

2026 Field Service Technician Toolbox



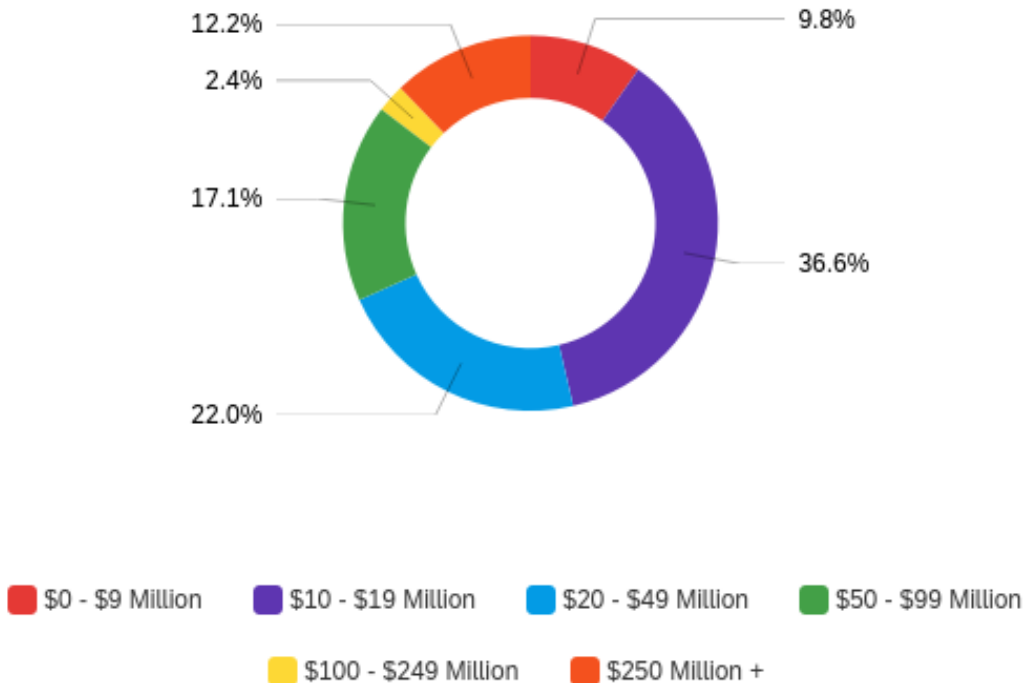
Objective: To understand common practices for toolboxes for field service technicians.

