

# Customer service request



Please fill out this form and fax or send it to the following contact details:

**SERVICE DEPARTMENT FAX: 0732/ 77 08 11 – 88 / E-MAIL: service@din-notlicht.at**

## Customer information:

Customer no.:	Maintenance agreement no.:	
Company:		
Orderer:	Order no.:	Department:
Address, postcode, city:		
Phone no.:	Fax no.:	E-mail address:

## Billing information:

Company:	UID no.:	
Orderer:	Order no.:	Department:
Address, postcode, city:		
Phone no.:	Fax no.:	E-mail address:

## Product information:

System type:	System no.:	
Date of manufacture:	Commissioning date:	Battery type:
Address, postcode, city, Service call:		
Contact person on site:	Phone no.:	

Operators of emergency lighting systems are required by law to have emergency lighting systems inspected annually.

Last review was carried out by:	Date of the last review:
Reason for request:	Error description:
Maintenance Malfunction (please provide a <u>precise</u> description of the fault!)	

Billing is based on the actual cost of materials and time:

Charging rates in € (as of 2024):

Normal working time per hour	142,00 €
Reduced hourly rate for customers with maintenance agreement	94,00 €
Travel time	69,00 €
Travel flat rate ZONE 0	61,00 €
Travel flat rate ZONE 1	164,00 €
Travel flat rate ZONE 2	256,00 €
Travel flat rate ZONE 3	347,00 €
Mileage per km	1,00 €

Payment: 14 days net after receipt of invoice

Normal working hours: Mon. to Thurs. 07:45 to 16:45, Fri. 07:45 to 13:15

50% surcharge on billing rates except normal working hours Mon. to Fri. until 6:00 pm  
100% surcharge on charging rates Weekdays from 6:00 p.m., Sat., Sun. and public holidays  
Travel flat rates: ZONE 0: din-locations up to 30km radius (excluding Vienna); ZONE 1: Vienna up to 30km radius; ZONE 2: 30km to 70km radius of the din-locations; ZONE 3: over 70km distance.  
State capital travel flat rates only apply to maintenance agreement customers with free choice of date by din.  
If an immediate arrival is desired, the travel time and kilometres from Linz will be charged. Prices excl.

din-Sicherheitstechnik GmbH & Co KG 24/7 round-the-clock service: Please note the surcharges of 50% or 100% on all charging rates outside normal working hours!  
For technical information by telephone from a din service technician outside normal working hours, a flat rate of 32.04 € will be charged.

Information is confirmed by the signature of the customer

Date Name in block capitals Company stamp and legally valid signature customer 01/2024 Service