

Service catalogue
 Ricoh Switzerland Ltd.

Status 01/02/2025

Prices for ancillary and non-contractual services and expenses

Prices are quoted in CHF, excluding VAT or other charges.

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			
CS installation per day	CHF 1'350.00	CHF 1'688.00	CHF 2'025.00
CS installation per hour	CHF 190.00	CHF 238.00	CHF 285.00
ECM Application Services per day	CHF 1'800.00	CHF 2'250.00	CHF 2'700.00
ECM Application Services per hour	CHF 225.00	CHF 281.00	CHF 338.00
RGC hardware installation front-end per day	CHF 1'520.00	CHF 1'900.00	CHF 2'280.00
RGC hardware installation front-end per hour	CHF 190.00	CHF 238.00	CHF 285.00
RGC software installation back-end per day	CHF 1'700.00	CHF 2'125.00	CHF 2'550.00
RGC software installation back-end per hour	CHF 250.00	CHF 313.00	CHF 375.00
OP HW / SW installation front-end per hour	CHF 187.00 / CHF 202.00	CHF 234.00	CHF 281.00
OP hardware installation front-end per day	CHF 1'200.00	CHF 1'500.00	CHF 1'800.00
OP software installation back-end per day	CHF 1'800.00	CHF 2'250.00	CHF 2'700.00

Services	Technician working hour		
OP software installation back-end per hour	CHF 220.00	CHF 275.00	CHF 330.00

Services	Prices
Installation flat rates	
Installation multifunction device*	CHF 360.00
Printer installation*	CHF 170.00
Installation Ricoh Smart Integration	CHF 170.00

* 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.

Services	Prices
Approach	
Travel flat rate	CHF 110.00

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
OP hardware installation front-end per hour ¹		CHF 230.00	CHF 230.00
RGC hardware installation front-end per hour ¹		CHF 280.00	CHF 280.00
OP software installation back-end per hour ¹		CHF 280.00	CHF 280.00
¹ plus travel flat rate		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).

Services	Prices
On-site services	
On-site services per month (Mon-Fri, 8.00-12.00, 13.00-17.00)	CHF 13'800.00
On-site services per month (Mon-Fri, 8.00-12.00)	CHF 8'700.00
On-site services per month (Mon-Fri, 13.00-17.00)	CHF 8'700.00
On-site services per day	CHF 1'100.00
Datacleansing	
Datacleansing per device (according to Ricoh Datacleansing brochure description, plus travel flat rate)	
Secure 20 HDDR - On-site HDD removal	CHF 49.00
Secure 30 MFP - Basic Package	CHF 120.00
Secure POA - Premium Package	CHF 360.00
Counter reading	
Manual counter reading report using a counter reading card	CHF 8.00
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	
* MFP A4/A3	CHF 54.00
* Printer A4/A3	CHF 27.00
Fixed scan charge for A4 MFP	CHF 3.80
Fixed scan charge for A3 MFP	CHF 5.40
Charge Classic Plus SLA 1-4 devices	CHF 25.00
Charge Classic Plus SLA 5-9 devices	CHF 22.00
Charge Classic Plus SLA 10+ devices	CHF 20.00
Charge Premium SLA 1-4 devices	CHF 50.00
Charge Premium SLA 5-9 devices	CHF 44.00
Charge Premium SLA 10+ devices	CHF 40.00

Services	Prices
Listing of the maintenance work or orders carried out per enquiry	CHF 33.00
Reimbursement of expenses	
Printing and dispatch of a paper invoice, reminder, etc. (per quarter)	CHF 25.00
Invoice correction fee (customer fault)	CHF 50.00
Copy of contract, account statement (per document)	CHF 5.00
Address research	CHF 25.00
Contract amendment (e.g. contract takeover, contract splitting or early termination by mutual agreement):	
up to 20 devices per contract	CHF 50.00
from 20 devices per contract	CHF 35.00
Minor contract adjustments per contract	CHF 10.00
Fixed date agreement for delivery, collection and/or installation per device	CHF 100.00
Customer failure to meet agreed delivery, collection and/or installation dates per device, plus storage costs	Re-invoicing of the delivery costs and travel flat fee
Storage costs per device, billing by calendar month	CHF 25.00

Transform business from the inside

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