

Rates for Services

Applicable only for orders with burster präzisionsmesstechnik gmbh & co kg

We charge the following rates for services provided with regards to our products incl. commissioning, training and repair On-Site and In-House.

1 On-Site and In-House Services

- **Hourly rate for technicians** (for standard products and applications) € 135.00

2 On-Site Work

- **Hourly rate for travel time** (both technicians as well as engineers) € 92.00
- **Commissioning & training**
- I-002 Commissioning sensor systems and equipment, including training, 3-hour maximum € 395.00
+ per diems + travel time + travel expenses
- I-003 Training of 1-6 participants in operation and application of DIGIFORCE® devices, including software and connected sensors. Duration approx. 4-5 hours with detailed training documents and training certificate € 925.00
+ per diems + travel time + travel expenses
- I-004 Commissioning & training (daily rate max. 7 hours) € 885.00
+ per diems + travel time + travel expenses
- I-005 Remote/online instruction or support via TeamViewer or MS Teams 60 minutes; additional duration at cost according to the valid hourly rate technicians € 215.00

- **Working hours are rounded to half hours.**

- **Travel costs**, with use of Car or station wagon € 0.78/km

- **Per diems** (in Germany) Per calendar day € 38.00

Hotel accommodation (in Germany) € 105.00

Hotel accommodation (outside Germany)

Rates depend on the country visited and will be communicated upon request.

Special expenses services rendered outside of Germany are billed at cost or flat rate whichever is less.

Your service center contact:

Phone: +49 7224 - 64553

E-mail: service@burster.com



3 Maintenance Agreements, Calibration and Additional Services

- **Maintenance agreements and calibration services**

We offer both maintenance agreements and calibration services for certain products. You can obtain information on these services from our service department.
Phone +49 7224 - 64553 or service@burster.com

- **Rental equipment**

We have an extensive stock of products available for you to bypass shortages during urgent calibration or repair orders. Please contact us early so that we can check device availability at the time or allocate an appropriate device for you.

The costs for rental equipment are for

Stand-alone measuring instruments, e.g. 2316, 2311, 9311....., 9307.....	€	165.00
Calibrated measuring instruments, e.g. 7281	€	320.00

- **Priority Express Service**

We offer a Priority Express Service for urgent orders the lead time of which is significantly lower than the standard lead time. Depending on time, effort and complexity we distinguish between two types of service:

Sensor connector assembly, device adjustment to sensors and similar 80EX-1 or 20EX-1	€	95.00
Standardization of sensors, modifications of sensor connecting cables, calibration of sensors, sensor systems and devices and similar 80EX-2 or 20EX-2	€	230.00

4 General

- **Working hours**

Our working hours are from 8:00 a.m. to 5:00 p.m. including a one hour break.

For services rendered outside our standard working hours, the following surcharges apply to hourly rates:

a) Overnight	from 8:00 p.m.	to 6:00 a.m.	50 %
b) Saturdays		to 12:00 p.m.	25 %
c) Saturdays	from 12:00 p.m.		50 %
d) Sundays and German public holidays			100 %

- Generally, receipt of a valid order is a pre-requisite to provide services we offer.
- Services are rendered based on our current delivery and payment terms and conditions.
- All rates above are net rates and subject to the applicable German VAT for services rendered within Germany.
- **Health & Safety!**
German Health and Safety regulations limit working hours to an average of 10 hours per day. Exceptions are possible given special circumstances.

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