

Standard Repair Service
Rates and Policies.
Effective April 1, 2025.



Standard Repair Service. Rates and Policies.

For regular repair service calls, charges for labor, travel, per diem and lodging expenses (where applicable) are conducted at the following rates in the continental US.

Standard Repair Service Rates for Press Products.

Product Category	Products Included	Rate
Press	All Sheetfed Models, Web Carton Converting	\$230 per hour

Standard Repair Service Rates for Prepress Products.

Product Category	Products Included	Rate
Hardware and Software	CtP, Processors, Prinect, Digital, Gallus One	\$242 per hour

Standard Repair Service Rates for Gallus Products.

Product Category	Products Included	Rate
Gallus	All Models – excluding Gallus One	\$188 per hour

Standard Repair Service Rates for Postpress Products.

Product Category	Products Included	Rate
Tier 1	POLAR Stand Alone Peripherals: Jogger, Transomat, Lift, Scale, Dorner Conveyors, Pile Turner, POLAR Small Format Cutters: 56, 66, 80, 78, 92, D115, BC 330 Folders: Quickfolder, Easyfolder, 714, USA B12, 14, 17, 18, 20, 23, USA B24, 26, 30, Stahl T, TC, TF, K, KB, Stahl TI, TD, KD, BH, PS, MKE, VFZ Deliveries: SAK, STA, SB, SBP, SKP, VSA Other: ST 90, Macy (Omega), Sheridan, Sulby, Quickbinder, Stitchexpert, Bindexpert	\$188 per hour
Tier 2	POLAR Large Format Cutters: 115, 137, 155, 176 POLAR Systems & Components: PACE, Autocut, System6, DCM, DC11, SC 10/25, STR, Pressing Station, BM Banders, Compucut Folders: TH, KH, THP, KHP, TX, Mailing Tables, Thread Sealing Deliveries: Speedbänder, palamides, TSH, Rima Stackers Folder/Gluers: ECO 80, 105, Easygluer, Diana 70, 85, 90, 104, 105, 115, Diana 45, 74, 94, 114, 125, Diana X80, X115, X135, Diana Smart 55, 80, 115, Diana Easy 85, 115, Jagfeed, Japack 40, Japack Pro, Diana Feeder, Diana Packer, Tuenkers Die Cutters: Dymatrix, Varimatrix, Easymatrix, Promatrix, Powermatrix, DuoPress	\$198 per hour

➔ **Standard Phone Base Support** is available at the above published hourly rates or see our service agreement options.

Hourly Rate

Hourly rates are per technician, during regular working hours; 7:00 a.m. to 4:30 p.m., Monday through Friday, with one half-hour for lunch.

Overtime

For work performed between 4:30 p.m. and 6:00 p.m. Monday through Friday or from 7:00 a.m. through 4:30 p.m. Saturday, one and one-quarter times the hourly rate will be charged.

For work performed after 6:00 p.m. Monday through Friday and after 4:30 p.m. on Saturday, one and one-half

times the hourly rate will be charged. Work performed anytime on Sunday or holidays is charged at double the hourly rate.

Travel Time Overtime

Same as Overtime (above), but applicable to travel time.

Press and Postpress Travel Charges

You are charged a \$140 per hour rate per man for time consumed traveling to and from your plant. Car mileage is charged at \$0.62 per mile to and from your plant.

Round trip train, bus, or plane fares are charged at our actual costs, if necessary. You will be charged for all parking and toll costs.

Prepress Travel Charges

You are charged a \$189 per hour rate per man for time consumed traveling to and from your plant. Car mileage is charged at \$0.62 per mile to and from your plant. Round trip train, bus or plane fares are charged at our actual costs, if necessary. You will be charged for all parking and toll costs.

Lodging Expenses

If it is necessary for the Service Representative to stay away from home overnight, you are billed \$61.00 plus actual hotel cost per day and \$61.00 on the day of return to cover his lodging and meals.

Equipment Under Warranty

If you request service before 7:00 a.m. or after 6:00 p.m. local time during the week, or anytime on weekends or holidays, you will be charged straight time at current straight time rates. Service during these hours is subject to availability.

Insurance

Our Service Representatives are covered under workman's compensation insurance while working in your plant.

Call Us Anytime

Our toll-free number +1 (800) 437-7388 is the place to turn during weekday working hours. Just follow the prompts to reach one of our online Service Coordinators, who is equipped to assess your situation and schedule on-site assistance. We have HEIDELBERG Systemservice® experts strategically based across the nation to assist you within 24 hours.

After Hours – Phone Support

The line is staffed most of the evening by technicians trained to troubleshoot your press and prepress emergencies over the phone. Later at night, your problem will be documented and electronically dispatched to our regional service team for action first thing in the morning. **We are available on weekends and holidays too.**

24/7 Parts

The face of your watch is the place to see our schedule. We are open 24 hours a day, seven days a week. Just call the toll free number and select prompt '1.'

With a state-of-the-industry spares inventory centrally located in our Americas Logistics Center in Indianapolis, we'll get you the parts you need the very next day in most cases; and using "next available flight" services, parts can even be delivered the same day.

→ For more information, scan the QR code with your smart device.



Two Year Parts Warranty

HEIDELBERG® will warranty any HEIDELBERG Original Spare Mechanical Part for a period of two years and any electrical part for a period of one year provided:

- The part was installed and invoiced by HEIDELBERG
- Parts were not replaced under warranty, service contract or any other free service
- Replacement parts were replaced by a HEIDELBERG Systemservice technician
- Customer is responsible for labor, travel and expenses to replace the part

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Service Agreements

A full range of Service Agreements are available for Prepress, Press, and Postpress equipment including Expert Phone Support to protect your equipment investment. For more information call +1 (800) 437-7388 and select prompt '6' to speak with a Direct Marketing Representative.

How You Can Save Time And Money

The following procedures are suggested and recommended to help you save time and money in connection with all of your service requirements:

- Always give us the serial numbers of your equipment, the printing units and the impression count for presses.
- Explain the problem to us. This will help determine whether parts are needed in addition to service. It often happens that by knowing the whole problem, we can explain to you how you can make the proper adjustments or install the parts, whichever is necessary, and save you service charges.

Publishing information

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