



Price List



SEW-EURODRIVE Services in Austria

Valid as of March 1, 2019



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1 Services

1.1 Gear units and motors

At SEW-EURODRIVE or at the customer Hourly rates in € for ¹⁾	Service technician ¹⁾	Service engineer ¹⁾	Application engineer ²⁾
Monday through Friday, 7:00 a.m. – 4:00 p.m.	€ 80	€ 111	€ 126
Monday through Friday, 4:00 p.m. - 7:00 p.m.	€ 111	€ 170	€ 190
Monday through Friday, 7:00 p.m. - 7:00 a.m.	€ 143	€ 228	€ 252
Saturdays, 7:00 a.m. - 4:00 p.m.	€ 111	€ 170	€ 190
Saturdays, 4:00 p.m. - 7:00 a.m.	€ 143	€ 228	€ 252
Sundays and holidays	€ 143	€ 228	€ 252

1) Applies to hours worked, hours of travel, hours for preparation, waiting hours, follow-up work, and report writing.

2) Applies to services such as examination with an inspection scope, thermography, vibration measurement etc., and the related report writing.

1.2 Electronics

1.2.1 Services

At SEW-EURODRIVE or at the customer Hourly rates in € for ¹⁾	Service technician ¹⁾	Service engineer ¹⁾	Application engineer ¹⁾²⁾
Monday through Friday, 7:00 a.m. – 4:00 p.m.	€ 80	€ 126	€ 143
Monday through Friday, 4:00 p.m. - 7:00 p.m.	€ 111	€ 190	€ 213
Monday through Friday, 7:00 p.m. - 7:00 a.m.	€ 143	€ 252	€ 284
Saturdays, 7:00 a.m. - 4:00 p.m.	€ 111	€ 190	€ 213
Saturdays, 4:00 p.m. - 7:00 a.m.	€ 143	€ 252	€ 284
Sundays and holidays	€ 143	€ 252	€ 284

1) Applies to hours worked, hours of travel, hours for preparation, waiting hours, follow-up work, and report writing.

2) Also applies to the creation of customer-specific software in the Vienna plant/Graz office/Linz office/Dornbirn office.

1.2.2 Online support service

Hourly rates in € for	
Monday through Friday, 7:00 a.m. – 4:00 p.m.	€ 200
Outside the aforementioned hours as well as on Saturdays, Sundays and official holidays	€ 250

1.3 General services

1.3.1 Travel expenses

Cost rates in € for	Service technician	Service engineer	Application engineer
Overnight stay	depending on receipt, at least € 65 per night		
Arrival, departure with company vehicle (electronics)	€ 0.80 per kilometer		
Arrival, departure with company vehicle (mechanics)	€ 1.50 per kilometer		
Train/airplane/ship	depending on receipt		

1.3.2 Trainings and startups

Fixed rates in € for	
Drive electronics first day (max. 10 hours)	€ 1272
Each additional day	€ 1124
Electromechanics first day (max. 10 hours)	€ 1272
Each additional day	€ 1124
Positioning and trainings first day (max. 10 hours)	€ 1802
Each additional day	€ 1569

1.4 Standby service – 24h service

Surcharges in € for ¹⁾	
Monday through Thursday, 4:00 p.m. - 7:00 a.m.	One-time fee of 250 € Plus a 30% surcharge on the net merchandise value ²⁾
Friday, 12:00 p.m. - 7:00 a.m.	
Saturdays, Sundays and holidays	

1) Applies to express assembly, spare parts orders and express repair

2) In case of express repair, the fee is charged in addition to the hours worked, the surcharge of 30% on the net merchandise value is not charged.

1.5 Important information

- This price list replaces all previous price lists for "services".
- The hourly rates mentioned above include the use of SEW-EURODRIVE tools and measuring instruments.
- Due to organizational and legal reasons, service calls can only take place after detailed clarification of the technical and organizational feasibility and following a (fax) order. The hours worked will not be charged in cases covered by warranty.
- Service personnel is appointed according to the requirements and available capacity. An according decision is made by the SEW-EURODRIVE operation controllers.
- Work and travel on Sundays and public holidays are provided only on explicit request and after written confirmation of acceptance of additional costs.
- Expense rates in countries other than Austria will be charged according to the relevant legal stipulations.
- The cost rates in this price list do not include value-added tax.
- A changed cost situation shall entitle us to change cost rates.
- Order processing complies with the provisions of this price list.
- The startup rates can only be applied in case of timely arrangement (at least 3 working days prior to the start of service) or available staff capacities.
- We ask you to provide the necessary conditions for the required work to be carried out according to the applicable accident prevention regulations.
- A technician or control engineer who is familiar with the plant has to be available for the SEW service technician or SEW startup technician at all times. Drives may **not** be switched on, removed or installed by SEW employees (risk of injury/liability).
- At the time of startup, the units already have to be installed and wired, i.e. ready to be switched on. In addition, it has to be ensured that the drives can be fully loaded (provision of material etc.). Wiring changes or other interventions in the controller may **not** be performed by SEW employees.

