

Job Type:	Trade:	Task:
Crew Size:	Jobsite:	Tools:

20v Hercules Impact Driver - Discussion Guide

Scope: To get feedback on the 20V Hercules Impact Driver and the Hercules brand. To learn how well received Hercules is among professionals. To understand how professionals feel about the different features and specs of the Hercules Impact Driver, how they use this tool, and uncover any issues they've experienced.

1. Did you read the **instruction manual**?
2. What **brand** of impact driver do you typically use? (Do you have it with you?.)
3. With the Hercules tool in hand, describe what you:
 - a. **like** about it (Why?)
 - b. **dislike** about it (Why?)
 - c. think is **missing** (Why?)
 - d. Have you experienced any **issues**? (What?)
 - e. Do you have any **complaints**? (What?)
 - f. Do you consider this tool to be **full size or compact**? (why?)
 - g. What **heavy duty applications** would you have for this tool? (timberlock, masonry screws, lags, etc.)
4. Let's talk about **FEATURES**, you may have mentioned some of these things already.
 - a. **belt clip**, did you use it? (Why, why not?)
 - b. **integrated light** - what do you think of the **location, brightness**?
 - c. Any thoughts about **inserting and removing bits**?

Job Type:	Trade:	Task:
Crew Size:	Jobsite:	Tools:

- d. Have you used the **different speed settings**? (Why, why not?)
 - i. Do you understand how and when to use “**Automode**”?
 - ii. have you used the “**auto mode**” at all? (Why, why not?)
 - iii. What **speed setting** did you use most often? (Why?)
 - iv. How did you **adjust speed**?

Use Cases

5. What **tasks** have you used this product for?
6. What **materials** have you used this impact driver for?
7. How many **fasteners** have you run through so far? How many for the jobs?
8. Have you used the test product for any **unintended uses**? (What? Show me.)
9. How does this Hercules Impact Driver **compare to your current** impact driver? (Why?)

Experience

10. How does the tool **Feel in the hand**? (Why?)
11. How do you feel about the **size** of the tool? (Why?)
12. How do you feel about the **sound the tool makes** when you use it? (Why?)
13. How do you feel about the **weight**? (Why?)
14. Have you **shown this tool to your friends**, what did they think?
15. How confident are you in the tool’s **ability to last** for the rest of the testing period and beyond? (Why?)
16. How long of a **warranty** would you expect to see for a product of this quality?

Battery (optional if interview is going long)

Job Type:	Trade:	Task:
Crew Size:	Jobsite:	Tools:

17. Have you had any issues with **removing and installing the battery**? (If yes, please show me.)

18. Do you have a **preference between the two battery sizes**? (Why?)

19. How do you feel about the **overall performance of the battery**? (Why?)

20. Have you had any **issues with the battery charger**? (If yes, please show me.)

21. How do you feel about the **length of time it takes to charge the battery**?

Conduct observational research of Tester using driver in ACTION. Have the tester verbalize task