Respondents = 41

Summary

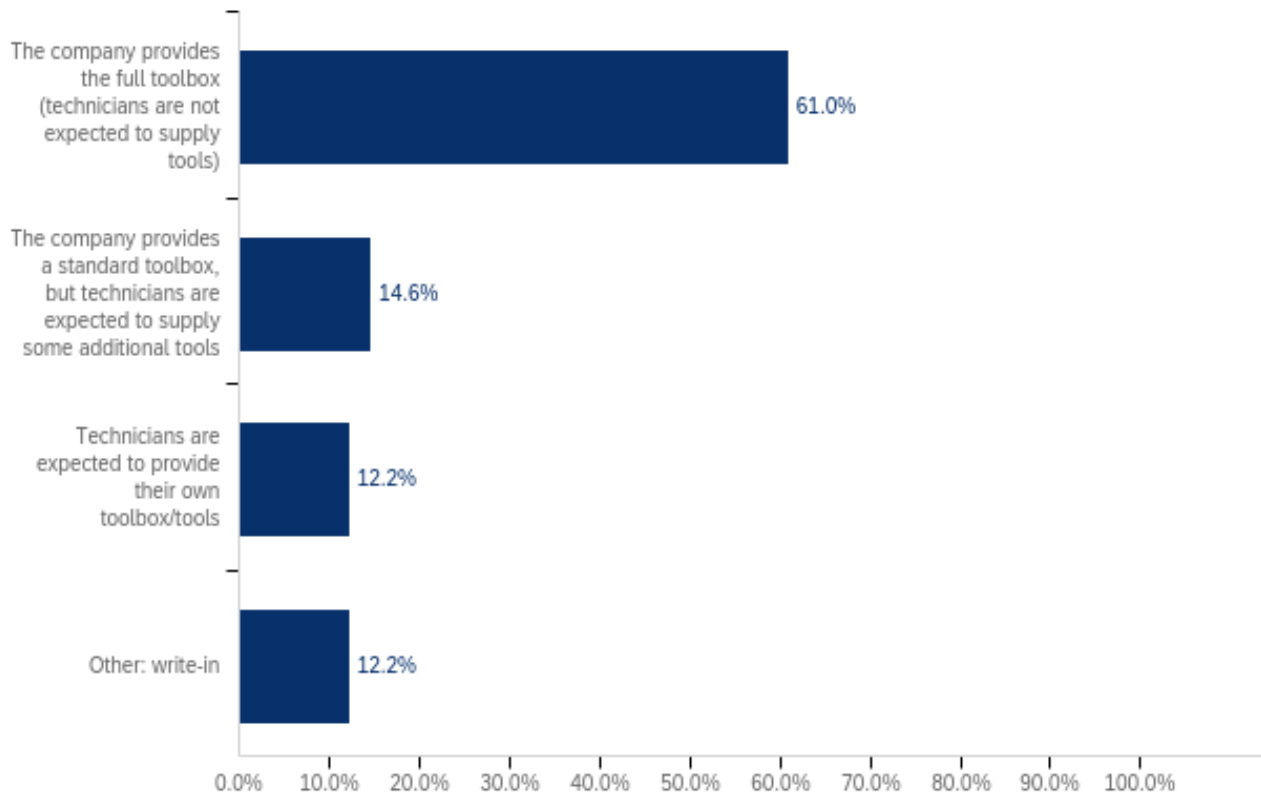
Most responding companies (61.0%) provide the full toolbox (technicians are not expected to supply tools) for their technicians. For companies that expect their technicians to provide their own toolbox or provide additional tools, almost half (45.5%) don't provide financial support to technicians for the purchasing tools. Open ended comments indicate that many companies expect their technicians to provide a basic set of tools but will provide any tools specific to the machinery.

Annual Revenue



	Total	\$0 - \$9 Million	\$10 - \$19 Million	\$20 - \$49 Million	\$50 - \$99 Million	\$100 - \$249 Million	\$250 Million +
Number of Respondents	41	4	15	9	7	1	5

1. Which statement best describes how your company handles field service technicians' toolboxes?



Response Percentage by Revenue Range						
	\$0 - \$9 Million	\$10 - \$19 Million	\$20 - \$49 Million	\$50 - \$99 Million	\$100 - \$249 Million	\$250 Million +
The company provides the full toolbox (technicians are not expected to supply tools)	75.0%	53.3%	55.6%	71.4%	100.0%	60.0%
The company provides a standard toolbox, but technicians are expected to supply some additional tools	-	26.7%	22.2%	-	-	-
Technicians are expected to provide their own toolbox/tools	-	6.7%	11.1%	28.6%	-	20.0%
Other: write-in	25.0%	13.3%	11.1%	-	-	20.0%
Total	4	15	9	7	1	5

Other: Write-in (by Revenue Range)

\$0 - \$9 Million

- Technicians are responsible to provide the standard hand tools (screwdrivers, wrenches, etc.), but the company provides all specialty/large scale tools.

\$10 - \$19 Million

- Technicians provide the basic tools, and the company provides specialized tools specific to the company's equipment
-
- The company supplies the wheeled travel case toolbox, and the technician has their own tools.