The general delivery conditions of the Austrian Electrical and Electronics Industry Association (Fachverband der Elektro- und Elektronikindustrie) apply.

You can reach us **Monday through Thursday, 7:30 a.m. – 12:00 p.m. and 12:30 p.m. – 4:15 p.m. and Friday, 7:30 a.m. – 1:00 p.m. at:**

<p>Graz Technical Office Hagenbuchstraße 1 8054 Seiersberg-Prika, Austria Phone: +43 316 68 57 56-0 Fax: + 43 316 68 57 56-20 E-mail: tb-graz@sew-eurodrive.at</p>	<p>Linz Technical Office Jaxstraße 2 – 4 4020 Linz, Austria Phone: +43 732 65 51 09-0 Fax: +43 732 65 51 09-20 E-mail: tb-linz@sew-eurodrive.at</p>
<p>Dornbirn Technical Office Lustenauerstraße 27/1 6850 Dornbirn, Austria Phone: +43 5572 37 25 99-0 Fax: +43 5572 37 25 99-20 E-mail: tb-dornbirn@sew-eurodrive.at</p>	<p>Vienna Assembly Plant Richard-Strauss-Strasse 24 1230 Vienna, Austria Phone: +43 1 617 55 00-0 Fax: +43 1 617 55 00-30 E-mail: sew@sew-eurodrive.at</p>

