

Service: Definition, Scope and Price Information

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Definition of service:

Service includes all work that has led to the clarification of error conditions/misbehaviour of and on printing presses and is attributable to defective/incorrect hardware/software of the SENSOTEC register control. This means that this condition was caused by a fault condition or defect of one or more components of the register control. This also covers improper operation by the operator.

Definition of application:

An application is always associated with a print job or press project. It describes the work required to fulfil a print job, as well as the specification and configuration of a register control system for the respective press. Thus, all work that cannot be attributed to faulty behaviour of the register control system or the operator is to be classified as application consulting.

Definition of training:

Training costs are treated and charged in the same way as application advice. If knowledge gaps in the basics of the register control become apparent and error states on the machine have not been caused by a defect described in the service definition, these services are classified as training services.

1. Service-Info

- This is a short service that takes place within a manageable time frame (one e-mail or less than 5 minutes).
- This time frame can be extended up to 15 minutes as a gesture of goodwill, especially if it results in a parts order.
- As soon as costs are incurred, you will be informed in advance. Please note that we can only estimate expenses.

2. General Service

- Service efforts will be charged for work that exceeds the Service-Info (more than 15min).
- All work completed in less than one hour will be charged at a reduced hourly rate.
- Every half hour or part thereof will be charged.
- The normal hourly rate shall apply in the case of requested, preferential processing.

3. Application Consulting/Training

- An application consultation occurs when the system does not show any obvious malfunction and/or the customer asks for assistance with an application.
- Likewise, assistance in operating and setting up the register control system is considered application advice and, by definition, training.
- For this work, the normal hourly rate applies and is due from the first minute.
- Each hour or part thereof will be charged.

4. Prices

- The reduced hourly rate is 120€
- The normal hourly rate is 186€