

Appendix 1 – Price list for Support and Service outside warranty period

Language: EN	Version: 1.0	Valid from: November 1, 2025	Validity: Until further notice
--------------	--------------	------------------------------	--------------------------------

Scope: This price list applies to technical support, remote support, field service, and other services provided by Excidor AB for products and systems outside the warranty period. The prices are exclusive of VAT and based on regular working hours (weekdays 08:00 a.m. to 04:00 p.m.).

1. Technical support (remote support)

Type of service	Billing model	Price
Phone support / email support	Per commenced 30 min	750 SEK
Remote connection via PC / diagnostic tool	Per commenced 30 min	950 SEK
Technical analysis / log file interpretation	Per hour	1 200 SEK
System configuration / parameter changes	Per hour	1 200 SEK

2. Field service (on-site at customer location)

Type of service	Billing model	Price
Technical troubleshooting / repair	Per hour	1 250 SEK
System calibration / commissioning	Per hour	1 350 SEK
Technician travel time	Per hour	750 SEK
Mileage allowance	Per km	12 SEK/km
Per diem (for overnight stay)	Per hour	1 000 SEK

3. Spare parts and Components

- Prices according to the current spare parts price list.
- Shipping is charged at actual cost.
- Returns of defective parts are handled according to the "Return of Parts" instruction.

4. Consulting services and system integration

Type of service	Billing model	Price
System analysis, design, or Software customization	Per hour	1 350 SEK
Technical documentation / report writing	Per hour	1 000 SEK
Project management (retrofit or replacement)	Per hour	1 500 SEK

Appendix 1 – Price list for Support and Service outside warranty period

Language: EN	Version: 1.0	Valid from: November 1, 2025	Validity: Until further notice
--------------	--------------	------------------------------	--------------------------------

5. Other Terms and Conditions

- Minimum charge per assignment: 1 hour (or one 30-minute unit for remote support).
- Travel and accommodation are arranged by Excidor or as otherwise agreed.
- For assignments outside Sweden, an international surcharge applies as per quotation.
- The price list is reviewed annually in connection with the Excidor SLA – Service & Support policy.

Contact

For booking of support or service:

✉ support@excidor.com

☎ +46 (0)278-51 15 69

🌐 www.excidor.com/support