

Service fees and conditions worldwide (without Germany and Western Europe)

According to the guidelines of VDMA/VDW – valid from 01.01.2011

General:	We offer start-up or supervising services for our products on customers request. These services should be requested in a timely manner. If there is a need for services while the plant is running we ensure services fastest possible, presumed there is a service mechanican/ engineer available. In case of service delays without RAUMAG-Janich to blame or in case of force majeure we reject any legal titel enforced by the purchaser.	
Work time:	The daily standard work time from Monday until Friday amounts to 10 hours. Saturday is no standard workday.	
Hour rates and surcharges:	The standard hour costs amount to: for a service mechanican/ engineer	€ 98,00
	For overtime work the following surcharges are valid:	
	For the first 2 additional hours per day	= 25 %
	For further additional daily work and Saturday work hours	= 50 %
	For Sunday work hours	= 70 %
	For work hours on statutory holidays	= 100 %
	For work hours on 1 st January, Easter holiday, 1 st May, Whitsun, Christmas	= 150 %
	Travel time and idle time are normal work hours and subject to a surcharge. Travel time from the accomodation place to the building site.	
Accomodation:	Hotel and accomodation costs are invoiced separately as incurred.	
Travel costs:	The travel costs for journey there and back with a company car are invoiced by € 0,70 per kilometer. Rail travel will be carried out as 2. Class standard. Overnight rail travel will be carried out in 2. Class if a couchette is available, otherwise as 1. Class. Travel costs for other means of transport, e.g. plane will be invoiced as incurred. Furthermore costs for luggage, transport of service tools or any service related cash expenditure will be invoiced as incurred. In case services are executed for different customers during one service travel, costs will be invoiced partial.	
Invoicing of services:	After completion of services the work time executed has to be recorded on the respective time sheets. Further information has to be noted down on these time sheets addionally. The signature of the customers person in charge is the confirmation for the proper delivery of services as agreed/ ordered. Invoicing of the total costs incurred will be carried out after return of the executing mechanican/ engineer. The invoice is due for payment immediately after receipt if there are no further agreements. All prices are plus VAT, if any.	
Support and conditions of work:	The customer is obliged to support the service personell to the best of one's ability and to ensure safety on the construction site. The compliance with safety regulations is the customers responsibility. If necessary additional specialists or assistants have to be organized by the customer. In case of final errection of machines or start-up services all constructional work on the plant has to be finished already, including all electric connections. The customer has to supply weather protected, well illuminated and heated rooms. Necessary tools, instruments or further equipment have to be provided by the customer. All machine parts, tools and similar equipment brought along by RAUMAG-Janich employee have to be stored in dry and lockable rooms.	
Warranty and responsibility:	The services are executed on the basis of our general sales conditions, based on the guidelines of VDMA and VDW. Our responsibility for the service work is not applicable in case the customer has performed changes or maintenance work itself on the relevant components. We are furthermore not in responsibility for faults that result from inappropriate installation work on dampers, diverters or other components performed by the customer without the supervision of RAUMAG-Janich employees. The customer is responsible for damages on or loss of spare parts, tools and similar equipment brought along by RAUMAG-Janich mechanics / engineers.	