

## 1. Travelling

Travelling time of our service engineer(s) from the respective HAHN Customer Support location to the customer facility and back equals the regular working time.

Travel time is considered as working time and will be invoiced as such.

Travel time includes:

- the time required to travel to the customer facility and back
- the time for moving into accommodation at place of work
- the time for the journey between accommodation and place of work

## 2. Preparation

Within the scope of order, we charge the order-related time required for preparation and reporting. The invoicing for this time equals the regular working time.

## 3. Waiting time, idle time, multiple arrivals

Waiting hours, idle time or costs for multiple arrivals not caused by HAHN Automation are subject to additional charges invoiced separately on a time and material basis.

## 4. Service Rates

### 4.1 Hourly Rates for 8 hours of working time

Service technician start-up	EURO 100.00
Service technician application technology, programming	EURO 120.00
Service technician camera systems, LabVIEW, robotics and data base programming	EURO 130.00
Design Engineer [Mechanical Design / Electrical Design]	EURO 120.00
Support hotline / remote diagnostics [1/4-hour billing from the beginning of minute 16]	EURO 120.00

### 4.2 Overtime Surcharges

First two hours overtime per day	25 %
More than two hours overtime per day	50 %
Night work considered from 8 p.m. to 6 a.m.	50 %
Saturdays	50%
Sundays	100 %
Bank holidays	125 %

### Calculation Factors Overtime Surcharges

[according to 4.2 Overtime Surcharges]



	12pm - 6am	6am - 8pm	8pm - 12pm
Mo. - Fr.	1,5	1,0	1,5
Saturday	2,0	1,5	2,0
Sunday	2,5	2,0	2,5
bank holiday	2,75	2,25	2,75

## 4.3 Travelling costs

Travel costs from the respective HAHN Customer Support location to the customer facility and back:

a) Car per km	EURO 0.75
b) Train ride 2 <sup>nd</sup> class*	at cost
c) Airfare (Economy class) *	at cost

- Tickets will be booked as refundable/no penalty tickets, if available. If HAHN Automation is only able to book a non-refundable ticket and the customer changes the scheduling of a job, the customer will be charged the actual costs of the non-refundable ticket plus 15 % administration fee.

Additional costs for taxi, rental cars, parking fee and other expenses are subject to additional charges. Transport costs for tools and installation aids provided shall be borne by the customer.

## 4.4 Accommodation

Standard rate for overnight stay	EURO 85.00
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Accommodation fees above the standard rate will be charged at cost.

## 4.5 Daily Allowance

Within Germany	EURO 40.00
Outside Germany	EURO 82.00

Proven additional costs will be charged as per receipt

## 5. Terms of Payment

100% within 14 days upon receipt of invoice; unless agreed upon otherwise in written form.

## 6. Service Report

Satisfactory completion or work has to be signed and certified by the customer on the submitted service report.

## 7. Validity

Our service rates are based on the cost factors as of January 2021 and become invalid after the publication of a more recent service rate list.

**All rates plus VAT.**