

# PRICE LIST OF SERVICES

Valid from August 1, 2022 | DataLine Technology, a.s.

<b>STANDARD WORK</b>	Price without VAT per hour <b>33 EUR</b>	<b>OFFSET AND SCREEN PRESSES</b>	Price without VAT per hour <b>72 EUR</b>
<ul style="list-style-type: none"> <li>• PC graphic workstations (assembly, installation, configuration, hardware and system software service)</li> <li>• Printers (installation, configuration, service, support)</li> <li>• Computer networks (service)</li> </ul>		<ul style="list-style-type: none"> <li>• Installation and service of offset and screen presses</li> </ul>	
<b>MEDIUM-QUALIFIED WORK</b>	Price without VAT per hour <b>43 EUR</b>	<b>DIGITÁLNÍ TISKOVÉ STROJE</b>	Price without VAT per hour <b>96 EUR</b>
<ul style="list-style-type: none"> <li>• Mac graphic workstations (assembly, installation, configuration, hardware and system software service)</li> <li>• Monitors (adjustment, service, support)</li> <li>• Desktop flatbed scanners (service)</li> <li>• Standard graphic applications and common user software (installation, configuration, support)</li> </ul>		<ul style="list-style-type: none"> <li>• HP Indigo digital printing machines (installation, configuration, service, support)</li> <li>• Scodix digital finishing machines (installation, configuration, service, support)</li> <li>• ABG finishing machines (installation, configuration, service, support)</li> <li>• HaB coating machines (installation, configuration, service, support)</li> <li>• Highcon cutting machines (installation, configuration, service, support)</li> </ul>	
<b>HIGHLY QUALIFIED WORK</b>	Price without VAT per hour <b>57 EUR</b>	<b>SPECIALIZED WORK - HARDWARE</b>	Price without VAT per hour <b>86 EUR</b>
<ul style="list-style-type: none"> <li>• Windows Server</li> <li>• Microsoft Exchange, Active Directory (management, installation)</li> <li>• Firewall and VPN setup</li> <li>• Large-format printers (calibration, configuration, service)</li> <li>• Electronics (service)</li> </ul>		<ul style="list-style-type: none"> <li>• CTP equipment (installation, configuration, service, support)</li> <li>• RIP stations (assembly, configuration, service, support)</li> <li>• Developing machines (installation, adjustment, service, support)</li> <li>• Special software for pre-press, press, and color management (installation, configuration, support)</li> <li>• Finishing machines (installation, configuration, service, support)</li> <li>• Measuring devices X-rite/GretagMacbeth/Viptronic (installation, configuration, service, support)</li> <li>• Kongsberg equipment (installation, configuration, service, support)</li> </ul>	
<b>SPECIALIZED WORK - SOFTWARE</b>	Price without VAT per hour <b>96 EUR</b>		
<ul style="list-style-type: none"> <li>• Workflow systems (ESKO, XMF, Infigo, Rhapsy) (implementation, configuration, service, support)</li> </ul>			

## SERVICE RESPONSE TIME

<b>STANDARD</b>	<b>SPEED</b>	<b>IMMEDIATE SERVICE</b>
<b>NO SURCHARGE</b>	FLAT SURCHARGE <b>57 EUR</b> (bez DPH)	FLAT SURCHARGE <b>115 EUR</b> (bez DPH)
<ul style="list-style-type: none"> <li>• Technician dispatch to the customer within <b>48 hours</b> of service request (on business days)</li> </ul>	<ul style="list-style-type: none"> <li>• Technician deployment to the customer no later than the <b>next business day</b> following the service request, with the problem resolved or an <b>alternative solution</b> proposed within <b>24 hours</b> of the initiation of the service intervention.</li> </ul>	<ul style="list-style-type: none"> <li>• Technician deployment to the customer no later than <b>12 hours</b></li> </ul>

- **Services outside regular working hours** - For services provided outside regular working hours (Monday to Friday from 9:00 AM to 6:00 PM), a surcharge of 50% of the service price is applied. For services provided on public holidays and weekends, a surcharge of 100% of the service price is applied.
- **Travel costs** - For on-site service, a travel fee is charged. Within Greater Prague, the flat rate is 20 EUR. For services outside Prague, the fee is 0.5 EUR per kilometer. This fee already includes compensation for the technician's travel time.
- **Nonstop hotline** - A call to the hotline at +420 606 702 999 is charged at 5 EUR per call. For customers with a service contract, this service is free. The phone line operates 24/7 and is intended for quick service request submissions. It is not meant for consultations.
- Remote service and consultations via phone or email are charged at the same rate as on-site services, but no travel fee applies.
- Service requests can be made in person, in writing (via fax or email), or by phone at +420 210 215 702. Confirmation must then be sent via fax to +420 210 215 709 or by email to [servis@dataline.cz](mailto:servis@dataline.cz).
- Orders must include a brief problem description, the requested service urgency, and contact details for the responsible person.
- The listed service and travel prices are exclusive of VAT. Service fees are billed in half-hour increments.
- The listed conditions and prices apply to equipment supplied by our company. However, service can also be ordered for equipment supplied by other vendors, in which case conditions and prices are arranged individually.
- For discounted prices, special conditions, or long-term regular service, we recommend signing an individual service contract.
- Specialized work is carried out only after a service contract has been signed for the respective equipment.
- This price list takes effect on August 1, 2022. Upon publication, it nullifies any previously issued price lists.