



Magnum Systems Field Service Rates (Effective March 1, 2022)

Magnum Systems provides field service for start-up assistance, training, and maintenance of new and existing equipment.

Service or Start-Up assistance must be ordered in advance (minimum of three weeks' notice) and issued on a separate Purchase Order, if not placed with the original machine or system order. All service calls are tentatively scheduled and booked after the receipt of a written Purchase Order. Additional documentation will be required to be completed and returned by the customer prior to service being hard scheduled.

- 1) Service calls will be billed at **\$160** (U.S. Dollars) per person-hour, plus expenses. Work hours in excess of 8 hours and weekends will be billed at **\$240** (U.S. Dollars) per person-hour. Minimum 4 hours of service required. **Rates are for the Contiguous United States Only.**
<Rates for Service Calls on Holidays and Outside of the United States Available Upon Request>
- 2) Travel Time will be billed @ **\$100** (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 **\$150** (U.S. Dollars) per person-hour.
- 3) Expense Charges are all actual travel expenses including but not limited to Air Travel, mileage, car rental, fuel, and lodging. Expenses are charged at cost + 10%
- 4) Per Diem: Will be charged at **\$65** per travel and workday.
- 5) Replacement parts will be billed at list price unless they are approved as warranty replacement item(s) by the Service Technician and the Service Manager.
- 6) Mileage is currently billed at **60 cents per mile** but is subject to change. Mileage is charged for total distance traveled.
- 7) There must not be any outstanding invoice issues at the time of Service.

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 require 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 service. If you have any questions, please call Magnum Systems at 888-882-9567.

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