



Customer service request

Please fill out this form and send it to service@din-notlicht.at

Customer information:

Customer no.	Maintenance agreement no.	
Company		
Name	Order no.	Department
Address, postcode, city		
Phone	E-Mail	

Billing information:

Company	VAT Nr.	
Name	Order no	Abteilung
Address, postcode, city:		
Phone	E-Mail	

Product information:

System type	System no.	
Date of manufacture	Commissioning date	Battery type
Address, postcode, city Service call		



EXPEREN FÜR NOTLICHT
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Contact person on site

Phone

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

Maintenance Malfunction (please provide a precise description of the fault)

Reason for request

Error description

Billing is based on the actual cost of materials and time. Charging rates in € (as of 2026):	
Normal working time per hour	158,00 €
Reduced hourly rate for customers with maintenance agreement	105,00 €
Travel time	77,00 €
Travel flat rate ZONE 0	68,00 €
Travel flat rate ZONE 1	183,00 €
Travel flat rate ZONE 2	285,00 €
Travel flat rate ZONE 3	386,00 €
Mileage per km	1,10 €

Payment (unless otherwise agreed):
14 days net after receipt of invoice

Normal working hours:	MON-THU 07:45 - 16:45 FR 07:45 - 13:15
50% surcharge on billing rates except normal working hours	MON-FRI until 18:00
100% surcharge on charging rates	Weekdays from 18:00 SAT, SON 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
Flat-rate travel fees only apply if din is free to choose the date for customers with maintenance agreements. Prices exclude VAT.	

Information is confirmed by the signature of the customer

Date, Location

Name in block capitals

Company stamp and legally valid signature customer