

Service Conditions

valid from 01/01/2019

General

1. We make the installation and commissioning of all equipment supplied from us according to a written order. Also we do the repair, maintenance and calibration.
2. The purchaser has to assist our service personnel at their work. Particularly he has to
 - a) appoint a contact person who connects our personnel with his plant,
 - b) provide a skilled help for sufficient time,
 - c) provide the required power supplies,
 - d) provide special tools and auxiliary supplies such as cleanser, sealings and lubricants and
 - e) attest the preparation-, working- and travel-times and distances in the service report.

Rates

1. Rates for preparation-, working-, travel- and waiting-times:

a) service-technician	EUR/h
b) service-engineer	90.00
c) training-personnel	100.00
d) IT-specialist	117.00
e) use of calibration tools	122.00
	25.00
2. Overtime premiums:

The normal working time of our employees is from Monday to Friday each 7.5 h.
More hours per day are considered as overtime.
Surcharge per hour of overtime:

a) up to 2 hours per day	25 %
b) more than 2 hours per day	50 %
c) for night hours between 8:00 p.m. and 6:00 a.m.	50 %
d) for working hours on Saturdays	50 %
e) for working hours on Sundays and holidays (holidays in Germany)	100 %
3. Other surcharges:

a) assignment abroad	
Surcharge for every working hour	10%
b) for 24-hours-contract	
Surcharge for every working hour	25%
4. Travel costs incl. costs for transport of the private luggage and instruments:

a) using a car	EUR/km
b) using a van	0.75
c) using a lorry	1.10
d) using the railway	1.60
e) using an aeroplane	inside Europe economy class
	outside Europe business class

incl. all parking and flying charges
5. Expenses, inland (Germany):

For subsistence from 10 h working time per day	EUR/day
	50.00
6. Expenses, abroad:

For subsistence from 10 h working time per day depending to situation in the particular countries	EUR/day
	from 50.00 to 100.00
7. Overnight stay
against receipt

Delivery- and payment-terms

1. Payable within 10 day net without deduction.
2. When placing the order the purchaser will accept our above mentioned conditions.
3. By the way our standard business conditions are valid.