

3 Types of Contract	WITHOUT Contract	FIRST ★☆☆	PROTECT ★★★☆☆	INTEGRAL ★★★★★ <i>End 2025</i>
<b>AUDIT VISIT (before Preventive action)</b>				
Preliminary Audit Visit	On Quotation (mini ½ day)	✓		
Annual preliminary Audit visit with a pre establish checking list - Carry out a check of operating elements - Carry out a check of Safety organs - Clean and Grease - Replace common parts			✓	✓
Submission of a maintenance report		✓	✓	✓
Additional Hourly Rate	On Quotation	Optional Cost Discount 10%	Optional Cost Discount 10%	✓ 1 Day
<b>PREVENTIVE &amp; CURATIVE ACTION</b>				
Maximum Response Time	According to Availability	72h	48h	48h
Service Rate	Standard Rate	Discount 10%	Discount 10%	✓ Except Misuse
Additional Technical Support Day	Standard Rate	On Quotation	On Quotation	Optional Cost Discount 10%
24-hour response to breakdowns		Optional Cost	Optional Cost	Optional Cost
<b>SPARE PARTS</b>				
Wear Parts	Standard Rate	Discount 10%	Discount 10%	✓ Except Misuse
Replacement of Broken parts	Standard Rate	Discount 10%	Discount 10%	✓ Except Misuse
Machine Modification (New Format, add a function...)	Standard Rate	On Quotation	On Quotation	On Quotation
Schneider Hardware safety Stocks (ServoMotors and Controller)		Optional Cost	Optional Cost	✓
<b>CALL SUPPORT</b>				
Helpdesk Support Monday to Thursday from 8h to 12h30, from 13h30 to 17H (Friday until 16h00)	✓	✓ Priority Access	✓ Priority Access	✓ Priority Access
Helpdesk Support 5 days/7 from 6h to 22h (Monday to Friday)		Optional Cost	Optional Cost	✓
Helpdesk Support 6 days /7 & 24h/24h Monday 00h00 to Saturday 24h00		In Preparation end of year 2025		
Helpdesk Support 7 days/7 & 24h/24h,		In Preparation end of year 2025		
MG TECH Service and Perform (In Use Platform) Access ticketing, report, documentation		✓	✓	✓
Connected Services (Performance, Use and Alarm dashboards)		Optional Cost	Optional Cost	Optional Cost
<i>INTEGRALProgram allows you to demand maximum support. This formula will be available end of year 2025.</i>				

PRICES APPLICABLE FROM JANUARY 1, 2025

SERVICE RATES 2025		CONTRACT RATE	WITHOUT CONTRACT OR EMERGENCY REQUEST
<b>Work :</b>			
Monday to Friday : 6:00am to 10:00pm	Service Technician	99 € / h	110 € / h
	PLC Engineer / Trainer	110 € / h	122 € / h
Saturday : 6:00am to 10:00pm	Service Technician	149 € / h	165 € / h
	PLC Engineer / Trainer	165 € / h	183 € / h
Night, Sunday & Bank holiday : 10:00pm to 6:00am	Service Technician	198 € / h	220 € / h
	PLC Engineer / Trainer	220 € / h	244 € / h
<b>Trip :</b>			
Monday to Friday : 6:00am to 10:00pm	Service Technician	99 € / h	110 € / h
	PLC Engineer / Trainer		
Saturday : 6:00am to 10:00pm	Service Technician	149 € / h	165 € / h
	PLC Engineer / Trainer		
Night, Sunday & Bank holiday : 10:00pm to 6:00am	Service Technician	198 € / h	220 € / h
	PLC Engineer / Trainer		
<b>Travel :</b>			
Mileage costs		0,80 € / Km	0,89 € / Km
<b>Accommodation Costs :</b>			
France		170 € / night	170 € / night
Europe		230 € / night	230 € / night
<b>Additional Transport :</b>			
Flight, Train		Costs +20%	Costs +20%
Rental Car		Costs +20%	Costs +20%