

Customer service request



Please fill out this form and fax or mail it to the following contact datas

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

Customer information:

Customer no.:	Maintenance agreement no.:	
company:		
purchaser:	order no.:	department:
address, zip code, location:		
phone no.:	fax no.:	e-mail address:

Invoice information:

company:	VAT no.:	
purchaser:	order no.:	department:
address, zip code, location:		
phone no.:	fax no.:	e-mail address:

Product information:

system type:	system number:	
date of production:	date of commissioning:	battery type:
address, zip code, location service call:		
contact person on site:	phone no.:	

Operators of emergency light systems are required by law according to § 9 ÖVE EN2 and § 10 ÖVE/ÖNORM E-8002-1, to get emergency lighting systems checked annually.

Last review conducted by: _____ Date of last review: _____

Reason for request:	Description of error:
<input type="checkbox"/> maintenance <input type="checkbox"/> disturbance (please exact description of error!)	

Offsetting is made according to actual required material and time: charge rates in €(status 2015):

Normal rates per hour	118,00.-
Reduced charge rate per hour for clients with maintenance agreement	78,00.-
Travel time	57,00.-
Fixed travel rate ZONE 0	51,00.-
Fixed travel rate ZONE 1	136,00.-
Fixed travel rate ZONE 2	213,00.-
Fixed travel rate ZONE 3	288,00.-
Per km	0,85.-

Payment: 14 days net upon receipt of the invoice

Normal working hours: Mo. - Thu. 07:45 - 16:45h, Fr. 07:45 - 13:15h

50% surcharge on rates outside normal working hours Mo. - Fr. until 18:00h

100% surcharge on rates weekdays starting at 18:00h, Sat., Sun., and holidays

Travel charge rates: ZONE 0: Innsbruck, Linz and area within a radius of 30km; ZONE 1: other provincial capitals and area within radius of 30 km; ZONE 2: 30km - 70km radius of respective provincial capital; ZONE 3: over 70km distance

Provincial capital-travel charge rates are only valid in case of free choice of dates by din company for maintenance agreement clients

If immediate journey to destination is requested, offsetting of travel time and km are calculated from Linz. Prices excluding VAT, valid for Austria.

din-Sicherheitstechnik GmbH 24/7 service: Please observe the surcharges of 50% and/ or 100% on all charge rates outside of normal working hours! In case of technical information on phone by a din-service technician outside of normal working hours 29,50. – are charged.

Information is confirmed by client's signature.

Date _____ Name in block capitals _____ Company stamp and legally valid signature of client _____ 02/2015 –Service-