

COSTUMER SERVICE ORDER

iWater Wassertechnik GmbH & Co. KG



iWater Wassertechnik GmbH & Co. KG
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SYSTEM DESCRIPTION:

Device type _____

Serial number _____

REASON FOR COMPLAINT / ORDER DESCRIPTION:

PLACE OF THE DEVICE:

Name/Commission _____

Address _____

Tel. / Fax / E-Mail _____

CONTRACTORS / BILL RECIPIENTS:

Name/Commission _____

Address _____

Tel. / Fax / E-Mail _____

Name of the installation company _____

Name of wholesaler _____

I hereby distribute iWater Wassertechnik GmbH & Co. KG the order to carry out repair work on the components of an operating plant purchased from that company or from another company.

Please note the following conditions for iWater customer service orders:

It must be ensured that:

- the system/pump is freely accessible.
- Repair/replacement of components by means of detachable connections at the plant/pump is ensured.
- An electrical supply voltage and drinking water pre-pressure are attached to the plant/pump.
- The plant/pump is emptied, filled and ventilated if there is no possibility of shutting off according to the state of the art.
- Auxiliary devices (scaffolding, ladders, etc.) must be set up by the client/plant operator.
- There is a professional installation in compliance with the local rules and regulations as well as compliance with the required occupational health and safety.
- Cistern systems (shaft systems, pits) in enclosed rooms on site require the use of at least two service technicians, see the corresponding DGUV regulations, in addition, if necessary, the size and weight of the pump/plant, as well as the installation situation require the use of two service technicians.
- Invoicing is carried out exclusively to the customer of the service assignment.
- Our service technicians will carry out all necessary work, including replacement of necessary components for proper operation.
- Incomplete or incorrectly completed customer service requests may not be able to be used and may result in delayed processing or a paid misuse.

In addition, our general terms and conditions apply (www.ewu-aqua.de/geschaeftsbedingungen). The adjacent Calculation principles were noted.

Proof of purchase has been provided:

Yes

No

If the proof of purchase is not attached, the customer service request will be charged until a receipt worthy of guarantee has been presented. There is no intervention or modification in the installation of customer service requests by iWater. We ask for pictures of the installation situation in advance in order to avoid costs for incorrect journeys.

Place, Date _____

Signature / Stamp Client _____



Customer service calculation rates

1. General

Our customer service technicians are only employed under the following conditions, as well as under the conditions of the customer service order, unless we have given a different written confirmation.

As long as our customer service technicians are directly or indirectly active in the customer's area, the customer assumes the duty of care that is incumbent on our customer service technicians.

Our customer service technicians are not authorized to make binding declarations of intent for us, nor to accept those of our customers for us. Complaints must be submitted to us directly in writing.

2. Working hours

The normal working hours are from Monday to Thursday (8:00 a.m. to 4:00 p.m.) and Friday (8:00 a.m. to 2:00 p.m.). The working time can vary slightly in the individual customerservice points.

3. Cost

For customer services and repairs on the basis of individual orders in connection with a separate proof of the work carried out, the following rates plus the statutory value added tax are charged.

a) Travel flat rates (domestic)

Flat rates include arrivals and departures according to one-way route.

Zone I (<36 km)	80,00 Euro
Zone II (<50 km)	110,00 Euro
Zone III (<75 km)	160,00 Euro
Zone IV (<100 km)	210,00 Euro
Zone V (<150 km)	270,00 Euro

travel costs > 150 km and abroad are offered individually.

b) Travel and labour costs (domestic)

Hourly rate	74.00 Euro
Travel costs per km(outside flat rates)	1.25 Euro
work per started 1/4 hr.	18.50 Euro

Travel and labour costs abroad are individually offered and calculated.

For customer service assignments where the use of another service technician is required (pits, cisterns, heavy work, etc.) the travel costs (flat rate or if outside 1.25 € per km) are charged 1.5 times.

c) Surcharges

For the first two hours of overtime on weekdays (Mon.-Fri.) 25 % surcharge

For further overtime and saturday hours 50% surcharge

For night work between 8 and 6 a.m. 100% surcharge

Sunday hours and work on public holidays 150% surcharge

Dirt allowance for particularly dirty work, e.B. on grey water utilization plants, etc. 20% surcharge

d) Emergency service flat rate

24-h emergency service lump sum for non-business hours in the amount of EUR 100.00 emergency service lump sum plus the normal hourly rates.

e) Preparation and waiting times

Preparation and waiting times are treated and billed as working time (see 2 and 3)

f) Other costs

Small expenses such as telephone, postage, small items and the like up to an invoice value of € 30.00 will be charged in the amount of cash expenses. Additionally required material, necessary spare parts or replacement parts will be invoiced at list prices.