

General Installation Terms and Conditions

valid from: 01/01/2019 (deviating published are invalid)

Our customer service is available for installation, commissioning or repair of machines supplied by us to you. However, in the interest of smooth processing of your service request and to reduce costs incurred due to waiting times of our service technicians, we ask you to take the following preparatory measures:

1. Transport of the machine to the installation site. In case of transport damage, inform the person in charge of damage claims. The machine must be unpacked and degreased without the use of aggressive solvents, which could damage machine components or the paintwork. In case of overhaul or repair of the machine, the machine must be cleaned and in an accessible location.
2. All auxiliary aggregates installed on our machines for material supply, filling, metering and product transport must be arranged in such a way as to be easily accessible in order to facilitate the performance of setup and maintenance work.
3. Provision of energy supplies to the machine (electricity, compressed air).
4. Provision of raw materials to be processed, such as bulk material and packaging material for continuous industrial operation, at the time desired you for training of your operating personnel. Quality and dimensional accuracy of packing supplies and auxiliary packing materials must conform to the agreed, resp. the recommended properties.
5. Provision of sufficient workshop tools as well as a suitable workplace free of charge in the immediate vicinity of the machine and, if required, technical assistance and personnel.
6. Timely provision of written information about applicable laws and official safety regulations valid at the location of the installation, insofar as they have to be observed and complied with by our installation personnel.

Should our installation personnel, as an exception to the rule, be actively involved in the transport of the machine on your premises, this will be at your own risk.

We assume liability for damages occurring in connection with installation work on your property only in case of willful intent or gross negligence of our personnel. Any further liability, including for consequential damages such as production losses or lost profits are excluded.

Should the installation work be interrupted or disturbed due to circumstances beyond our control, all costs incurred through this event (including waiting times) will be your responsibility. This applies, for instance, if disturbances occur in upstream or downstream connected aggregates by other manufacturers, even if our installation personnel has been commissioned to install and connect these units.

Orders for spare parts and accessories must be submitted in written form.

After the completion of the installation our service technician will submit an installation protocol to you. Please confirm with your signature the correctness of the protocol, the proper execution of installation work and the correct function of the machine. You will receive a copy of the installation protocol.

Installation Charges

We charge the following hourly rates for traveling, working and waiting times:

Service technician	€	140.00
Engineer and on engineer level	€	170.00

Installation and service work is usually performed during regular working hours from Monday to Friday between 08:00 and 18:00 h.

Extra charges for overtime, night work as well as working time on Sundays or holidays will apply for working time outside of the above mentioned hours as follows, in compliance with labor laws and regulations:

1. First hour of overtime from Monday to Friday after 18:00 h (by request)	+	25%
2. Further overtime Monday to Friday as well as all hours on Saturdays	+	50%
3. Night work from 19:00 to 06:00 h	+	30%
4. Sunday work	+	70%
5. Work on legal holidays, falling on a regular work-free weekday or Sunday and on days not covered by Clause 6	+	100%
6. Work on legal holidays, falling on a regular workday and in addition on the following holidays: 1. January, Easter Sunday, Pentecost Sunday, Christmas Day and 1. May	+	100%

The above rates are to be understood exclusive of traveling expenses, accommodation costs and VAT.

The appropriate highest additional costs will be charged only. Should the tariffs and conditions change between the time of the offer and the start of installation work or during prolonged installation work, the hourly rates will be adjusted accordingly.

The costs for the use of a car or service vehicle are currently	€/km	1.27
Airline travel as per receipts		
Daily flat rate in foreign countries	€	98.00
Daily flat rate in Switzerland	€	85.00

Accommodation costs will be charged as incurred.

May we request you to assist our installation personnel, if required, in booking of accommodation in a moderately priced hotel.

Billing of installation costs will take place after the completion of installation work. Invoices for installation work are payable immediately upon receipt without any deduction. As far as any other issues are concerned, our „General Installation Terms and Conditions for Installations“ apply.

For any item not specially covered in the above or the General Installation Terms and Conditions, our General Terms and Conditions for Business and Delivery shall apply.