



Support conditions

I. General information

We are happy to help you by telephone and remote maintenance. You can reach our technical support 24/7 on **+49 (0)4242 9590 24**.

After the warranty period has expired, our support is a chargeable service. Support assignments outside our regular working hours, as well as support assignments with immediate processing, are subject to separate hourly rates.

II. Requirements

In order to be able to support you quickly and easily, an existing remote maintenance connection is required.

This requires a pre-configured VPN router.

III. Prices

Weekdays from 7:00 a.m. to 6:00 p.m.	120,00 Euro/h
Weekdays with immediate processing	150,00 Euro/h
Weekdays before 7:00 a.m. and after 6:00 p.m.	180,00 Euro/h
Saturdays and Sundays – all day	240,00 Euro/h
On public holidays – all day	300,00 Euro/h

Billing takes place per quarter of an hour.