RICOH
imagine. change.

Service catalogue
Ricoh Switzerland Ltd.

Status 01/09/2025

Prices for ancillary and non-contractual services and expenses
Prices are quoted in CHF, excluding VAT or other charges.

Item code	Services	Technician working hour		
		During business hours (weekdays, with the exception of 24 and 31 December, Monday to Friday 08.00 – 17.00)	Monday to Friday 17.00 – 08.00	Saturdays, Sundays and public holidays
	Installation - Support			
VC025	CS installation per day	CHF 1'500.00	CHF 1'875.00	CHF 2'250.00
VC064	CS installation per hour	CHF 170.00	CHF 213.00	CHF 255.00
RCHAS102	ECM Application Services per day	CHF 1'800.00	CHF 2'250.00	CHF 2'700.00
RCHAS101	ECM Application Services per hour	CHF 240.00	CHF 300.00	CHF 360.00
PP0010D	RGC hardware installation front-end per day	CHF 1'600.00	CHF 2'000.00	CHF 2'400.00
PP0010H	RGC hardware installation front-end per hour	CHF 195.00	CHF 244.00	CHF 293.00
PS0031XD	Software installation back-end per day	CHF 1'800.00	CHF 2'250.00	CHF 2'700.00
PS0031XH	Software installation back-end per hour	CHF 230.00	CHF 288.00	CHF 345.00

Item code	Services	Technician working hour		
LAB023/ DD0006	OP HW installation front-end per hour	CHF 187.20		
LAB033/ DD0006	OP network installation front-end per hour	CHF 209.40		
DD0006H	Installation Network + UTB front-end per hour	CHF 180.00		
DD0006D	Installation Network + UTB front-end per day	CHF 1'350.00	CHF 1'688.00	CHF 2'025.00

Item code	Services		Prices
	Travel		
RCHTRAVEX	Travel flat rate		CHF 110.00

Item code	Services		Prices
	Installation flat rates		
DD0006	Installation multifunction device*		CHF 380.00
DD0006	Printer installation*		CHF 380.00
DD0006H_RSI	Installation Ricoh Smart Integration per hour		CHF 180.00

* The installation includes: Commissioning on site at the customer's premises; configuration of network data; set-up of print functionality for max. 4 clients or 3 workstations (WIN); automatic toner ordering and counter status reporting for multifunction devices; scan functionality for scan destinations; brief training.

Item code	Services	Technician working hour		
		During business hours (weekdays, with the exception of 24 and 31 December, Monday to Friday 08.00 – 17.00)	Monday to Friday 17.00 – 08.00	Saturdays, Sundays and public holidays
	On-call service on request			
	On-call service on request basis per hour		CHF 60.00	CHF 60.00
LABVAS01	OP hardware installation front-end per hour[1]		CHF 230.00	CHF 230.00
LABVAS01	RGC hardware installation front-end per hour[1]		CHF 230.00	CHF 230.00
	OP software installation back-end per hour[1]		CHF 280.00	CHF 280.00
[1] plus travel flat rate (item code: TRAVAS01)			CHF 150.00	CHF 150.00

- Minimum period of 5 consecutive hours for on-call service.
- Registration and notification at least 10 working days in advance.
- All assignments during on-call service are charged at cost.
- Special rules for year-end and public holiday support. Please, request in advance.
- On-call service without maintenance contract corresponds to the above prices plus 25%, and the required spare parts will be charged additionally.
- Each installed device is charged separately (per serial number).

Item code	Services	Prices
	Onsite Services - Onsiter	
MD0019	On-Site Services per month (Mon-Fri, 8.00-12.00, 13.00-17.00)	CHF 13'800.00
MD0019a	On-Site Services per month (Mon-Fri, 8.00-12.00)	CHF 8'700.00
MD0019b	On-Site Services per month (Mon-Fri, 13.00-17.00)	CHF 8'700.00
MD0019D	On-Site Services per day	CHF 1'200.00
	Data Cleansing Data Cleansing per device (according to Ricoh Datacleansing brochure description, plus travel flat rate)	
SECURE20HDDR/ SECUREHDD	On-Site Hard Disk Removal	CHF 55.00
SECURE30MFP/ SECURE30PRINTER	Basic Package for MFP or printer	CHF 120.00
SECUREPOA	Premium Package for MFP or printer	CHF 360.00
	Counter reading	
DD00020	Manual counter reading report using a counter reading card	CHF 60.00
DD00020	Counter reading estimation by Ricoh	CHF 28.00
	Consumables	
	Manual ordering of consumables (per order)	CHF 19.00
	Service flat rates *Service surcharge for old appliances (age-dependent flat rate service fee) valid for devices older than five but no more than nine years per device and calendar month	
RCHCHARGE0001	*MFP A4/A3 (age-based service fee)	CHF 54.00
RCHCHARGE0002	*Printer A4/A3 (age-based service fee)	CHF 27.00
958800	Fixed Scan Charge for A4 MFP	CHF 3.80
958801	Fixed Scan Charge for A3 MFP	CHF 5.60
RCHCHARGE025	Charge Classic Plus SLA 1-4 devices	CHF 25.00
RCHCHARGE026	Charge Classic Plus SLA 5-9 devices	CHF 22.00
RCHCHARGE027	Charge Classic Plus SLA 10+ devices	CHF 20.00
RCHCHARGE028	Charge Premium SLA 1-4 devices	CHF 50.00
RCHCHARGE029	Charge Premium SLA 5-9 devices	CHF 44.00
RCHCHARGE030	Charge Premium SLA 10+ devices	CHF 40.00
	Listing of the maintenance work or orders carried out per enquiry	CHF 33.00

	Reimbursement of expenses	
PS0098	Printing and dispatch of a paper invoice, reminder, etc. (per quarter)	CHF 25.00
PS0097	Invoice correction fee (customer fault)	CHF 50.00
PS0097	Copy of contract, account statement (per document)	CHF 5.00
PS0097	Address research	CHF 25.00
PS0097	Contract amendment (e.g. contract takeover, contract splitting or early termination by mutual agreement)	
PS0097	up to 20 devices per contract	CHF 50.00
PS0097	from 20 devices per contract	CHF 35.00
PS0097	Minor contract adjustments per contract	CHF 10.00
PS0097	Fixed date agreement for delivery, collection and/or installation per device	CHF 100.00
PS0097	Customer failure to meet agreed delivery, collection and/or installation datesper device, plus storage costs	Re-invoicing of the delivery costs and travel flat fee
PS0097	Storage costs per device, billing by calendar month	CHF 25.00

Transform business from the inside

Ricoh Switzerland Ltd.
Hertistrasse 2
CH-8304 Wallisellen
Tel: +41 (0)844 360 360
Web: www.ricoh.ch
e-mail: info@ricoh.ch