

# Frequently asked questions

## **Questions about vehicle-specific pullers?**

Some products provide information about vehicle types. These products should always be used with the specified vehicle type. Which puller fits a specific vehicle is defined by the vehicle manufacturer. This is why we produce universal pullers for the most part. The dimension and strength specifications for our products are included in our product descriptions. We recommend gauging your particular situation and comparing the specifications provided on each product page.

## **Do the old hooks fit the new cross-beams?**

No, the older hooks have different dimensions. Some of them fit the new cross-beams but cannot be securely attached there. We are working to improve our products all the time, and the dimensions of items can sometimes change as a result. We recommend that you always use the latest products and the items and accessories intended for use with each other.

## **How does my puller work?**

You will find detailed instructions for using your product in the user manual. For sets, a quick guide is included in the case lid. For many products, the user manual is included in the product case.

## **Which spindle is in my puller?**

Each spindle has an article number lasered onto it below the spindle head. If the article number is not legible due to wear, you can search our website for the item which uses the spindle. The spindle will be listed on the item's product page as a spare part, along with the spindle's article number.

## **Where can I find the hook dimensions for my product?**

The hook dimensions are lasered or cast on the product. You can also find the dimensions by going to our website and entering your product's article number in the search bar. Finally, hook dimensions can also be found in our Puller Guide.

## **Do you also manufacture custom pullers according to customer specifications?**

Yes, we can produce special tools that are tailor-made to your requirements. To do this, we require a detailed description of the task to be completed as well as a description of the environmental conditions. You can send us pictures, along with descriptions of the challenges you are facing, and we will get in touch with you to work on a solution.

What information do I need to receive price quotes over the phone?

To provide price quotes over the phone, we need your customer number.

## **How do I find out which KUKKO product I have?**

All KUKKO products have an article number that is lasered or cast on the product.

## **Is it possible to purchase your products as an end user/international customer? If so, where?**

You can find a sales partner in your area by using our sales partner search.