Services
Support from Specialists
Hourly Rates, Flat Fees, and Process

As of July 2026

We charge the following rates for the support provided by our specialists:

Description	Unitt	Price
Working Hours	EUR/hour	110,--
inspection Fee	EUR/Piece	50,--
Small Items Fee	EUR/Piece	12,--
Cost Estimate	EUR/Piece	85,--
Processing Fee	EUR/Piece	85,--

More information on the repair process:

To help ensure that everything goes well, we ask that you keep the following points in mind:

- Fill out a repair order completely for each device and sign it.
- Provide a detailed description of the error.

  Additional information:
  Should a program backup be performed?
  Do you just want the error fixed, or would you also like some visual corrections?

- If possible, please send us only complete components or devices.
- Choose appropriate packaging that is secure for shipping and compliant with EMC standards.
- Please provide a contact person and a phone number in case we have any questions.
- Feel free to send the repair order in advance by email to **service@epis.de**.
  Please also use this email address to approve cost estimates or for any questions.
- An order number, delivery note number, or reference number on your delivery note or repair order is helpful for identifying the device in case of any questions.

- Enclose the repair order with the device and ship the defective device at your own expense to:

epis Automation GmbH & Co. KG
- Service -
Olgastraße 90
72458 Albstadt

Upon request, we will provide you with a cost estimate for a fee.

In order to provide a cost estimate, we must first locate the problem. This often involves a significant amount of work. For this reason, we charge a flat fee for each cost estimate. If you accept the cost estimate, this flat fee will be credited back to you in a separate credit memo.

If, during a repair covered by the warranty, a defect is discovered that is not covered by the warranty, you will be notified, and a cost estimate will be provided if necessary. Our Terms and Conditions apply.

Best regards,
Your epis Service Team