

Service rates 2025

The following calculation principles apply to Service Support for Gietz equipment scheduled in 2025:

1. Helpdesk

Helpdesk Technician / Service Engineer	Rate (CHF)	Rate (EUR)	Rate (USD)
Helpdesk Technician/Engineering hours (<30 min. Support) The first 30 minutes of helpdesk support are free of charge for Gietz AG customers	Free of charge	Free of charge	Free of charge
Helpdesk Technician/Engineering (regular working hours) - After the first 30 support-minutes, every support-hour or part thereof is charged to the customer - Telephone and remote support by a Gietz AG helpdesk technician - Support during extended office hours (07 a.m. – 6 p.m.)	175.-- / hour	190.-- / hour	200.-- / hour

The rates listed above are charged regardless of the success of the support and are calculated per support hour commenced.

2. Working time on site

Service Technician	Rate (CHF)	Rate (EUR)	Rate (USD)
Technician hours (regular working hours) 8 working hours of a Gietz AG service technician per working day - Intervention on weekdays (MO-FR) - Intervention during Swiss working hours (8 a.m. - 6 p.m.)	160.-- / hour	175.-- / hour	185.-- / hour
Technician hours (overtime) - Overtime of a Gietz AG service technician over 8 working hours per working day (Mon - Fri) - Working hours Saturday intervention	200.-- / hour	220.-- / hour	230.-- / hour
Technician hours (Sunday work) Sunday working hours of a Gietz AG service technician	320.-- / hour	355.-- / hour	370.-- / hour

Service Engineer	Rate (CHF)	Rate (EUR)	Rate (USD)
Engineering hours (regular working hours) 8 working hours of a Gietz AG engineer per working day - Intervention on weekdays (MO-FR) - Intervention during Swiss working hours (8 a.m. - 6 p.m.)	175.-- / hour	190.--/hour	200.--/ hour
Engineering hours (overtime) - Overtime of an Gietz AG engineers over 8 working hours per working day (Mon - Fri) - Working hours Saturday intervention	220.-- / hour	245.-- / hour	255.-- / hour
Engineering hours (Sunday intervention) Sunday working hours of an Gietz AG engineer	350.-- / hour	385.-- / hour	400.-- / hour

3. Travel costs

Service Technician / Service Engineer	Rate (CHF)	Rate (EUR)	Rate (USD)
Travel hours - Travel time from Gietz AG to Customer (arrival/return) - Travel time from hotel to Customer (arrival/return)	100.-- / hour	110.-- / hour	115.-- / hour
Vehicle expenses (incl. fuel, insurance, etc.) Vehicle costs per kilometer	0.90 / km	1.-- / km	1.10 / km
Travel expenses - Transport costs (taxi, train, airplane) - Accommodation costs - Other expenses (according to SIMA standards)	- Transportation costs are charged at cost - Other expenses are charged according to SIMA standards		

Invoicing bases

- The billing of external service assignments is generally based on the agreed payment conditions.
- The service rates are valid from January 1st 2025 to December 31st 2025.