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| --- | --- | --- | --- |
| To:  Peter Huber Kältemaschinenbau SE  Werner-von-Siemens-Str. 1  77656 Offenburg  Germany | | Company: |  |
| Street: |  |
| Postcode, city: |  |
| Building/room: |  |
| Telefon: | 0781-9603-144 | Contact person: |  |
| Fax: | 0781-57211 | Phone: |  |
| Email: | service@huber-online.com | E-Mail: |  |
| Seriel no.:  Type: |  | Requested date: |  |
| **Order number customer:**  **Important note:** An invoice will be issued immediately after the service has been carried out.  The order number on an invoice cannot be changed retrospectively. | | | |
| Service reason: 1. Repair  2. Maintenance  3. F-gas test  4. Calibration  5. Commissioning | | | |

## Please complete and return the service request to: [service@huber-online.com](mailto:service@huber-online.com)

**1) Repair\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

#### Repairs within the warranty period at the factory In accordance with our warranty conditions, we will replace defective components and will not charge for the labour required for this if the temperature control unit has been used as intended and the necessary repair is carried out at our premises in Offenburg. We will bear the transport costs within Germany if we can instruct a forwarding agent to collect the temperature control unit and it is properly packaged for collection. Transport costs for shipments not commissioned by Huber are always borne by the sender.

#### Repairs withing the warranty period on site

In this case, we must charge travelling expenses (flat rate), installation time, release and, if applicable, accommodation costs. The defective materials are free of charge.

#### Repairs outside the warranty period For repairs outside the warranty period, all costs incurred (including defective material) will be charged.

**2) Commissioning\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

#### Commissioning information

Commissioning, which is chargeable, includes a functional test and the entry of all relevant settings on the temperature control unit, as well as instruction for the operator.

Before commissioning the temperature control unit, a complete installation including accessories must be carried out. For support, you will receive a comprehensive installation protocol with your order, which is available alongside the operating instructions.

The protocol must be completed and sent to [service@huber-online.com](mailto:service@huber-online.com) before commissioning.  
Commissioning cannot take place without a completed installation protocol.  
If commissioning cannot be carried out smoothly, the additional costs will be invoiced.

**3) Maintenance, F-gas testing and calibration\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

#### Information

After completing maintenance, F-gas testing and/or calibration, you will receive a maintenance, F-gas protocol or calibration certificate as proof.

The costs for the service call are made up of the device-specific maintenance, F-gas test/leak test (if necessary) and/or calibration flat rate as well as other expenses (travel costs, allowances, hotel accommodation).

#### Repairs or additional costs for maintenance, F-gas testing and calibration

For repairs, the costs for spare parts, materials and labour will be charged additionally.  
If additional work is required for maintenance, F-gas testing and/or calibration (e.g. temperature control unit not accessible), this will be charged separately.

**Best regards**  
***Peter Huber Kältemaschinenbau SE***

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| --- | --- | --- |
| **No.** | **General questions:** | **Your answer:** |
| 1 | 1. Are there security and access controls? 2. Is an identity card/driver's licence sufficient for identification? 3. Are there special controls for visitors without German citizenship? Example: pre-registration or carrying special documents | a)  b)  c) |
| 2 | Are there any restrictions regarding the use of tools on site? e.g. specially cleaned tools, etc.? |  |
| 3 | a) Is it possible to drive to the building by car? b) Are there any parking facilities available? c) Are there any restrictions on the transport of tools to the site? |  |
| 4 | Are there any special hurdles/regulations for accessing the temperature control unit, e.g. changing clothes, etc.? |  |
| 5 | The temperature control unit must be freely accessible to the technician from all sides.  Any additional work for installing and removing the temperature control unit(s) is not included in our maintenance flat rates and will therefore be invoiced separately. |  |
| 6 | Where exactly is the temperature control unit located?  (e.g. cellar, on the roof, clean room, hazardous area, etc.) |  |
| 7 | Is an electrician available to disconnect the temperature control unit from the power supply if necessary? |  |
| 8 | In addition, you confirm with "Yes" that there are no toxic, aggressive, radioactive or other hazardous media in or on the temperature control unit.  If you do not confirm this, the unit cannot be used. | Ja |
| 9 | Which thermal fluid is used?  What quantity? | Litre |
| 10 | Is the unit to be repaired connected to the application? | Yes  No |

|  |  |  |
| --- | --- | --- |
| **No.** | **Questions - Only required for repair / maintenance :** | **Your answer:** |
| 11 | Can soldering work be carried out on site (for repairs)? | Yes  No |
| 12 | a) Is a hot work certificate or other approvals necessary licences required (for repairs)? b) If yes, are these available? | a)       b) |
| 13 | If answer 11 is "no", is there another room where this work is possible or can the temperature control unit be moved there? |  |
| 14 | Which error number is displayed? If no message is displayed, the behaviour should be described in bullet points: |  |
| 15 | a) Can the appliance be emptied if necessary? b) Are appropriate containers available? | a)       b) |
| 16 | a) Is the appliance to be repaired connected to the mains connected to the mains? b) Is it possible to connect it? | a)       b) |
| 17 | Is the application filled with thermofluid? | Yes  No |

**Cost rates**: Assistant Service technician Engineer

**Working hours:** 80,00 EUR/hour 160,00 EUR/hour 180,00 EUR/hour

**Other expenses**

Travelling expenses: Travelling expenses are charged at a flat rate depending on the distance.  
  
 A) Area postcode 7 450€ B) Area postcode 5-9 900€  
 (within postcode 77) 250€   
 C) Area postcode 0-3-4 1200€ D) Area postcode 1-2 1350€

If two service technicians are scheduled on site, a surcharge of 50% of the flat rate for travelling expenses will be charged for the second technician.

Additionally: - Allowance

- Accommodation costs, if applicable

- Spare parts costs as required  
- A 25% flat rate will be charged for overtime

Only a carefully and fully completed service request can be processed quickly and without further queries. We will then arrange an appointment with you.

(City, Date, Name of the person in charge)

**The document was created automatically and is therefore valid without a signature.**