After-Sales Service Call Rates

Service

For installations not covered by a maintenance contract, the rate for service calls is determined by the time of the call, according to the price list below:

Tariff	CHF (EXCL. VAT)
Set-up and preparation of equipment / orders	Included
Travel and working time 100% included	150 per hour
Travel and working time 150	225/hour
Travel and working time 200	285 per hour

Monday - Saturday Day: 7am - 7pm	100%
Monday - Saturday Evening: 7pm - 10pm	150%
Monday - Saturday Night : 22h - 7h	200%
Sunday and public holidays	200%

Warranty

It is possible that the defect in your device falls within the scope of the warranty. In such cases, the replaced parts are covered by the warranty. However, unless otherwise stated, the manufacturer's warranty does not cover intervention labor (invoiced according to the price list above).

In general :

- Movement parts (such as air fans) are supplied with a 1-year limited warranty.
- Wear parts such as refractory linings and gaskets are not covered by warranty.
- Parts subject to risk such as glass, ceramics, stones, remote controls are not covered by warranty.

Please do not hesitate to contact us or to consult the specific conditions for the brand of your appliance to find out more.