly even further back, although the genealogy trail has run cold there (for now). In the 1980s he apprenticed under his father Walter Stelzle, but ultimately wanted to make his own way. After achieving his master painter's diploma and working in Switzerland for a year, Rolf Stelzle and his wife Isolde founded their own company in Backnang in 1990. Thirty years later, the two can survey their impressive 'life's work' with pride, a successful company that they will gradually hand over to their son Noah in the coming years.

# HALF TIMBERED



The historical town centre of Backnang is home to countless half-timbered buildings in a wide spectrum of colour. Maintaining these buildings is one of the most demanding jobs of a painter. Where masonry, plaster and wood meet come forces that are hard to keep under control.

Text: **Ralf Christofori**

Photography: **Torben Jäger, Rolf Stelzle**

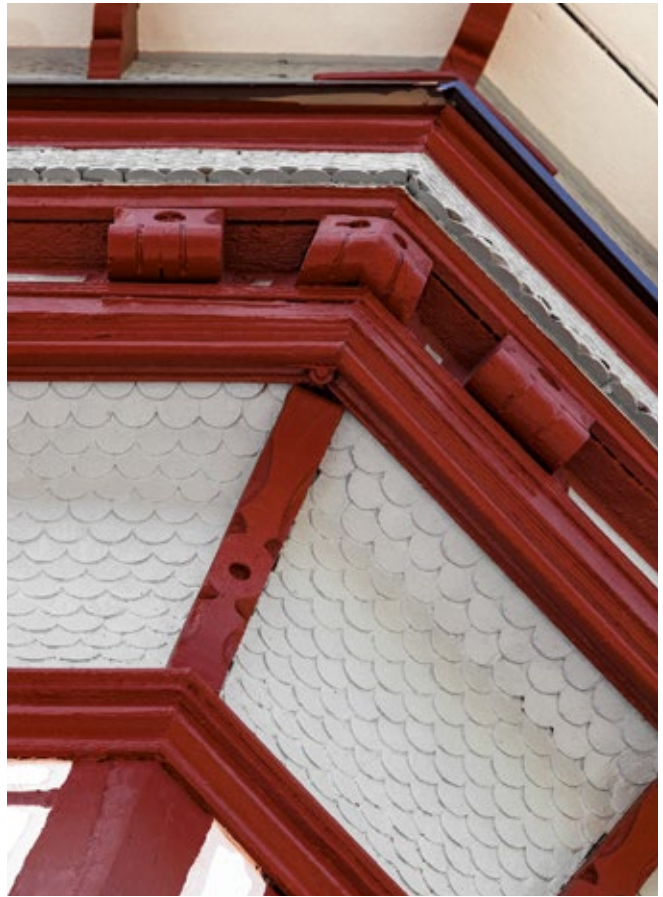
**T**he German Timber-Frame Road is famous. It stretches from Lake Constance to the River Elbe. If along the way you stop in Backnang, you will find half-timbered buildings that are over three hundred years old. They still shape the look of the former weaving and tannery town today. Painter Rolf Stelzle, who is based there, takes us on a tour through the town's historical centre and points out the facades to his left and his right that he has dedicated hours of work to refurbishing in past years. The timber frames are red or yellow, turquoise or blue. Sometimes the panels themselves are even painted in colour.

**Half-timbered buildings require true craftsmanship**

It's a beautiful sight, but it takes an enormous amount of work to maintain the facades. 'You have to know the material and above all, you have to be able to do your craft well, if you want to refurbish half-timbered facades properly and preserve them for the future,' Rolf Stelzle says. 'Superficial patchwork won't get you far.' It's a daunting task, with constant challenges for the master painter: warped beams, rotten posts, heavily weathered panels – buildings that hardly know a right angle and have adopted a lean over the centuries. This is where true craftsmanship is required.



46



**'YOU HAVE TO KNOW THE MATERIAL AND ABOVE ALL, YOU HAVE TO BE ABLE TO DO YOUR CRAFT WELL, IF YOU WANT TO REFURBISH HALF-TIMBERED FACADES PROPERLY AND PRESERVE THEM FOR THE FUTURE.'**

Rolf Stelzle, master painter

Rolf Stelzle shows us the Limpurg, a building he refurbished in the summer of 2017. The half-timbered building from 1899 may look like a castle but is actually a superb landmark building with finely executed gables, topped with a protruding regal tower. Damaged areas in the wood were carefully smoothed, the shingles in the wooden grooves of the tower were treated and replaced where necessary. On the panels, Stelzle's team removed and renewed the plaster and then painted it in a pink shade.

