

Charges for sending out service engineers

The charges specified below are for the supply of staff in accordance with our „GENERAL SERVICE CONDITIONS“.

1. Working Hour

The normal working hours amount to 8 hours per day, that means from Monday to Friday 7:00 a.m. to 18:00 p.m.

Preparatory and waiting hours shall be charged like normal working hours and, where appropriate, at overtime rates.

2. rates per hour for service engineers

Service technician	normal	First 2 extra hours Per day	For extra hours exceeding those 2 hours and for Sunday working	For work on public holidays
working hour	75,-EUR	100,- EUR	115,- EUR	190,- EUR
Travelling hour	75,-EUR	100,- EUR	115,- EUR	190,- EUR

engineers	normal	First 2 extra hours Per day	For extra hours exceeding those 2 hours and for Sunday working	For work on public holidays
working hour	125,-EUR	170,- EUR	190,- EUR	315,- EUR
Travelling hour	125,-EUR	170,- EUR	190,- EUR	315,- EUR

3. Lump sum for travelling costs for service engineer

At absence of	more than 8 to hours	EUR 6,-
	More than 14 to 24 hours	EUR 12,-
	More than 24 hours	EUR 24,-

4. Overnight expenses

Overnight expenses shall be charged according to their actual amount spent.

5. Travelling expenses

Travelling expenses for out and home voyage to or from the site of mounting or service labour shall be charged according to the customer's decision to go by plane (business class) by train (2.class) or by own car **EUR 0,60/km**. Moreover all costs for tramways, buses etc. as well as for travelling within one site or between different sites as well as costs for transport of hand luggage, tools etc will be charged.

6. Certificate of employment.

The hours worked by the assembly staff must be certified by the customer regardless of the fact whether it's a matter of labour to be paid by the customer or a matter of guarantee.

If not the entries of the mounting/service staff will become valid.

7. Repair at works

EUR 75,-per working hour

8. Hourly rates for foreign countries

Hourly rates for foreign countries are the same as applied in Inland. Expenses incurred and overnight expenses will be accounted according to the valid fiscal regulations for travelling costs.

In case the overnight expenses exceed the lump sum, it will be charged on the basis of the actual costs for overnight dwelling plus 10% extra charges.