

Terms of Service, Support and Repair

(State 01-04-2024)

These service and repair conditions are valid for all services billed after expenditure such as service, repair, calibration, installation, maintenance, planning and commissioning work in and outside our premises, and for their preparation and review in the office.

Working hours:

The normal working hours of our staff is 40 hours per week with 8 working hours per day from Monday to Friday. Our staff is made available from Steinenbronn. Transportation costs, travel preparations, travel times, documentation work will be charged on a proven effort basis.

The following rates are net and the value added tax (VAT) is added in cases where it matters.

Hour Rates for our Staff and Equipment based on Effort:

	in house / on-site
Remote support & service by service engineer per working hour:	180,- / 180,- EUR
Project manager or software engineer per working hour:	160,- / 160,- EUR
Project, construction or calibration engineer per working hour:	140,- / 140,- EUR
Service technicians or calibration evaluation per working hour:	130,- / 130,- EUR
Surcharge for calibration standard (sensors or signals) per hour:	65,- / 65,- EUR
Surcharge for calibration standard (air up to 6 m ³ /h) per hour:	65,- / 65,- EUR
Surcharge for calibration standard (air up to 60 m ³ /h) per hour:	105,- / 85,- EUR
Surcharge for calibration standard (air up to 1600 m ³ /h) per hour:	210,- / 105,- EUR
Surcharge for calibration standard (air up to 10000 m ³ /h) per hour:	305,- / 160,- EUR

Flow calibration systems on-site are LFE , other standards upon agreement with add prices !

Additional Charges:

Night surcharge for work from 8 p.m. to 6 a.m:	50%
Overtime surcharge for more than 8 hours of work per working day:	50%
Surcharge for work on Saturdays:	50%
Surcharge for work on Sundays and public holidays:	100%

Travel Expenses:

Travel time of our staff per travelling hour:	120,- EUR
Car flat rate per day (bus and truck with add price on demand)	120,- EUR
Journey by car, including parking rates, tolls, etc. price per km:	1,10 EUR

Railway, flights, taxi and add prices are billed on proven costs with a surcharge of 20%.

Onsite Surcharge & Allowance Rates and Accommodation Fees:

Domestic onsite surcharges & allowance rates for on site work per day:	110,- EUR
Abroad onsite surcharges & allowance rates for on-site work per day:	180,- EUR
Accommodation based on proven effort, per each night (not less than):	130,- EUR

Higher accommodation prices are billed on proven costs with a surcharge of 20%.

Executive Authority:

Our staff is following orders only if issued by our company.

Extraordinary work requires our approval.

Miscellaneous:

The carried out work must be confirmed and accepted by the customer / purchaser by signing of the service form issued from our staff on site.

Flat rate for inspection and estimation of costs for service and repair works:

Sensor with one quantity 110,- Euro / sensor, double/combi sensor 160,- Euro / sensor, multi channel measurement device 270,- Euro / system inspection fee plus back-shipment costs.

Service customer specific system 540,- Euro / case problem analysis and diagnosis fee.

Terms and Conditions

All our services shall be subject exclusively to the delivery conditions recommended by ZVEI e.V. in the current version, see: www.tetratec.de/en/information/terms-conditions-certificates/.

Place of performance is at the headquarter of TetraTec Instruments GmbH and place of jurisdiction is Stuttgart.