

# Product Bulletin

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## Service Advantage

As the world's largest single source manufacturer of mobile electrification products, Conductix has the unique ability to offer a degree of service not found anywhere else. Conductix's team of highly qualified service technicians and engineers have years of experience servicing our complete line of products.

Service Fee Structure and Rates	Service Technician	Field Service Eng.	Design Engineer
<b>FIELD SERVICE</b>			
Base Hourly Rate (M-F, first 8 hours)	\$65.00	\$85.00	\$105.00
Extended Hourly Rate (Over 8 hours M-F, and Saturdays)	\$97.50	\$127.50	\$157.50
Holiday Hourly Rate (Sundays and Holidays)	\$130.00	\$170.00	\$210.00
<b>INSTALLATION SUPERVISION</b>			
Base Hourly Rate	N/A	\$75	\$75.00
Extended Hourly Rate	N/A	\$112.50	\$112.50
Holiday Hourly Rate	N/A	\$150.00	\$150.00
Travel Hourly Rate (Charged during travel time)	\$55.00	\$55.00	\$55.00

We offer field service to get you up and running, and installation supervision to ensure that the equipment is ready to go at start up.

- Minimum charge of 4 hours for all field service trips.
- All travel and incidental expenses will be billed at cost.
- Emergency 24-hour service is available at 1.5 times the prevailing rate. Standard response time will be determined at the time of inquiry, based on schedule and personnel availability.
- Travel rate will be billed door-to-door, using the schedule flight departure time (leaving) and the actual flight arrival time (returning).
- "Standby" time will be billed at the prevailing rate, and is defined as time spent at the customer's site not working as a result of circumstances beyond the Conductix service professional's control.
- Installation Supervision involves a Conductix service professional being present at the job site to oversee the installation of Conductix product by the people performing the work to ensure proper installation. Installation Supervision will only be performed by a Field Service Engineer or Design Engineer, assigned at Conductix's discretion, based on personnel availability.
- Onsite technical seminars and training available, contact factory for details.

*Rates subject to change without notice*



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