



Standard Repair Service. Rates and Policies. **Effective July 1, 2019**



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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 USA.

Standard Repair Service Rates for Press Products

Equipment Category	Models Included	Rate
Large, Medium, and Web	XL 162/145/105/106/75, CD/CX/SM/SX 102, CD/SM 74/72, Web 8 & 16 pg	\$201 per hour
Small Format Presses	PM/SM/SX 52, PM/SX 74	\$190 per hour
Discontinued Product Lines	Multi-color MO, SO, DI	\$175 per hour
GTO		\$175 per hour
QM 46 1 & 2 Color		\$175 per hour
All models 2004 and older	5 business days (7 calendar days) advance scheduling required	\$175 per hour

Standard Repair Service Rates for Prepress Products

Product Category	Products Included	Rate
Hardware & Software	CtP, Prinect workflow, Prepress equipment	\$225 per hour
Discontinued Product Lines	Scanners, Film Recorders, Film Processors	\$175 per hour

Standard Repair Service Rates for Postpress Products

Product Category	Products Included	Rate
Tier 1	<u>POLAR Stand Alone Peripherals</u> : Jogger, Transomat, Lift, Scale, Dorner Conveyors, Pile Turner <u>POLAR Small Format Cutters</u> : 56, 66, 80, 78, 92, D115, BC 330 <u>Folders</u> : 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 <u>Deliveries</u> : SAK, STA, SB, SBP, SKP, VSA <u>Other</u> : ST 90, Macy (Omega), Sheridan, Sulby, Quickbinder, Stitchexpert, Bindexpert	\$150 per hour
Tier 2	<u>POLAR Large Format Cutters</u> : 115, 137, 155, 176 <u>POLAR Systems & Components</u> : PACE, Autocut, System6, DCM, DC11, SC 10/25, STR, Pressing Station, BM Banders, Compucut <u>Folders</u> : TH, KH, THP, KHP, TX, Mailing Tables, Thread Sealing <u>Deliveries</u> : Speedbänder, palamides, TSH, Rima Stackers <u>Folder/Gluers</u> : 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 <u>Die Cutters</u> : Dymatrix, Varimatrix, Easymatrix, Promatrix, Powermatrix, DuoPress	\$170 per hour

Standard Repair Service Rates for All Gallus Products

Product Category	Rate
Gallus	\$135 per hour

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.

Travel Charges

Press and Postpress You are charged a \$120 per hour rate per man for time consumed traveling to and from your plant. Car mileage is charged at \$0.50 per mile to and from your plant.

In some areas for Press & Finishing, a special flat rate travel zone will be charged instead of time and mileage. For any questions or to request pricing on travel zones, please contact your Regional Service Coordinator. 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 You are charged a \$225 per hour rate per man for time consumed traveling to and from your plant. For selected discontinued Prepress equipment, you are charged a \$120 per hour rate per man for time consumed traveling to and from your plant. Car mileage is charged at \$0.50 per mile to and from your plant. In some areas for Prepress, a special flat rate travel zone will be charged instead of time and mileage. For any questions or to request pricing on travel zones, please contact your Regional Service Coordinator. 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 \$58 plus actual hotel cost per day and \$58 on the day of return to cover his lodging and meals.

Equipment Under Warranty

If you request service before 7:00am or after 6:00pm 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, so more often than not, one can be with you within 24 hours.

After Hours: 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're Here On Weekends And Holidays Too: 1-800-437-7388

Parts Around the Clock

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 1-800-437-7388 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, visit <http://bit.ly/PartsFAQ>

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 and maintain high productivity. For more information call 1-800-437-7388 and press '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.

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