

Excellent Technology, Efficiency and Quality



## Service rates

Validity: as of 1st January 2022



### Traction chargers



### Industry / UPS / Telecom



The following statements are part of and supplement the General Terms and Conditions of Business and Delivery of Benning GmbH & Co. KG. They regulate the performance and charging of services and are subject to regular adjustment.

National				
<b>Service preparation</b>	Every processing of orders involves costs. For this reason, we will charge for any service call a flat rate of 290.00 € for preparation and follow-up, provision of system-specific spare parts / documents etc.			
<b>Hourly rates</b>	The classification of the personnel deployed by us with regard to qualification is based on the area of application, the error pattern communicated to us as well as the respective availability.			
	Hourly rate with contract*	Hourly rate without contract	Hourly rate with contract*	Hourly rate without contract
Service technician	83,00 €	104,00 €	83,00 €	104,00 €
Service engineer	120,00 €	150,00 €	140,00 €	175,00 €
Systems engineer	-	-	161,00 €	201,00 €
<b>Distance-related flat rates</b>	The distance-related flat rate includes all costs incurring with regard to the travel to and from the place of fulfilment for our service technicians, service engineers or systems engineers.			
	Flat rate with contract*	Flat rate without contract	Flat rate with contract*	Flat rate without contract
Zone 1: 1 to 50 km	142,00 €	177,00 €	178,00 €	223,00 €
Zone 2: 51 to 100 km	277,00 €	346,00 €	362,00 €	452,00 €
Zone 3: 101 to 150 km	417,00 €	521,00 €	545,00 €	681,00 €
Zone 4: 151 to 200 km	554,00 €	692,00 €	731,00 €	914,00 €
Zone 5: 201 to 300 km	-	-	1.093,00 €	1.366,00 €
Zone 6: 301 to 400 km	-	-	1.457,00 €	1.821,00 €
<b>Surcharges for</b>	Surcharges for overtime, work outside normal working hours and work on Sundays and public holidays			
the 1st and 2nd hour	25 %			
each additional hour	50 %			
hours on Saturdays	50 %			
hours on Sundays and public holidays	100 %			
hours on special holidays	150 %			
<b>Overnight flat rates</b>	Flat rate with contract*	Flat rate without contract	Flat rate with contract*	Flat rate without contract
per overnight stay	107,00 €	134,00 €	107,00 €	134,00 €
<b>International / offshore</b>	Flat rate with contract*		Flat rate without contract	
<b>Daily rates / offshore</b>	The daily rates take into account a daily working time of max. 10 hours within the framework of a 5-day working week between 06:00 a.m. and 06:00 p.m.			
Service engineer	1.470,00 €		1.837,00 €	
Systems engineer	1.687,00 €		2.109,00 €	
Offshore engineer	-		2.404,00 €	
Travel day	1.081,00 €		1.351,00 €	
Flat rate for visa application (plus actual fee)	313,00 €		391,00 €	
<b>Surcharges for</b>	Surcharges for overtime, work outside normal working hours and work on Sundays and public holidays.			
the 1st and 2nd hour	25 %			
each additional hour	50 %			
hours on Saturdays	50 %			
hours on Sundays and public holidays	100 %			
hours on special holidays	150 %			

\* This refers to a mutually signed service and maintenance contract.

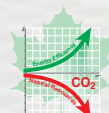
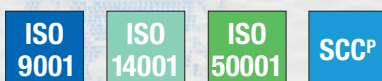
1. Benning Bocholt shall provide their services according to the state of the art in compliance with a written order placed by the customer.

The services shall be performed by competent and qualified service personnel having the specific expertise required.

The services provided shall be documented by us in a report. The customer shall agree to confirm to our employees the hours worked as well as the completion and proper execution of the commissioned services. Upon request, a copy of the report shall be provided to the customer.

2. Services shall be charged on a time and material basis at the applicable service rates.

A distinction is made here as to whether a service and/or maintenance contract has been concluded with the customer or whether there is no contractual obligation. Our service rates shall apply to a daily working time of 7 hours as well as to preparation and waiting times within the framework of a 5-day working week (Monday to Friday between 6:00 a.m. and 6:00 p.m.). The statutory value-added tax (VAT) as well as the travel expenses shall not be included in the charge rates and shall therefore be charged separately. Invoices for services are to be paid without deduction immediately after receipt of the invoice.



# BENNING

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