

STRECKER SERVICE AND MAINTENANCE PACKAGES OR INDIVIDUAL SERVICE

SERVICE AGREEMENT

per plant and year

		number of hours included, charged at 30-minutes billing units	Price reduction on hourly rate / spare parts in field service	number of service months included when purchasing a new welder "FPC"	maximum number of machines per flat rate: FPC / Standard (units)	extended reachability at weekends: markup on hourly rate on Saturdays / Sundays / public Holidays	improved responsiveness: max. no. of weeks notice for planned service assignment	improved response time: max. no. of weeks notice for repair jobs on site	Flat Fee in Euro
Bronze	Telephone support / Remote maintenance Mo - Fr 08.00 - 15.15 H CET / CEST	5	3%	12					462 € / year
Silver	Telephone support / Remote maintenance Mo - So 06.00 - 20.00 H CET / CEST	5	3%			50%			1,155 € / year
Gold	Maintenance agreement - incl. Telephone support Mo - So 06.00 - 22.00 H CET / CEST	5	5%		3 / 10	50%	6	3	4,158 € / year*
Platinum	Maintenance agreement - incl. Telephone support Mo - So 06.00 - 24.00 H CET / CEST, + on-call standby at machine standstill	5	5%		5 / 20	-	6	24h	3,465 € / month*
Individual Service	Remonte maintenance	98,00 € / hour mechanics 120,00 € / hour technicians							
	Service on site (field service)								
	Welding jobs (small series), cost for machine, wage costs								
	Parameter finding, cost for machine, wage costs								
	Machine repair in Limburg / Lahn, incl. cost estimate								

* second and more packages will be charged at 50%

GENERAL PROVISIONS

for the above packages telephone support, maintenance agreement with / without on-call standby:

except for service under warranty, minor assistance or information rendered (= free of charge). The following agreements apply in addition to our General Terms and Conditions:

DURATION:

minimum 12 months for above packages (telephone support up to and including maintenance agreement with / without on-call standby).

CANCELLATION PERIOD / FORWARD PLANNING FOR ANY ALTERATIONS:

3 months' notice before contract end. Unless it is terminated, the agreement is automatically extended by another 12 months.

The customer will be informed accordingly, should it be necessary to adjust the yearly (monthly) flat rate. Within 3 weeks from receipt of notification of the price increase, the client will have the right to end this agreement with immediate effect.

AVAILABILITY / RESPONSIVENESS:

as defined, please see service description.

TELEPHONE SUPPORT, MAINTENANCE AGREEMENT INCL. ON-CALL STANDBY ARE NOT VALID:

on public holidays in Germany (Hesse) such as Christmas/New Year's Eve/Easter and company holidays.

No support between Christmas (24.12.) and New Year (01.01.). The latest return date is 23.12., the earliest arrival date is the first Monday in the year, but not before 04. January.

CONDITIONS/PREREQUISITES FOR TELEPHONE SUPPORT:

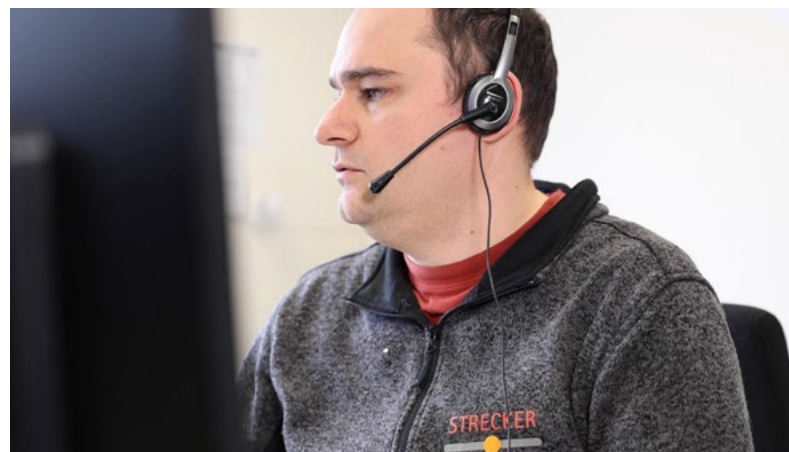
the client must employ trained personnel. A detailed error description is given to STRECKER by phone or in writing. In case of support for "FPC" machines via remote maintenance module, depending on the module there must be a data connection or mobile phone connection (including sufficient credit). For customers having ordered the above "Maintenance Agreement" the remote maintenance module can be rented (at EURO 100 / per month).

CONDITIONS/PREREQUISITES FOR A MAINTENANCE AGREEMENT WITH/WITHOUT ON-CALL STANDBY:

a spare parts package defined in consultation with STRECKER (parts/quantities) has been ordered and is available on site.

TERMS OF PAYMENT:

Payment obligation for services rendered (telephone support, maintenance and/or on-call standby by service technicians) arise in addition to the above flat rates. These will be invoiced separately, according to expenditure (on a time and material basis).



MORE INFORMATION

You can find more information about our products on our website. Just scan and learn more.

Brochure information based on experience, only the offer is decisive.