Outside of these hours, please call our 24h service hotline: **+43 6175500-60.**

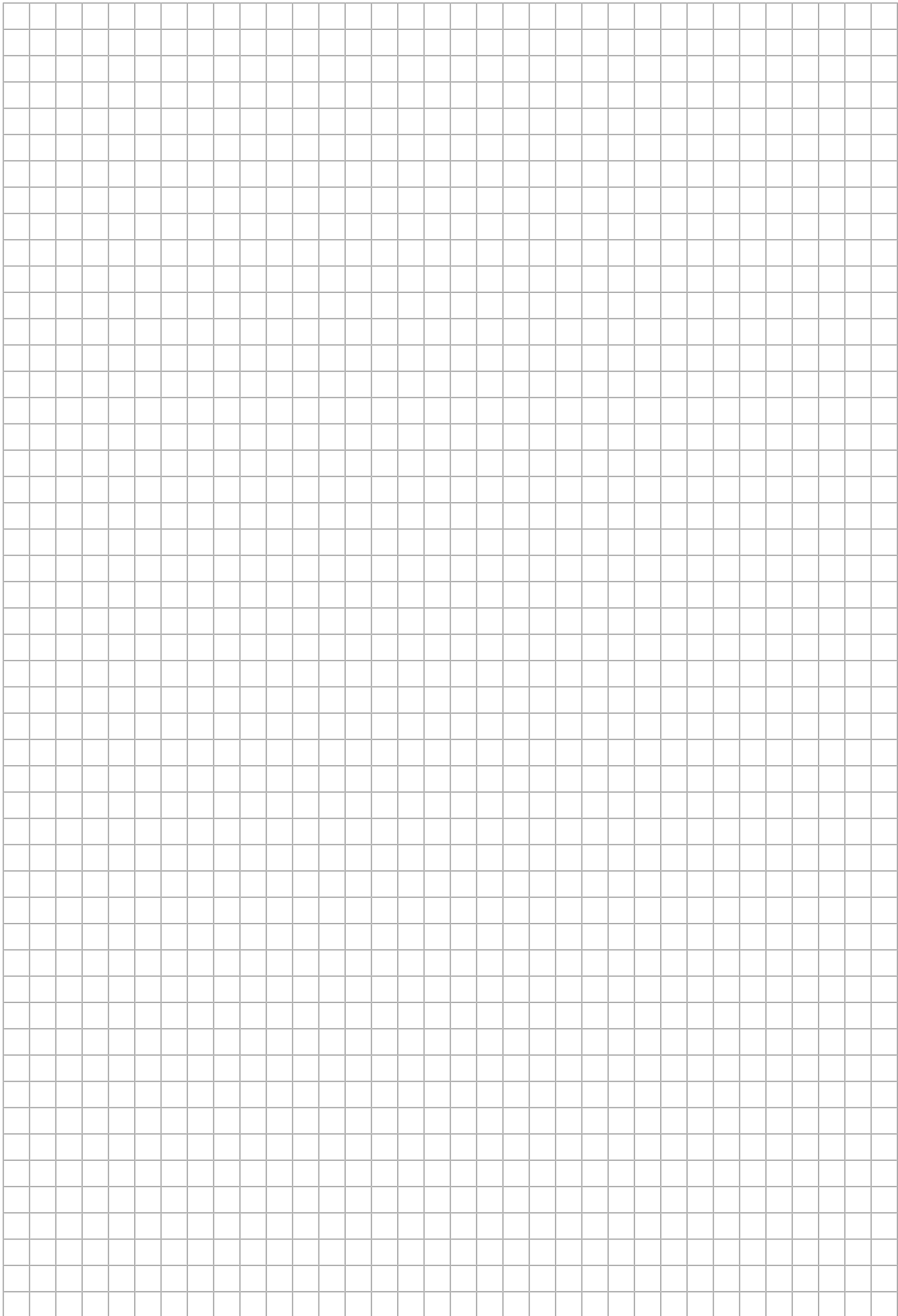
1.6 Life Cycle Services

