

Avesco Energy Systems – Customer Service Rates 2024

RL-012

1 General provisions

All rates are exclusive of VAT and apply from 01.09.2024. This document replaces all previous versions and serves as the basic contract template for all referencing contracts with immediate effect.

2 Rates to be charged

Type of service	Rate (CHF/hour)
Working and traveling time, traveling technician	172.00
Working time, workshop technician (Avesco)	162.00
Working and traveling time, service engineer / engineering / equipment test	195.00
Working and traveling time, software engineer	214.00

3 Surcharges

3.1 Surcharges on working and traveling time

The standard rates apply between 6.00 am and 8.00 pm. Work done outside of these hours carries a surcharge as per the following table:

Situation	Rate
Night-time work on working days (8.00 pm to 6.00 am), work on Saturday (full day)	Standard rate +25%
Work on Sundays and public holidays (full day)	Standard rate +50%

3.2 Standby service flat-rate fees

The following fee is charged for standby service on working days between 5.00 pm and 6.00 am and on Saturdays, Sundays and public holidays (full day):

Flat rate	Rate (CHF per shift)
Energy systems general	300.00

4 Traveling expenses

Cost type	Rate (CHF/km)
Traveling expenses service vehicle	2.00
Traveling expenses passenger vehicle	1.50

5 Spare parts ordered from Part Store

Condition	Discount
Discount on all spare parts ordered from Part Store	-10%

6 Flat-rate call-out fee

Flat rate	Rate (CHF per order)
Costs for preparation, planning, and execution of call-out.	150.00

7 Telephone and remote support

Flat rate	Flat rate (CHF per 0.25 hour)
Every quarter-hour or part of a quarter-hour during normal working hours is charged at CHF 50.	50.00