



Prater Service Rates

SERVICE / START-UP / TRAINING

PRICE SCHEDULE

Prater Industries is pleased to offer the skilled services of their trained personnel expressly conditioned upon the Customer's consent to the Prater Industries terms and conditions of sale and their agreement to the rates below.

Service Discipline:

Service / Inspection / Training / Preventative Maintenance / Vibration Analysis / Balancing / Installation Supervision / Start-Up / System Diagnostics / Engineering Support will be invoiced as follows:

Labor Rates:

1. **Standard in-plant labor rate** for a qualified factory-trained service person is \$150.00/hour based on an eight (8) hour day, Monday through Friday with a purchase order being issued a minimum of two weeks prior to the date of the call. Additional time, **in excess of eight (8) hours per day**, will be invoiced at the **time plus ½ labor rate** of \$225.00/hour.
2. **Premium in-plant labor rates** apply for work performed on **Saturday, Sunday or Holidays**. The premium labor rate is \$300.00/hour.
3. **Standard Travel Time** during normal 8:00am –5:00pm business hours, Monday through Friday, will be charged at \$100.00/hour.
4. **Premium Travel Time** for **Afterhours Travel, Saturday, Sunday or Holidays** will be invoiced at a rate of \$125.00/hour.
5. **Emergency Calls with less than 2 weeks advance notice** will be invoiced at the **breakdown labor rate** of \$300.00/hour. Standard or Premium Travel Time rates will also apply.
6. **Technical Phone Support** for any phone contact with Service Technicians or Engineer Support beyond their time on-site or during travel for a currently active service call or project, Monday through Friday during normal business hours, will be billed at a rate of \$120.00/hour, minimum billing of 15 minutes, billable in 15-minute increments thereafter. Billable rate for afterhours or weekend support is \$180.00/hour.

Travel and Living Expenses:

1. All travel and living expenses are to be charged at the cost plus 15%. All efforts will be made to keep expenses at a reasonable level (air fare, motel, meals, car rental, fuel cost, tolls, parking, etc). An additional processing fee of \$50.00 will be charged if copies of the expense receipts are required.
2. For Service Calls where company vehicles are used for transportation a mileage charge of \$1.00/mile will apply.

Service Call Estimates for Time (labor and travel) and Expenses are available upon request from Prater Industries Customer Service. The actual time and expenses may vary and will be adjusted and invoiced at their actual values once the Service Call has been completed.

In addition to the standard Prater Industries Terms and Conditions statement, the following conditions also apply:

1. No service technician or engineering support person will be required to work more than twelve (12) hours at a time. The technician or support person will be allowed a minimum of ten (10) hours off before being required to return to the job. The technician or support person will not be required to work more than six (6) days in a row before a full day off.
2. The rates quoted are those in effect at the date indicated on this sheet and are subject to change without notice.
3. Payment of Service invoices will be due upon receipt.
4. If the service trip is cancelled, any expenses that have been accrued (i.e. air fares, lodging, restocking, etc.) are billable.
5. A minimum charge of 4 hours in plant time, plus 1 hour travel time and associated travel expenses will apply to each call.
6. Repair / replacement parts and associated shipping charges are not included in the price of the service visit. All service rates as stated above will apply if a return visit is required due to parts availability.
7. In the event that our service technician or support person travel to the work site and the facility is closed for any reason during regular business hours, we will continue to bill at the travel time rate until the facility opens or our technician can return to Prater Industries.
8. <https://www.praterindustries.com/wp-content/uploads/Prater-Terms-and-Conditions.pdf>

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