

# Technical service

## Service order

www.pressta-eisele.de



Date / Time \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

Zip code & city \_\_\_\_\_

Contact person \_\_\_\_\_

**We hereby place the following order with Pressta-Eisele GmbH for the repair / maintenance / programming / commissioning of the following machine(s):**

Model \_\_\_\_\_

Year built \_\_\_\_\_

Serial number \_\_\_\_\_

Order number \_\_\_\_\_

**Work to be carried out / error description / other comments:**

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\_\_\_\_\_  
Date Signature / Stamp

**Please complete, sign and return to**  
Technical Service - [service@pressta-eisele.de](mailto:service@pressta-eisele.de)

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www.pressta-eisele.de



### Terms of service and price information:

#### Services at cost:

The following rates are charged for the dispatch of service personnel for the installation, commissioning, customer training and maintenance of machines and systems, as well as other repairs:

#### Hourly rates (assembly work - travel time):

9KD000005 Service technician	125,00 € / hour
9KD000010 Programmer / control technician	167,00 € / hour

#### Surcharge for Saturday/Sunday/holiday:

9KD000007 Service technician	100,00 € / hour
9KD000012 Programmer / control technician	135,00 € / hour

#### Extra pay for overtime from the 9th hour:

9KD000008 Service technician	60,00 € / hour
9KD000013 Programmer / control technician	80,00 € / hour

**Training: for operators/maintainers** 1.360,00 € / day

#### Telephone support during business hours:

Flat rate per case max. 0.5 hours thereafter hourly rate charged 70,00 €

#### Normal working hours:

Normal working hours are Monday to Thursday from 07:30 to 12:00 and from 12:30 to 16:30.  
Friday from 07:30 to 12:30

#### Preparation and travel time:

Up to 4 working hours can be charged for the technical preparation of the work and for reporting within the scope of an order. Travel time is considered working time.

#### Travel expenses:

9KD000100 Kilometers driven 1,25 € / km

The calculation basis for this is the distance from our company headquarters in D-56859. Costs of public transport, cab and airplane will be charged according to expenditure with receipt.

#### Overnight stay:

Accommodation costs are invoiced on a time and material basis with receipts. This also applies to non-working days between working days. If it is not possible to bill on the basis of receipts, we will apply the flat rate for overnight accommodation applicable to the country in question.

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### Required spare parts, accessories and other consumables

Spare parts and accessories are charged at cost.

Small parts, cleaning agents and lubricants:

9KD000050 Small parts flat rate 55,00 €

### Pricing and payment:

The above prices do not include VAT. Invoicing takes place immediately after the end of the service activity. Invoices are payable "immediately net" upon receipt without any deductions.

### Other regulations:

The working time of our service staff must be confirmed on the service report, even if it was warranty work.

For the duration of the service assignment, we shall be provided with suitable auxiliary and skilled personnel, necessary tools and equipment and energy free of charge as required. The customer shall bear the risk for the installation. We have taken out product liability and installation insurance to cover any damage that may occur despite all due care during order processing. We will be happy to explain this in more detail on request. Any further liability for damage not covered by this insurance, in particular financial loss and damage caused by delay, is excluded except in cases of intent, unless expressly agreed otherwise.

Es gelten ausschließlich die Allgemeinen Geschäftsbedingungen (AGB) der Firma Presta Eisele GmbH. Auf Wunsch senden wir Ihnen die vorgenannten AGB gerne zu, alternativ hierzu können Sie diese auch auf unserer Website [www.presta-eisele.de](http://www.presta-eisele.de) jederzeit einsehen, dort stehen sie Ihnen auch als Datei zum Download oder als Druckversion zur Verfügung.

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