



Magnum Systems Field Service Rates

Magnum Systems provides field service for start-up assistance, training, and maintenance of new and existing equipment. To schedule a Start Up or Field Service Visit please call 888.882.9567

Start-Up assistance must be ordered in advance (up to three weeks notice), and issued on a separate Purchase Order if not placed with the original machine or system order. All service calls are scheduled and booked after the receipt of a written Purchase Order.

- 1) Service calls will be billed at **\$125** (U.S. dollars) per man-hour, plus expenses. Work hours in excess of 8 hours and weekends will be billed @ \$180/hr (U.S. dollars) per hour. Work on Holidays will be billed @ \$220/hr. Minimum 4 hours of service required. << **Rates for United States & Canada** >>
- 2) **International calls** will be **\$150** (U.S. dollars) per man-hour, plus expenses. Work hours in excess of 8 hours and on weekends will be billed @ \$225.00 (U.S. dollars) per hour. Work on US Holidays will be billed @ \$300/hr.
- 3) Travel Time will be billed @ **\$75** (U.S. dollars) per hour from the time of departure from home base to time of arrival to the destination, and the return from destination to home base. Weekend rate is \$100/hr & holidays are \$125/hr.
- 4) Expense Charges are all actual travel expenses including but not limited to Air Travel, mileage, car rental, fuel, and lodging.
- 5) Meals will be charged at **\$55** per travel and workday.
- 6) Replacement parts will be billed at list price, unless they are approved as warranty replacement item(s) by the service technician and the technical services manager.
- 7) Mileage is currently billed at **60 cents per mile**, but is subject to change. Mileage is charged for total distance traveled.

Magnum Systems can provide proof of Liability workers Comp. Insurance if requested, but will not list your company as additional insured, unless specific arrangements are made prior to call. If you require our technician to attend a short on-site safety course before service is performed, this is acceptable. However, you will be charged for the time spent for this safety training.

Magnum Systems technicians do not supply contractor related services. The technician will visit your facility and provide training and assistance to your engineering, maintenance, or production personnel. We do not install, erect, or make service connections to any equipment; however, we will be on-site to advise recommended procedures if requested.

Unless otherwise specified by the customer the technician will begin travel on the first available working day and arrive on-site as soon as possible. Technicians travel nationwide so it is possible that it could take up to one working day to get on-site. The technicians are based out of various sites in the US and travel is not calculated from Magnum Systems plant locations.

While at your site, Magnum Systems expects that one of your company personnel will be assigned to accompany and assist our technician. This will provide assurance that your company policies are followed, (such as lock and tag out or permits for open electrical or hot work), and will ensure the safety of our technician. The customer will be responsible for providing any tools or items needed to complete your service.

Effective 1/02/2019

THE PEOPLE, PARTS AND SYSTEMS THAT KEEP THE LINE MOVING.