

Argue Card - What and Why

Hilti hand-held gas saw DSH 700-X and DSH 900-X



Advantages

- Introducing Easy Start, the innovative Hilti auto-choke system. To start just turn device on and pull the starter rope.
- Cyclone air filtration system for long service intervals and maximum reliability
- Reinforced metal blade guard
- Easy to access and change starter rope



Technical Data	DSH 700-12" DSH 700-14"	DSH 900-14" DSH 900-16"
Engine size	70CC; 70CC	90CC; 90CC
Power	3.5 kW; 3.5 kW	4.2 kW; 4.2 kW
Weight (without blade)	23.1lbs; 23.5lbs	24.2lbs; 24.9lbs
Max. blade dia.	12"; 14"	14"; 16"
Max. blade rpm	5,100; 5,100	5,100; 4,700
Arbor size	1"/20mm; 1"/20mm	1"/20mm; 1"/20mm

Consumable and Accessories

- | Description | |
|-------------------------------------|---|
| SPX, SP, P diamond blades 12" - 16" | ① |
| Gas saw floor cart | ② |
| Portable water tank | ③ |



Customer's need	Product feature	Benefit to customer
Productivity	■ Introducing Easy Start, the innovative Hilti auto-choke system. To start just turn device on and pull the starter rope.	■ More first pull starts
	■ Cyclone air filtration system for long service intervals and maximum reliability	■ Less likely to flood during start
	■ Reinforced metal blade guard	■ Provides longer filter life and run time without a decline in performance. Less idle time when changing filters.
	■ Easy to access and change starter rope	■ Concrete stands up without breaking or cracking while cutting rebar
Service	■ Lifetime repair limit	■ Easy starter rope can eliminate idle times during projects
	■ 1 year on Fleet	■ Bumper to bumper and even includes bad gas
	■ 6-month maintenance parts included with each saw	■ No additional maintenance parts to purchase, no extra cost

Competitor Overview



Husqvarna K760 Strengths

- Market reach (widely available)
- Good power

Weaknesses

- High maintenance air filter system
- Non-reinforced blade guard
- Difficult to start

Stihl TS420 Strengths

- Lightweight
- Market leader

Weaknesses

- Low power
- Difficult to start
- Non-reinforced blade guard

Makita EK7301 Strengths

- Brand name recognition

Weaknesses

- Low cutting performance
- Hidden switches and controls
- High air filter maintenance

Tool Comparison

Customer requirements	Hilti DSH 700/900 X	Husqvarna K760	Stihl TS420	Makita EK7301
■ Easy to start and to flood	●	●	●	●
■ Cyclone air filtration system	●	●	●	●
■ Reinforced metal blade guard	●	●	●	●
■ Easy to access and change starter rope and air filter	●	●	●	●



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Demo



Easy to start

- Ensure that your fuel tank is 7/8 full with premixed fuel+ oil, 89 octane or better.
- To begin, you will need to complete the following:
 - Start at the top of the saw and push down the decompression valve.
 - Moving the bulb clockwise, prime 3-4 times until the bulb is 3/4 full with gas. Air bubbles will appear.
 - In a downward motion, pull the trigger and move the saw's switch up to its highest point.
 - Lastly, place your foot into the handle and pull the starter rope.
- For a warm start, follow the instruction above with the exception of priming the bulb. If the saw has been started once in a day, priming it too often may cause it to flood.

Easy to change starter rope

- For further instructions on how to change the starter rope, visit our Hilti North America channel to view saw related demonstrations.
- Begin by unscrewing the starter assembly.
- There is no need to cut the rope and explain each step. However, you must unravel the rope and rewind it to reveal the full process.

Cyclone filtration and reinforced blade guard

- Visit our Hilti North America channel for related demonstrations.
- After unscrewing the starter assembly, remove the housing unit until the black cover over the cyclone filter is exposed.

Overcoming objections

Objection	Counter-argument
I already own several Stihl saws and do not need another brand.	<p>Acknowledge: Yes I see that you have several saws. That's exactly why you should try our new Hilti saw.</p> <p>Probe: What current problems or concerns do you have with your Stihl saw?</p> <p>Support: You feel that the power of the Stihl saw is marginal and the changing start ropes are too difficult to change on site. This requires repair. Unfortunately, this could cost you a minimum of 1 full day of production.</p> <p>Follow-up: The performance of the Hilti saw along with its ease of use and reliability are critical. If i could show your team how to replace the starter rope on site, would that be of value to you? It is easy to maintain. With the help of Fleet, Hilti assumes the bulk of maintenance responsibilities.</p> <p>Note – Let's have one of your guys try the new saw for a couple of days and see if he does not agree that this saw is the fastest saw in the market, is easy to use, start and has minimal maintenance. The increased performance of the new Hilti saw along with the ease of use and reliability gives this saw productivity.</p>
I like Hilti tools but they are too expensive.	<p>Acknowledge: Yes you pay a little more up front for the Hilti gas saws.</p> <p>Probe: Do both up front cost and ownership responsibilities concern you? This may include repair costs, downtime and performance.</p> <p>Support: So your primary concern is the saw's performance in regards to productivity and reliability.</p> <p>Follow-up: Would you buy a Ford Ranger when you really need a Ford F150? Short term, you may save in up front costs, however, long term, buying the proper tool will provide an unmatched performance that may generate additional revenue in the long run.</p> <p>Note – Try one of the new Hilti saws for yourself and then tell me if it does not improve your productivity and minimal maintenance.</p>