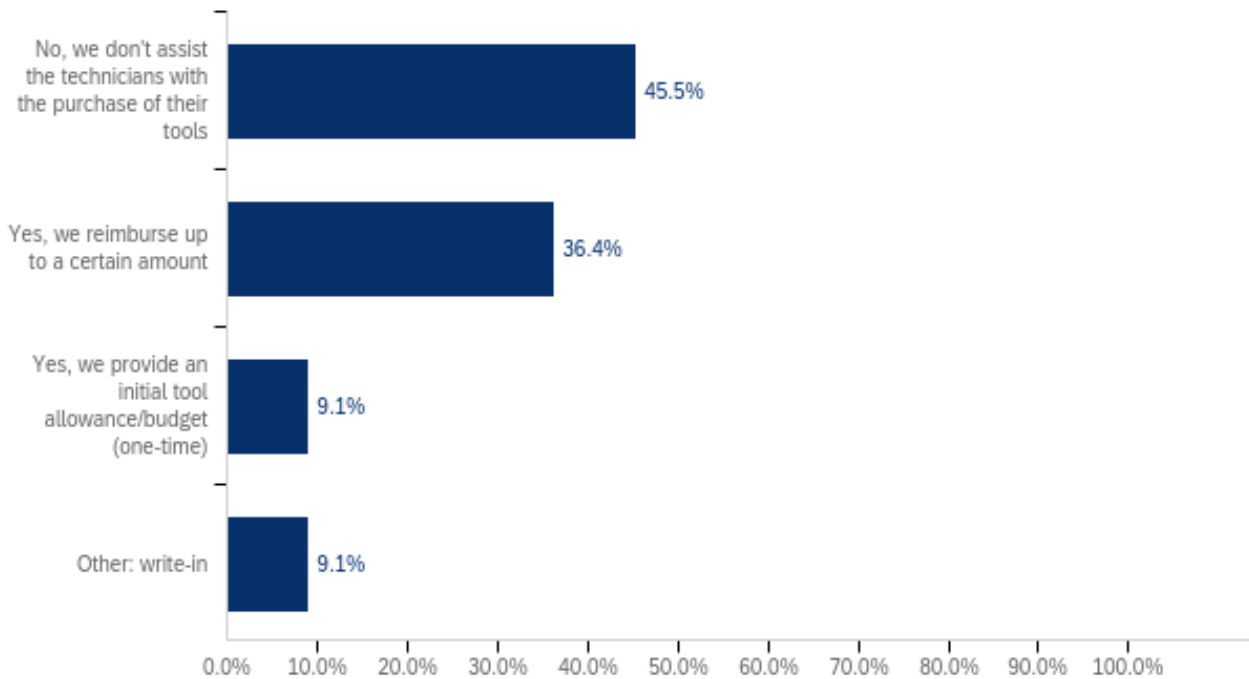
\$20 - \$49 Million

- Technicians purchase their own tools and gets reimbursed

\$250 Million +

- We are NOT expected to carry tools

2. If a technician is expected to provide their own tools, do you provide financial support with the purchase?



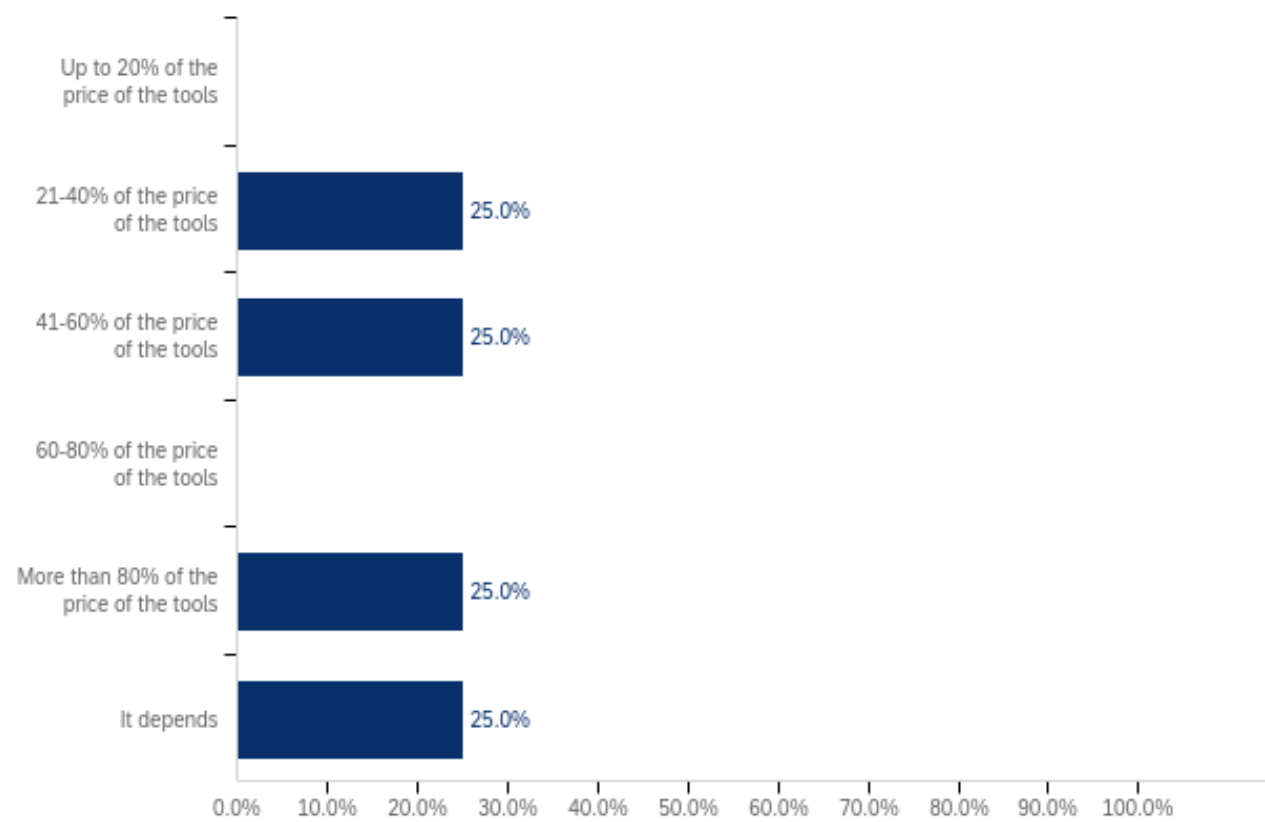
Response Percentage by Revenue Range						
	\$0 - \$9 Million	\$10 - \$19 Million	\$20 - \$49 Million	\$50 - \$99 Million	\$100 - \$249 Million	\$250 Million +
