



General Assembly Conditions for assembly, (Tele-) service and commissioning (foreign countries)

General Information

These General Assembly Conditions for assembly, service and commissioning shall apply for all works carried out by us on all devices delivered by us and on all customer plants. As long as no other special provisions are contained in these General Assembly Conditions for assembly, service and commissioning, our General Sales Conditions also apply for assembly and repair works.

Responsibilities of the service technician/mechanic

Our mechanics are employed to carry out assembly, maintenance, or repair works on products delivered by us on a contract basis with the customer or on his particular request. Any tasks beyond this scope can be accepted upon prior agreement. The mechanic must adhere to the customer's working times and must abide by the work rules on the customer's premises. In urgent cases, our mechanic is obliged to work overtime. He is obliged to present the customer with a list of his actual working hours. The signature of the customer confirms the correct listing of the working times, the proper handover of the equipment and the proper execution of special tasks. Our mechanics are instructed to have their work performance record signed immediately after completion of their tasks. If the customer or his representative is not present at that time, the records of our mechanic are valid also without signature of the customer. For assembly works, service works and initiations that extend over a longer period of time, a weekly or monthly settlement takes place. Our mechanics are not authorized to make legally-binding statements of any type.

Customer's aid

The preparatory work for the assembly, service and initiation must be carried out in due time, in order that the mechanic can begin with his assembly/service work directly upon his arrival. For fixed price assemblies, waiting times caused by the customer are calculated as additional assembly times. Any auxiliary tools necessary for the assembly, such as lifting gears, construction wood, or ropes, as well as the necessary operating power and appropriate lighting are to be made available by the customer free of charge. Any assistants for fetching and carrying things, if necessary also skilled workers, must be made available by the customer at his cost. These assistants must follow the instructions of our mechanic.

Liability

Under exclusion of all further claims, we can be held responsible only for the proper installation in such a way that we will remedy any eventuating deficiencies at our costs. In doing so, we reserve the right to choose freely in which way this will be carried out. We cannot be held liable for installation defects that are due to interventions by the customer or third parties or due to actions by our mechanics or assistants, if these actions are not directly associated with the installation works. We are liable only for those damages on installation parts that we are responsible for and our liability is restricted to the remedy of these damages. According to provisions of the law, customer claims from any installation work expire 6 months after their completion. Claims cannot be transferred in case of resale.

Note concerning the assembly

After some operating hours (depending on the working load of the plant) all hydraulic screw connections must be checked and tightened, if necessary! Due to vibrations or alternating strains these screw connections can loosen or become untightened after some time.

Calculation of assembly costs for assemblies, services and commissioning (foreign countries)

The basis for the calculation of the hourly assembly costs is a 40-hour week with the following working hours:

Monday to Friday	7.30 am to 4.00 pm
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We charge the return journey and the actual working hours. For single day services, the set-up times (e.g. preparing material and tools) will be added as one and a half additional hours of set-up time before travel there and one additional hour after travel back from the set-up location per mechanic/installer; and for multi-day services we charge two and a half hours of set-up time before travel there and one hour after travel back. For multi-day assemblies, services and commissioning, these costs will be additionally charged on the first and last day of the installation.

Working hours

Hourly rate of a service employee	€ 130.00
Hourly rate of a electrician	€ 160,00
Hourly rate of a programmer (PLC / robot)	€ 180.00

Extra charges

Overtime premium	25%
Night hours premium after 8.00p.m.	50%
Extra charge for work during night hours and overtime work at the same time	25% + 50%
Extra charge for work on Saturdays (up to 7,4h)	50%
Extra charge for work on Sundays (up to 7,4h)	100%
Extra charge for work on public holidays (up to 7,4h)	125%
Surcharge for express support within 48 h on site	€ 500,00

Allowance

Flat rate per day and per person	€ 100.00
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Flat rate for accommodation	€ 100.00
(If this rate is exceeded due to compelling reasons, the settlement is based on the hotel bill.)	

Kilometer allowance for journey there and back (also for ways from lodging to workplace)	€ 1.20/km
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Flight and transfer

Travel expenses and carriage as well as visa expenses are invoiced at cost.

Material

Additional installation material is invoiced at cost, whereby incidentals such as screws are invoiced as a flat rate.

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