



REPAIRS - MAINTENANCE

RATES, TERMS & CONDITIONS

Service Labour Charges Time and materials rates for non-contract customer's p/hour	Call Out (ZAR)*	Labour (ZAR)
Normal working hours (0900-1700 Mon-Fri)	650	345
Out of hours	850	490

*Call out rates are for the first 50km from main city centres and will be multiplied up for each additional 50km or part thereof
Call out rate includes the first hour of labour, or part thereof, on site.

Warranty Calls

- Warranty does not include the following works:
 - Parts replaced due to operator, neglect, misuses or accident.
 - Work carried out due to neglect, misuse or accident.
 - Cleaning of machine.
 - Service outside normal working hours
 - Adjustments to third party chemical dispense equipment.
 - Poor results due to third party chemicals being used.
 - Parts external to the machine i.e. Baskets, Tabling, Racks, Water softeners, Dosing equipment, Booster pumps etc.

Third Parties

- Winterhalter SA shall be under no liability under if the equipment has previously been repaired by any person/s other than an authorised representative, and/or accessories and supplies used with the equipment were not purchased from Winterhalter SA

Liability

- Whereas every endeavor will be made to attend to site with 48 hrs of the call being logged, Winterhalter SA shall not be liable for any loss, damage, injury or cost resulting from delay in responding to reactive repairs calls.

Access

- Winterhalter SA Authorised Representative must be allowed full workable access to the machine during the service coverage times, unless Winterhalter SA is given prior notification of "inaccessible" times by the site.
- On any occasion where the representative is unable to gain access to the machine, the call will be invoiced under standard time and material rates.

Coverage

- Standard office and service desk hours are Mon-Fri 08:30 -16:00, excluding public holidays.
Calls placed outside of these hours will be logged when the service desk is next open.
- Reactive repairs calls will be attended between 09:00 and 17:00 Monday to Friday.
Any calls attended outside of these hours will be charged at our standard time and material out of hour's rate.

Terms

- If a Winterhalter SA Authorised Representative deems a machine as unserviceable, Winterhalter SA will give written notification that the machine has been condemned and it will not be repaired. Call out charge still applies
- Service calls can be cancelled provided notification is received 2 hours before expected time of attendance, if not the full call out fee applies
- Full payment is required in advance of commencement of work, unless terms have been agreed in advance and an order number or purchase order is supplied