Yes, we provide an initial tool allowance/budget (one-time)	-	20.0%	-	-	-	-
Yes, we reimburse up to a certain amount	-	40.0%	33.3%	-	-	100.0%
No, we don't assist the technicians with the purchase of their tools	-	40.0%	33.3%	100.0%	-	-
Total	-	5	3	2	-	1

Other: Write-in (by Revenue Range)

\$20 - \$49 Million

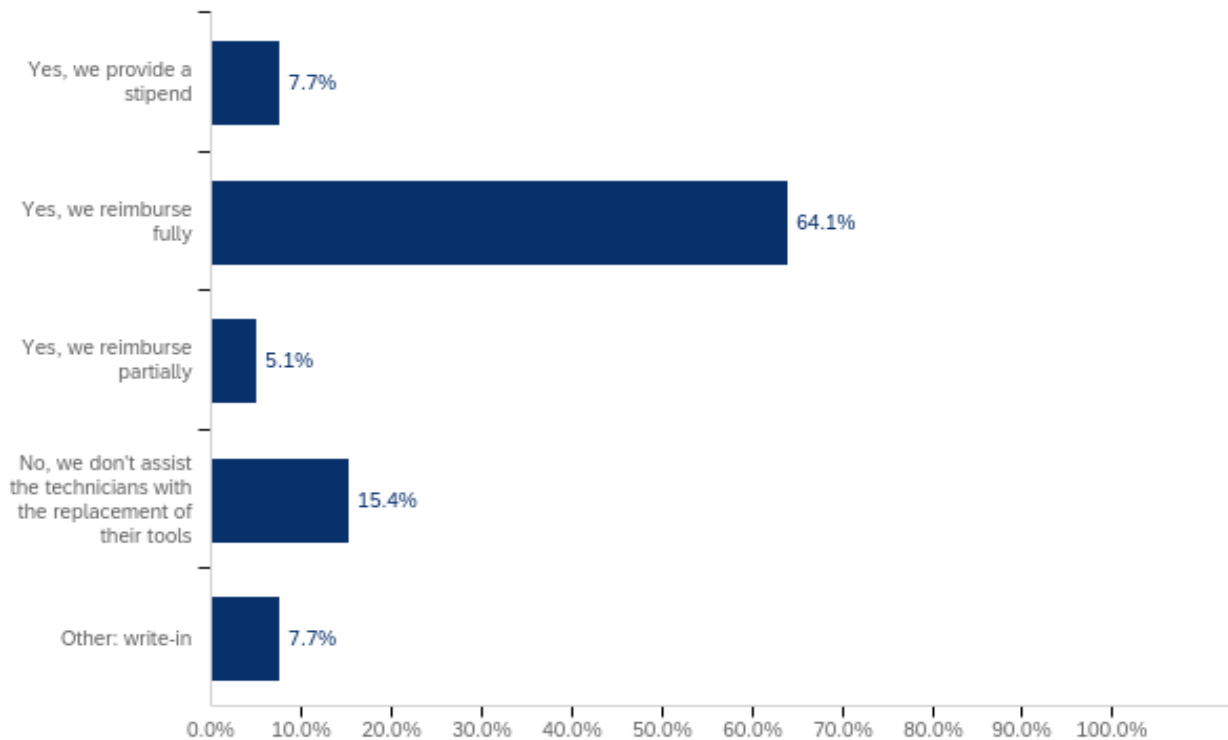
- Allowance for tool usage & replacement

