

SERVICE FEES RELATED TO HEAT PUMP SYSTEMS

		Non-Contracted Partners	Contracted Partners	
			With Operation & Maintenance Contract	With On-Call Service Contract
Technician Service Rate		18.000 Ft/h	14.000 Ft/h	14.000 Ft/h
Engineer Service Rate		25.000 Ft/h	20.000 Ft/h	20.000 Ft/h
Service Fee for On-Site Visit	Budapest	25.000 Ft	20.000 Ft	20.000 Ft
	Outside of Budapest	25.000 Ft + 250 Ft/km (roundtrip)	20.000 Ft + 200 Ft/km (roundtrip)	20.000 Ft + 200 Ft/km (roundtrip)
Troubleshooting		40.000 Ft/h	Free	20.000 Ft/h
Software Update		80.000 Ft/h	Free	40.000 Ft/heat pump
Leak Detection		50.000 Ft/cooling circuit	Free	30.000 Ft/cooling circuit
Remote Supervision		Free	Free	Free

For our contracted partners, we guarantee an on-site response within 24 hours in the event of a fault (on business days).

The payment of the service fee is the obligation of the Customer. The fee does not include VAT. The Service Provider is entitled to modify the service fee specified in the proposal in the event of changes in legislation or other material circumstances. Green Watt Zrt. shall issue an invoice for the service fee, including value-added tax, on the last business day of each month. The Customer is required to pay the service fee to Green Watt Zrt. via bank transfer within 15 days of the date of invoice issuance.

The Customer is obliged to ensure access to the equipment and system for the service technicians, as well as to provide the necessary technical and environmental conditions for the performance of the work. The Customer must take all reasonable measures to ensure the safety and health of the service technicians for the duration of the maintenance work. In the case of non-warranty repairs, the call-out and repair fees will be invoiced based on the unit prices indicated in the table. The conclusion of an operation/standby service agreement is a prerequisite for warranty claims.

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Engineering Services

- General mechanical inspection of the heating substation
- Inspection of the heating substation automation
- Installation of a comprehensive metering system and evaluation of data points
- System optimization and fault analysis
- Cooling circuit system inspection

Each of the mentioned services is priced individually, and a preliminary survey is required to determine the cost. The fees for this are as follows:

5-20 kW	20-40 kW	40-100 kW	100 kW-
40.000 Ft + service fee for on-site visit	80.000 Ft + service fee for on-site visit	200.000 Ft + service fee for on-site visit	Custom price

Service Terms

The provided technician fees are apply to a single call-out. If the on-site conditions require another visit, an additional call-out fee will be invoiced.

The listed fees are applicable for work during regular business hours. For work outside of regular business hours, an additional charge of 60% will be applied, and for weekends, a 100% surcharge will be applied to our services.

The call-out fee will still be charged regardless of whether the repair is feasible.

The provided fees do not include the value-added tax (VAT).

We reserve the right to change the prices.