**Clean work with the right material**

'The main difficulty with half-timbered buildings is that all the materials you use have to be elastic. Because when the wood shifts, then inevitably the masonry and plaster in the panels are also affected,' explains Stelzle. That's why he instructed his employees to always carefully mask out the wooden struts and beams when painting the panels. They used water-based oil paint for the wood itself, which has high elasticity and also ensures that the wood can breathe. 'The worst thing you can do to wood is cover it in plastic-based paint, which would essentially seal it. Then the wood literally rots underneath the paint.'

Rolf Stelzle looks proudly at the Limpurg and is very happy with the result. And he should be. After all, three years after refurbishment the facade still looks as fresh as if the painter had only yesterday removed the scaffolding.



↑ The Limpurg in Backnang proudly displays its gabled splendour, sporting a little cap on the apex.

← The heavily weathered shingles on the tower had to be treated, while the panelling was finished with muted decorative elements.



**LIMPURG**

Backnang, Germany  
Owner: Enzo Caruso  
Planning and execution: Maler Stelzle, Backnang, Germany  
Completed: 2017



# OUR SERVICE FOR YOU

Text: Ralf Christofori | Photography: Torben Jäger





Festool stands for outstanding products, but also for exceptional service. Our specialists work flat out to ensure that you won't have to be without your tool for long when it needs repairs: their work is quick and reliable, and for the first three years, it's even completely free.

Important note: The following pages show the regular service offer of countries with Festool subsidiaries. The local offer may vary depending on country and importer. The Festool service terms and conditions shall apply and are available at [www.festool.com/service](http://www.festool.com/service)

## Full repair

When repairs are needed, your tool is in the best of hands with us. You can always rely on that.

50

**T**here are gourmets who say that a restaurant is only as good as its service. There's something to that. And since Festool customers are known to be the gourmets of tool users, we make sure that their work is enjoyable, their 'silverware' works perfectly and that everything else along the way goes smoothly. That is exactly what Festool aims to achieve through its extraordinary repair service, which is even free of charge for three years under the Festool warranty all-inclusive\*.

Festool products provide a valuable contribution, helping painters in their work every day. The tools reliably render their service, sometimes under the toughest conditions. Even in the face of such heavy-duty tasks, servicing and repairs are rather rare on average – but when the need does arise, the service team is ready. 'Reliability is a priority,' emphasises Jens Graner, Head of Service at Festool. 'And of course, the process needs to be simple and quick because no craftsman can go without their tool for long.' With an entire range of services, Festool ensures that customers are always taken care of, even when repairs are needed. The service technicians at the Festool factory service centre know every machine inside and out, and have all of the necessary testing, assembly and adjustment equipment on hand. They also only use original spare parts and all of the work they carry out is under warranty.

### More than just a repair order

Every tool that Festool Service receives is inspected and repaired with the same level of care. 'With "full repair" we don't just limit ourselves to repairs,' Graner emphasises. 'While we have the tool in our care, we also put it through extensive, comprehensive analysis and testing.' The service technicians not only restore the tool to perfect working order overall, but also perform the annually required electrical safety testing and confirm this with a certificate.

\* Warranty all-inclusive is valid for all Festool tools purchased from 6 March 2013 onwards and registered within 30 days of purchase. The Festool service terms and conditions shall apply and are available at [www.festool.com/service](http://www.festool.com/service). The service offer may vary depending on the country and dealer. The offer for 3 year warranty does not apply for damage to consumables and accessories, misuse, damage caused by the use of non-original accessories or spare parts, nor in the case of tools which have been dismantled or subjected to constant, hard-wearing use. Wear parts are excluded.



↑ **Easy contact: a quick and simple repair service is essential for customers.**

→ **The repair order is handled promptly by experienced service employees, and the customer is kept informed of the status.**





**'OUR SERVICE TECHNICIANS DO EVERYTHING TO ENSURE THAT CUSTOMERS DO NOT HAVE TO GO WITHOUT THEIR TOOL FOR LONG WHEN REPAIRS ARE NEEDED, AND THAT THE TOOL WORKS AS GOOD AS NEW AFTER REPAIR.'**

Jens Graner, Head of Service at Festool



## ORDERING REPAIRS ONLINE\*

Festool offers one of the fastest repair services in the industry – and it's especially easy and effective with the Festool online repair order process.



1.

### REPAIR ORDER

Simply place a repair order online for repairs both within and outside of the warranty period. We'll take care of everything else.



2.

### PICK-UP

Hand over the tool for repair to our logistics service provider, or we can have it picked up from any location you designate. Festool will cover the costs of transport.



3.

