



## 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.	125,00 Euro/h
Weekdays with immediate processing	155,00 Euro/h
Weekdays before 7:00 a.m. and after 6:00 p.m.	190,00 Euro/h
Saturdays and Sundays – all day	250,00 Euro/h
On public holidays – all day	315,00 Euro/h

Billing takes place per quarter of an hour.