

Services and availability

Information for prospective customers, businesses and consumers of kernl.

Our services

We help with networks, servers, workplace IT, backups, cloud services and technical issues. The scope, authorised systems, intended result and appointment are agreed for each assignment before work begins.

Apprenticeships and working hours

Monday–Friday: 18:00–22:00 Saturday–Sunday: 08:00–18:00 All times are local to Munich (CET/CEST). Appointments by arrangement. We are both completing our IT system integration apprenticeships at Hitzler Ingenieure. Our official apprenticeship end date is 1 September 2027. We work evenings and weekends so that our work for kernl. does not interfere with our training and learning.

Appointments by arrangement

Customer appointments are arranged within these working hours. You can send an enquiry at any time; we handle it according to our availability. Continuous availability, a specific response time and a 24/7 emergency service are not promised.

Weekend pricing

Work on Saturdays and Sundays is charged at the normal agreed price. There is no weekend surcharge. The work remains chargeable; agreed material, licence or travel costs remain part of the individual assignment.

Prices and additional work

Before commissioning work, you receive an individual quotation specifying the scope, price or calculation method and any additional costs. Consumer total prices include any applicable VAT. Additional chargeable work requires your prior agreement.

Starting work securely

Before making changes, we agree on necessary backups, access permissions and secure credential transfer. Please do not send passwords through the contact form or ordinary email. Where we process personal data on your behalf, the required agreement is tailored to the assignment before work begins.

Enquiries and orders

The contact form is for non-binding enquiries. Orders and binding appointments are agreed separately. This information sheet does not replace an individual contract; statutory consumer rights remain unaffected.