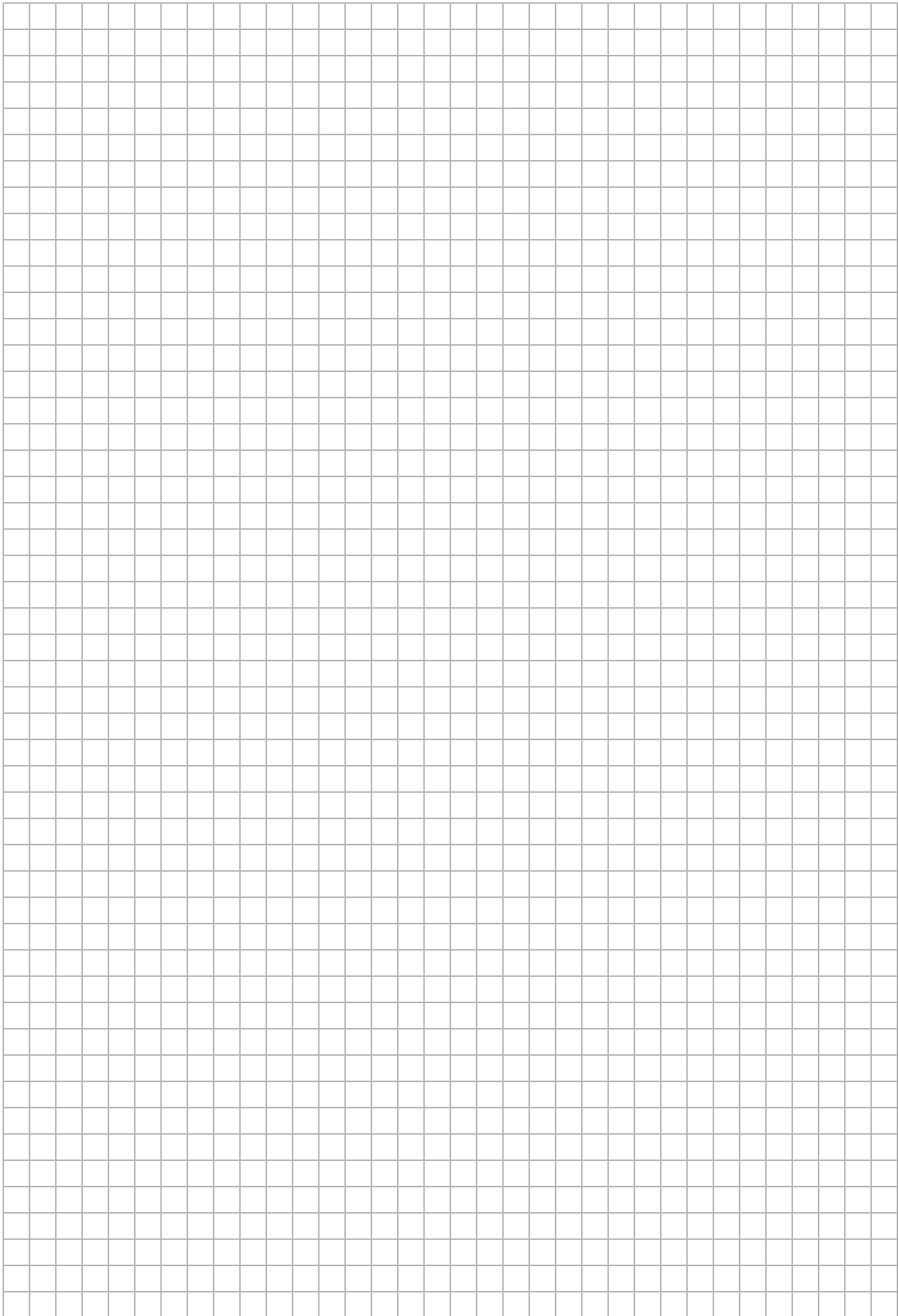


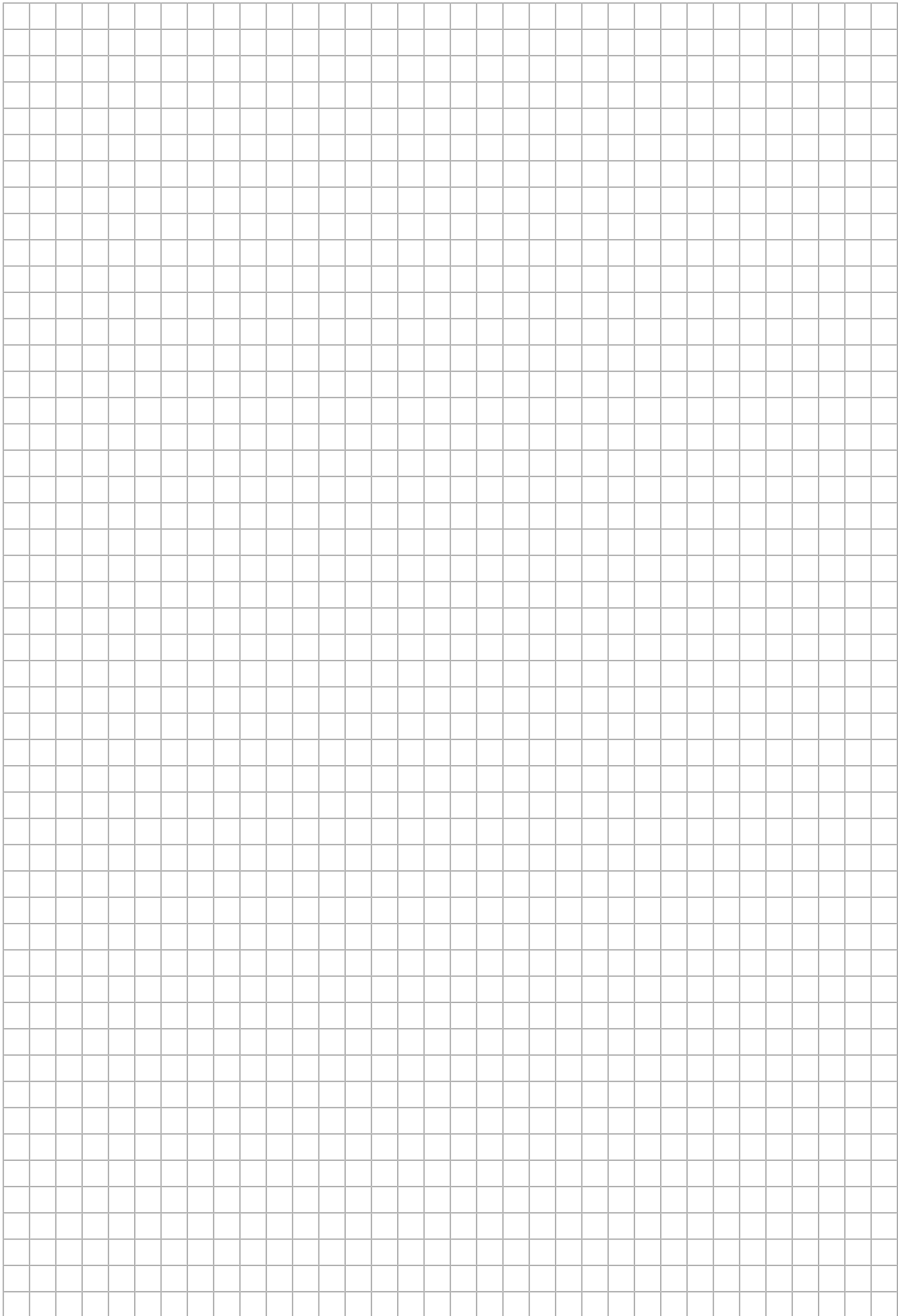
Services throughout the entire system life cycle