### FULL REPAIR

Our repair service includes a complete check of the tool as well as a 12-month warranty on all spare parts used in the repair.



4.

### DELIVERY

Your repaired tool is delivered to you in perfect working order within four to five days: it's reliable, simple and fast.



## Ready at any time

Our service team gives 100% so you can get back to giving your work 100%.

**F**or warranty claims or when using the online repair order process\*, comprehensive Festool service means picking up your tool, repairing it and then returning it to you within four to five days. Shipping is free. And that applies to old tools, too, with lots of years – sometimes even decades – of use behind them. 'Our aim with servicing and repair is to give our customers back a tool that is good as new, technically speaking, and that they can enjoy for a long time yet. If we achieve that then we've done everything right,' says Jens Graner.

### Three years of 'full repair, free of charge' upon registration\*

It's not just for convenience's sake – it also makes purchasing a Festool system a sound investment. The fact that you get the warranty free of charge with every tool is one plus point that goes beyond 100% service. How does it work? You simply register your tool for free for the warranty all-inclusive\* right after purchase. The 'full repair, free of charge\*\*\*' claim is part of our warranty package, so you don't have to worry about any consequential costs for your tools, chargers or batteries within the first three years.

### Accessing services easily and free of charge

If you also create a dedicated MyFestool account\*, you can enjoy lots of benefits and access all services easily. It's quick and easy to submit a repair order for a defective tool online at any time through your MyFestool account. Customers with dedicated account also get real-time repair status updates from the workshop via email and text message. Customers can also access other digital services through the interactive MyFestool customer area, such as the Festool WorkApp or OrderApp\*.

Our Festool Service is here to help you round the clock, so you and your tools can be ready at any time.



### MYFESTOOL\*

Important note: The MyFestool Account or Festool Apps are only a regular service offer of countries with Festool subsidiaries.

With your dedicated account, you have access to customised information and direct contact with Festool at all times. Under MyFestool, we bring together your most important information such as tool overviews, warranty summaries, repair orders and more. As a result, you will always be able to take advantage of the full range of services.

### What your dedicated MyFestool account provides

- > Quick and easy registration of recently purchased tools for the warranty all-inclusive\*\*
- > Overview of your registered tools and their warranty periods
- > Simplified search for accessories and spare parts for your tools
- > Online repair orders directly with Festool
- > Overview of all repairs ordered online
- > Full use of the Work and Order apps
- > Access for MyFestool users to exclusive offers such as fantastic competitions or a free battery pack when purchasing an 18 V product

\* MyFestool or the Festool Apps are not available in all countries. Warranty all-inclusive is valid for all Festool tools registered within 30 days of purchase. The Festool service terms and conditions shall apply and are available at [www.festool.com/service](http://www.festool.com/service). The service offer may differ according to country and importer.

\*\* The offer for 3 year warranty does not apply for damage to consumables and accessories, misuse, damage caused by the use of non-original accessories or spare parts, nor in the case of tools which have been dismantled or subjected to constant, hard-wearing use. Wear parts are excluded.

For more information, please visit [www.festool.com/service](http://www.festool.com/service)

# TOP ROCK



**Unassuming, yet emphatic**  
Music makes everything better – and it's best with the new Festool TOPROCK. Play your music right from your toolbox.



**Switch it on, connect and pump up the volume**  
The front of the TOPROCK features illuminated control elements alongside a USB port and a socket for the power supply unit.

## RICH SOUND

Take a Systainer and imagine that a flashy Bluetooth® box were integrated in the lid. That's exactly how it is with the new Festool TOPROCK. You stow your tools in the Systainer and play music from the lid – and without cables thanks to the integrated battery which lasts a full working day. The box is controlled via Bluetooth® 5.0, and two TOPROCK units can even be connected through TWS (true wireless stereo) to enable true music enjoyment in stereo. 20 watts of power through four speakers with two bass reflex outputs guarantee rich sound. Whether you prefer rock music or folk music, heavy metal or hip-hop, the TOPROCK supplies the tunes to keep you energised for the entire job.

# LEGAL NOTICE

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Vibration levels and emission values can be found in the operating instructions at [www.festool.com/operating-instructions](http://www.festool.com/operating-instructions)

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**FESTOOL**

**Healthy working  
with a system.  
Fighting dust together.**

Healthy, precise and time-saving work. Festool offers an uncompromising connection between mobile dust extractors and tools for every application, dust category and workplace. The result: simple and effective health protection in every situation thanks to a perfectly optimised system.

**For more information, go to [www.festool.com](http://www.festool.com)**

**Tools for the toughest demands**