3. What percentage is reimbursed if a technician has to provide their own tools?



Response Percentage by Revenue Range						
	\$0 - \$9 Million	\$10 - \$19 Million	\$20 - \$49 Million	\$50 - \$99 Million	\$100 - \$249 Million	\$250 Million +
Up to 20% of the price of the tools	-	-	-	-	-	-
21-40% of the price of the tools	-	50.0%	-	-	-	-
41-60% of the price of the tools	-	-	100.0%	-	-	-
60-80% of the price of the tools	-	-	-	-	-	-
More than 80% of the price of the tools	-	-	-	-	-	100.0%
It depends	-	50.0%	-	-	-	-
Total	-	2	1	-	-	1

4. Do you provide financial support for *replacing* tools?



Response Percentage by Revenue Range						
	\$0 - \$9 Million	\$10 - \$19 Million	\$20 - \$49 Million	\$50 - \$99 Million	\$100 - \$249 Million	\$250 Million +
Yes, we provide a stipend	-	13.3%	12.5%	-	-	-
Yes, we reimburse fully	66.7%	46.7%	75.0%	57.1%	100.0%	100.0%
Yes, we reimburse partially	-	6.7%	-	14.3%	-	-
No, we don't assist the technicians with the replacement of their tools	33.3%	20.0%	12.5%	14.3%	-	-
Other: write-in	-	13.3%	-	14.3%	-	-
Total	3	15	8	7	1	5

Other: Write-in (by Revenue Range)

