

Service rates 2026

The following calculation principles apply to Service Support for Gietz equipment scheduled in 2026:

1. Helpdesk

Helpdesk Technician / Service Engineer	Rate (CHF)	Rate (EUR)	Rate (USD)
Helpdesk Technician/Engineering hours (<30 min. Support) • The first 30 minutes of helpdesk support are free of charge for Gietz AG customers	Free of charge	Free of charge	Free of charge
Helpdesk Technician/Engineering (regular working hours) • After the first 30 support-minutes, every support-hour or part thereof is charged to the customer • Telephone and remote support by a Gietz AG helpdesk technician • Support during extended office hours (07 a.m. – 6 p.m.)	175.-- / hour	190.-- / hour	230.-- / hour

The rates listed above are charged regardless of the success of the support and are calculated per support hour commenced.

2. Working time on site

Service Technician	Rate (CHF)	Rate (EUR)	Rate (USD)
Technician hours (regular working hours) • 8 working hours of a Gietz AG service technician per working day • Intervention on weekdays (MO-FR) • Intervention during Swiss working hours (8 a.m. - 6 p.m.)	160.-- / hour	175.-- / hour	210.-- / hour
Technician hours (overtime) • Overtime of a Gietz AG service technician over 8 working hours per working day (Mon - Fri) • Working hours Saturday intervention	200.-- / hour	220.-- / hour	260.-- / hour
Technician hours (Sunday work) • Sunday working hours of a Gietz AG service technician	320.-- / hour	350.-- / hour	420.-- / hour

Service Engineer	Rate (CHF)	Rate (EUR)	Rate (USD)
Engineering hours (regular working hours) <ul style="list-style-type: none"> • 8 working hours of a Gietz AG engineer per working day • Intervention on weekdays (MO-FR) • Intervention during Swiss working hours (8 a.m. - 6 p.m.) 	175.-- / hour	190.--/hour	230.--/ hour
Engineering hours (overtime) <ul style="list-style-type: none"> • Overtime of an Gietz AG engineers over 8 working hours per working day (Mon - Fri) • Working hours Saturday intervention 	220.-- / hour	235.-- / hour	285.-- / hour
Engineering hours (Sunday intervention) <ul style="list-style-type: none"> • Sunday working hours of an Gietz AG engineer 	350.-- / hour	380.-- / hour	460.-- / hour

3. Travel costs

Service Technician / Service Engineer	Rate (CHF)	Rate (EUR)	Rate (USD)
Travel hours <ul style="list-style-type: none"> • Travel time from Gietz AG to Customer (arrival/return) • Travel time from hotel to Customer (arrival/return) 	100.-- / hour	110.-- / hour	130.-- / hour
Gietz Company Vehicle expenses (incl. fuel, insurance, etc.) <ul style="list-style-type: none"> • Vehicle costs per kilometer 	0.90 / km	1.-- / km	obsolete
Travel expenses <ul style="list-style-type: none"> • Transport costs (rental car, taxi, train, airplane) • Accommodation costs • Other expenses (according to SIMA standards) 	<ul style="list-style-type: none"> • Transportation costs are charged at cost • Other expenses are charged according to SIMA standards 		

Invoicing bases

- The billing of external service assignments is generally based on the agreed payment conditions.
- The service rates are valid from January 1st 2026 to December 31st 2026.