



## 2023 Service Rate Schedule

Service Technicians are available for installation supervision, start-up, training, and repair. Billable service work will be invoiced as described below.

### Labor Hours

Standard working of 8 hours (Monday - Friday) are calculated as follows:

#### **Service Technician**

Straight Time	\$ 135.00/hour
Hours in Excess of 8 in any given day	\$ 195.00/hour

#### **Service Tech Helper\***

Straight Time	\$ 110.00/hour
Hours in Excess of 8 in any given day	\$ 150.00/hour

*\*Tech helpers will be sent on a case by case basis only (as needed or required per the specific job).*

Waiting times are invoiced as working hours and weekend/holiday rates are not available.

### Travel Hours

For trips with public transportation (e.g. by plane, rail, bus, taxi, rental vehicle), the incurred expenses are invoiced at actual cost.

Trips with company vehicle will be calculated at US Federal rate as follows:

Car/Truck for each started mile	\$ 0.655/mile
Travel time for each started hour	\$ 60.00/hour

Other costs incurred during the travel (e.g. tolls) will be invoiced at expense.

### Allowance Expenses

Daily Expenses to include meals	\$ 65.00/day
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### Material Costs

Supplied materials, spare parts, consumables etc. are invoiced according to our quotations and respective to our actual prices.

### Details

- Standard working hours are Monday thru Friday 8 AM to 5 PM with 1 hour for lunch.
- Travel time is based on the time from when the technician leaves his home or last work site until they arrive at the customers address or hotel and returns to his place of residence.
- The customer agrees to the above rates and agrees to the following: If the technician is delayed or the said work is not completed due to unforeseen delays caused by the customer and or in the case of used equipment, poor machine condition, the customer is responsible for all additional cost due to this delay.
- All Service Work to be secured via the issuance of a Purchase Order from the customer.

### Technical Support Information

Technical support via phone is available anytime during the work week Monday thru Friday 8:00 AM until 5:00 PM free of charge. Please first try calling our office at 630-495-4994 asking for your Account Manager.