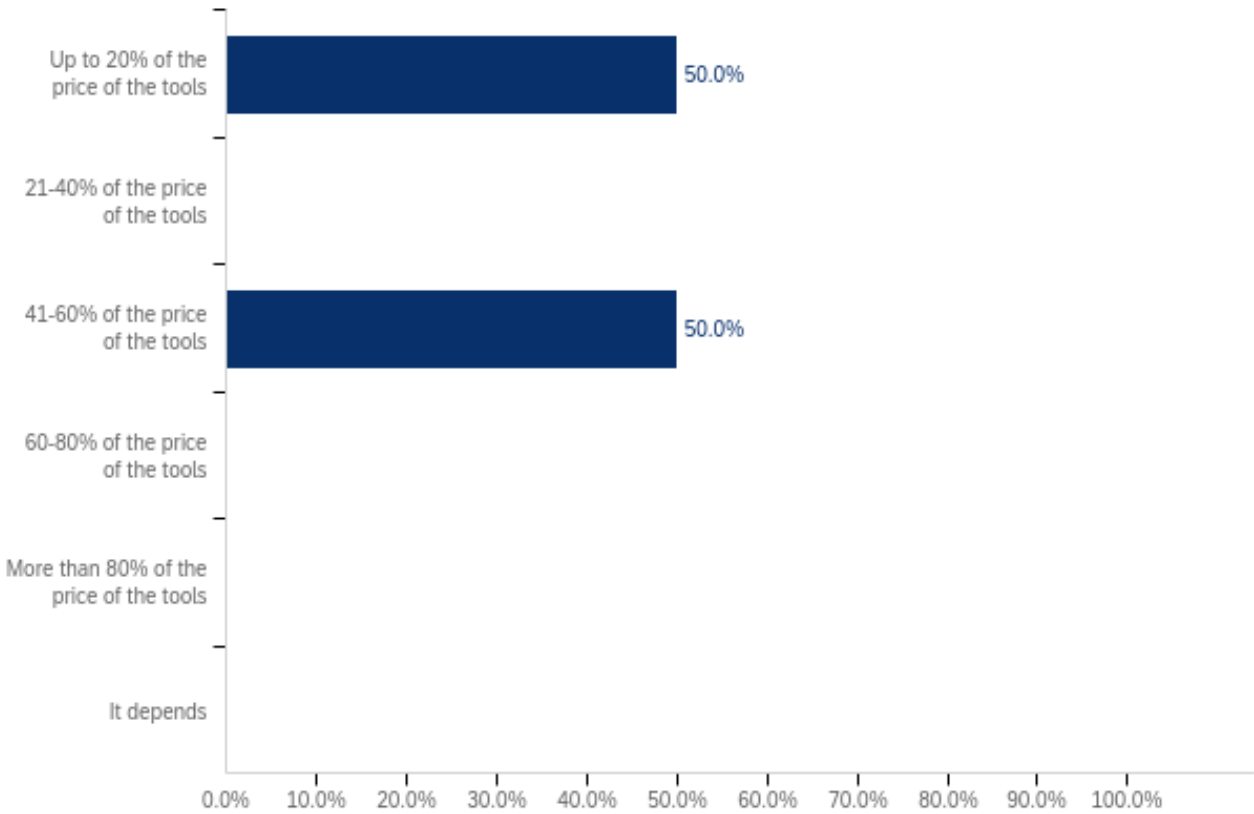
\$10 - \$19 Million

- Depends
- Depends on circumstances of why being replaced

\$50 - \$99 Million

- The company replaces all tools necessary for technicians.

5. What percentage is reimbursed if a technician has to replace their own tools?



Response Percentage by Revenue Range						
	\$0 - \$9 Million	\$10 - \$19 Million	\$20 - \$49 Million	\$50 - \$99 Million	\$100 - \$249 Million	\$250 Million +
Up to 20% of the price of the tools	-	100.0%	-	-	-	-
21-40% of the price of the tools	-	-	-	-	-	-
41-60% of the price of the tools	-	-	-	100.0%	-	-
60-80% of the price of the tools	-	-	-	-	-	-
More than 80% of the price of the tools	-	-	-	-	-	-
It depends	-	-	-	-	-	-
Total	-	1	-	1	-	-

6. Any additional comments on field service technician toolboxes?

Responses by Revenue Range

\$0 - \$9 Million

- Technicians have individual preferences in the types of tools they use. Often preferring a specific brand over others or style of hand tools. We require the technicians to provide their daily tools primarily for this reason.

\$10 - \$19 Million

- The technician is expected to provide a basic set of mechanics tools. The company will provide specialized and larger tools needed to perform the work
- The company supplies specialty tools specific to our machines. The other tools in the box are the property of the technicians, and are their responsibility to maintain or replace if lost. Toolbox repair parts are ordered & provided when needed.
- Our company provides specialty tools, but requires the technicians to have their own tool kit.

\$20 - \$49 Million

- We supply the technician a list of tools they need to perform the work. High value or special tooling is supplied by the company. Annual stipend is for technician tools that wear, broke or lost.

\$50 - \$99 Million

- While the technicians have their own toolbox with normal tools, we do supply some specific tools related to our equipment.
- We provide dedicated tools to all field service techs, and have some loaner kits for techs that do not travel frequently.



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