

1.) Telefonsupport

Free telephone hotline within the set hours in german or english language (see service contract).
Only Expert level trained staff (by training through INTRAVIS) may call the hotline.

2.) Annual Service Check

One annual service check is mandatory and must be performed once a year, otherwise the free hotline support will expire.

This service check includes a complete functional test of the system(s), software updates to the most current DII's, filter cleaning/replacement and lens adjustment.

Repair works or replacement of defective parts are not included - here we will do an inventory and inform you about the costs after the annual service visit.

Additional systems purchased at a later date will be included in this contract automatically and the corresponding costs will be charged.
Travel costs will be charged according to the general terms of the technical customer service

3.) Technical Issues

3a) Failure indication: Technical issues should preferably be reported in writing to service@intravis.de and include an error description as well as the serial number of the system.

3b) Troubleshooting: Reported problems will be resolved as soon as possible, preferably on the phone with the help from the customer.

3c) Remote maintenance: INTRAVIS strongly recommends integrating the system into a machine-network to help with resolving technical issues. INTRAVIS provides a remote control software at no additional charge. Remote service costs are charged as on-site service costs.

3d) Service visit on site: Additional service visits on site will be charged according to our general terms and conditions. INTRAVIS guarantee's to have a service technician dispatched within the set period (see service contract). Therefore a written order to service@intravis.de within the normal working hours is essential.

4.) Safety

In case of an accident hazard or malfunction of the system, the customer is obligated to shut down the system immediately and inform INTRAVIS.

5.) Maintenance performed by the customer

Keeping the system(s) and their cabinet clean, cleaning of the operating panel, lenses etc. as well as the delivery of wear parts are not included.

6.) System Adjustments

Neither the client nor any third parties are permitted to make any physical changes to the system without prior written approval from INTRAVIS. INTRAVIS disclaims any liability for any damages or costs resulting from such actions.

7.) Payment

Obligation to pay: within 14 days net as follows:
Customer has to pay the amount of the contract annually at 1st of Jan.
By signature within the current year the charge has to be paid pro rata temporis.

If the client fails to pay or payment is delayed with no reason and no written arrangements have been made by the client prior to the payment due date given in written payment reminders, INTRAVIS reserves the right to terminate the contract immediately. INTRAVIS disclaims any liability for any damages or costs.

8.) Price

The price is based on the current valid price list and price index for goods and services at the time of contract. INTRAVIS reserves the right to change the contract price for the annual maintenance to the new index effective January 1st.

9.) Other Agreements

No other agreements, verbal or written, are valid with this contract.

10.) Duration of contract

The duration of the contract is one (1) year after the date of signature of the contract and will annually be prolonged by one year if not terminated by one party. It can be terminated with a 3-months-notice before end of year (12/31).

11.) Jurisdiction of General Terms & Conditions

Place of jurisdiction is Aachen

12.) Charges for technical support & service according to the enclosed „Terms and conditions of trade for the technical after sales service“

a) Travelling costs

Car: 0,57 €/ km. Travelling costs arise per used car.

Train: Basing on arisen costs, 2. class. Train travelling costs arise per service technician.

Airplane: Basing on arisen costs, Economy-Class. Airplane travelling costs arise per service technician. If the expected flight time is more than 8 hours the Supplier has the right to book a flight in business class at the expenses of the Purchaser.

b) Accomodation costs

Accomodation costs will be charged basing on the German regulations regarding expenses rates and accommodation costs (BMF-Schreiben 09.12.2015, see on www.bundesfinanzministerium.de). If the arisen costs are higher they will be charged instead.

c) Preparation, postprocessing, waiting and travelling time costs

Preparation, postprocessing, waiting and travelling time costs will be charged for all service groups with 87,25 €/ hour.

d) Working time costs

Pre- and Postprocessing:	87,25 €/ hour
Travelling time cost:	87,25 €/ hour
Normal working time technician:	98,50 €/ hour
Normal working time engineer / group leader:	115,50 €/ hour
Overtime bonus 8. – 10. Hour:	25% / hour
Overtime bonus for more than ten hours:	50% / hour
Surcharge for work on Saturday:	50% / hour
Surcharge for work on Sunday and holidays:	100% / hour
Surcharge for work outside normal working time:	25% / hour

(Normal working time Mon – Thu from 7:00 am – 6:00 pm, Fri from 7:00 am – 3 pm)

e) Expenses rates

The Supplier charges expenses rates for every started day and employee.
A list with detailed expenses rates for every country you find attached to
these general conditions.

Austria	54,00 €
Australia	88,50 €
Belarus	40,50 €
Belgium	61,50 €
Brazil	81,00 €
Bulgaria	33,00 €
Canada	54,00 €
- Toronto	61,50 €
PR China	49,50 €
- Hong Kong	93,00 €
- Peking	58,50 €
- Shanghai	63,00 €
Czech Republic	36,00 €
France	76,50 €
- Paris	87,00 €
Germany	36,00 €
Great Britain	63,00 €
- London	85,50 €
Hungary	45,00 €
India	45,00 €
- Delhi	52,50 €
- Mumbai	52,50 €
Indonesia	57,00 €
Italy	78,00 €
Japan	79,50 €
Latvia	45,00 €
Lithuania	36,00 €
Luxemburg	70,50 €
Mexico	61,50 €
Netherlands	69,00 €
Norway	96,00 €
Peru	45,00 €
Philippines	45,00 €
Poland	40,50 €
- Warsaw	45,00 €
Romania	40,50 €
Russia	36,00 €
- Moskow	45,00 €
Saudi-Arabia	72,00 €
Sweden	108,00€
Switzerland	93,00 €
Spain	61,50 €
South Korea	99,00 €
Thailand	48,00 €
Turkey	63,00 €
UAE	67,50 €
Ukraine	54,00 €
USA	85,50 €
- Chicago	72,00 €
- Los Angeles	72,00 €
- New York	72,00 €
Venezuela	72,00 €

All the above cost rates are valid from 07.11.2012 up to further notice.