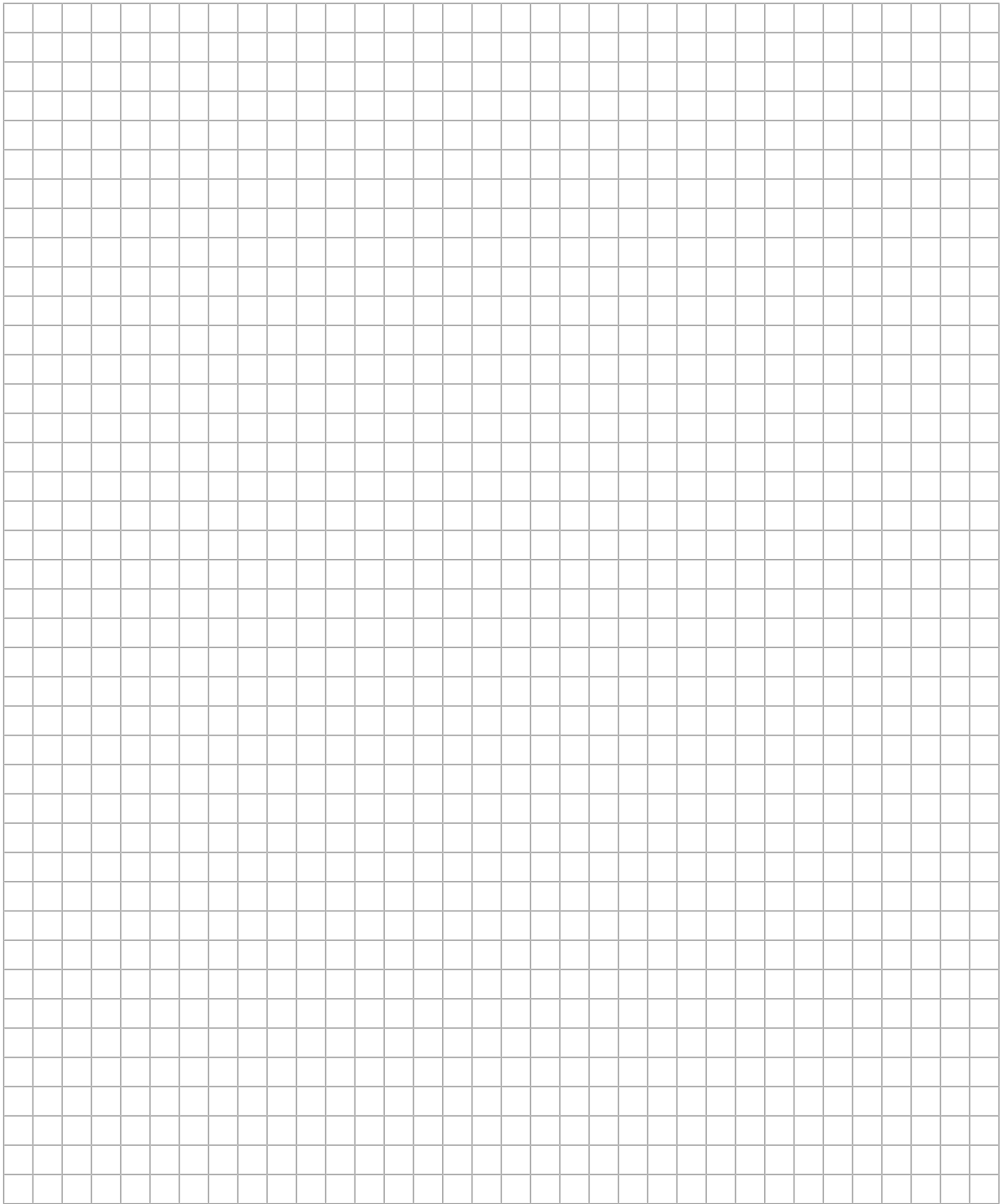
For us at SEW-EURODRIVE, Life Cycle Services encompass services, tools and resources throughout the entire system life cycle. This begins in the initial orientation phase and continues all the way through to the operation and modernization of your machinery and systems. No matter what point of the product and system life cycle you currently find yourself in: We at SEW-EURODRIVE want to support you with our scalable and tailored solutions from a single source. As a good partner, we at SEW-EURODRIVE are there for you – even when everything is going well.

www.sew-eurodrive.de/company/your_success/life_cycle_services/life_cycle_services provides more information on services from SEW-EURODRIVE as well as on tools and resources.











SEW-EURODRIVE
Driving the world

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