

Terms of Service, Support and Repair

(State 01-01-2026)

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: 170,- / 170,- EUR

Project manager or software engineer per working hour: 170,- / 170,- EUR

Project, construction or calibration engineer per working hour: 149,- / 149,- EUR

Service technicians or calibration evaluation per working hour: 139,- / 139,- EUR

Surcharge for calibration standard (sensors or signals) per hour: 72,- / 72,- EUR

Surcharge for calibration standard (air up to 6 m³/h) per hour: 72,- / 72,- EUR

Surcharge for calibration standard (air up to 60 m³/h) per hour: 113,- / 93,- EUR

Surcharge for calibration standard (air up to 1600 m³/h) per hour: 227,- / 113,- EUR

Surcharge for calibration standard (air up to 10000 m³/h) per hour: 324,- / 170,- 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: 129,- 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: 113,- EUR

Abroad onsite surcharges & allowance rates for on-site work per day: 185,- EUR

Accommodation based on proven effort, per each night (not less than): 135,- 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 115,- Euro / sensor, double/combi sensor 165,- Euro / sensor, multi channel measurement device 280,- Euro / system inspection fee plus back-shipment costs.

Service customer specific system 560,- 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.