

### 1.) Telephone support

The telephone hotline periods are specified in the service agreements. The support can be guaranteed in German and English. Only qualified and trained staff (with INTRAVIS expert level training) may contact the service 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](mailto: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](mailto: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.) Prices according to below terms and conditions of trade for the technical after sales service

#### a) Travelling costs

Car: 0,75 € / 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) Accommodation costs

Accommodation costs will be charged basing on the German regulations regarding expenses rates and accommodation costs according to current BMF-Letter (available at: [www.bundesfinanzministerium.de](http://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 115,00 € / hour.

#### d) Working time costs

Pre- and Postprocessing:	115,00 € / hour
Travelling time cost:	115,00 € / hour
Normal working time technician:	125,00 € / hour
Normal working time engineer / group leader:	140,00 € / 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.

Algeria	71,00 €
Austria	75,00 €
Australia	86,00 €
- Canberra	111,00 €
- Sydney	86,00 €
Bangladesh	75,00 €
Belarus	30,00 €
Belgium	89,00 €
Bosnia and Herzegowina	35,00 €
Brazil	69,00 €
- Brasilia	77,00 €
- Rio de Janeiro	104,00 €
- Sao Paulo	69,00 €
Bulgaria	33,00 €
Cameroon	84,00 €
Canada	81,00 €
- Ottawa	93,00 €
- Toronto	81,00 €
- Vancouver	95,00 €
PR China	72,00 €
- Chengdu	62,00 €
- Hongkong	107,00 €
- Kanton	54,00 €
- Beijing	45,00 €
- Shanghai	87,00 €
Croatia	53,00 €
Cyprus	63,00 €
Czech Republic	48,00 €
Denmark	113,00 €
Estonia	44,00 €
Egypt	75,00 €
Fiji	48,00 €
Finnland	81,00 €
France	66,00 €
- Paris & Dep.77, 78, 91-95	87,00 €
Germany	42,00 €
Greece	54,00 €
- Athens	60,00 €
Hungary	48,00 €
Iceland	93,00 €
India	48,00 €
- Bangalore	63,00 €
- Chennai	48,00 €
- Kalkutta	53,00 €
- New Delhi	57,00 €
- Mumbai	75,00 €
Indonesia	54,00 €
Iran	50,00 €
Israel	99,00 €
Italy	63,00 €
- Mailand	63,00 €
- Rome	72,00 €
Japan	78,00 €
- Tokio	75,00 €
Jordan	86,00 €
Kazakhstan	68,00 €
Kuwait	84,00 €
Latvia	53,00 €
Lebanon	104,00 €
Libya	95,00 €
Lithuania	39,00 €
Luxemburg	95,00 €
Malaysia	54,00 €
Marocco	62,00 €
Mexico	72,00 €
Netherlands	71,00 €
New Zealand	87,00 €
Nigeria	69,00 €
Norway	113,00 €

Oman	96,00 €
Peru	51,00 €
Philippines	62,00 €
Poland	44,00 €
- Breslau	50,00 €
- Gdansk	45,00 €
- Krakow	41,00 €
- Warsaw	44,00 €
Portugal	48,00 €
Qatar	84,00 €
Romania	41,00 €
- Bucharest	48,00 €
Russia	36,00 €
- Jekatarinburg	42,00 €
- Moscow	45,00 €
- St. Petersburg	39,00 €
Saudi-Arabia	84,00 €
- Djidda	86,00 €
- Riad	84,00 €
Serbia	41,00 €
Singapore	81,00 €
Slovak Republic	50,00 €
Slovenia	57,00 €
South Africa	44,00 €
- Cape Town	50,00 €
- Johannesburg	54,00 €
Spain	66,00 €
- Barcelona	51,00 €
- Canary Islands	54,00 €
- Madrid	63,00 €
- Palma de Mallorca	66,00 €
Sweden	75,00 €
Switzerland	96,00 €
- Geneva	99,00 €
South Korea	72,00 €
Taiwan	69,00 €
Thailand	57,00 €
Tunisia	60,00 €
Turkey	26,00 €
- Istanbul	39,00 €
- Izmir	44,00 €
UAE	98,00 €
Ukraine	39,00 €
United Kingdom of Great Britain and Northern Ireland	78,00 €
- London	99,00 €
USA	89,00 €
- Atlanta	116,00 €
- Boston	95,00 €
- Chicago	98,00 €
- Houston	93,00 €
- Los Angeles	96,00 €
- Miami	98,00 €
- New York City	99,00 €
- San Francisco	89,00 €
- Washington D.C.	99,00 €
Uzbekistan	51,00 €
Venezuela	68,00 €
Vietnam	62,00 €
Yemen	36,00 €
Zambia	57,00 €
Zimbabwe	68,00 €

All the above cost rates are valid from 01.01.2024 up to further notice.