



Cleveland Motion Controls, Inc.

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 Cleveland, OH 44125
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For Field Service Support:

Phone: (216) 642-5190

Fax: (216) 642-5159

After Hours: (216) 766-8480

IP&S FIELD SERVICE RATES

SERVICE TIME	DESCRIPTION	NEW EQUIPMENT START-UP	STANDARD FIELD SERVICE	CONSULTING OR SPECIALTY PRODUCT**
Daily Rates	Monday through Friday 8 hours/day 7:00AM-6:00PM	\$145/Hour	\$175/Hour	\$225/Hour
Weekday Overtime	Monday through Friday All time in excess of 8 hours	\$220/Hour	\$260/Hour	\$337/Hour
Saturday Overtime	8 hours/day 7:00AM-6:00PM	\$220/Hour	\$260/Hour	\$337/Hour
Sunday/Holiday Overtime	All on site time on Sunday, Holidays and in excess of 8 hours on Saturday	\$290/Hour	\$315/Hour	\$450/Hour
Standard Travel Time	Monday through Friday 8 hours/day 7:00AM-6:00PM	\$125/Hour	\$125/Hour	\$125/Hour
Overtime Travel Time	Weekends and Holidays All time in excess of 8 hours	\$145/Hour	\$145/Hour	\$145/Hour
Standby Time	Considered the same as service time and billed at appropriate rates listed above.			

Out of Pocket Travel and Living Expenses	Actual cost plus 10%	All expenses such as airfare, rental car, hotel, etc. will be billed at actual costs plus a 10% administrative fee. This applies to all service calls including warranty.
Mileage Rate	\$0.585/mile	
Minimum Billing	4 hours at the appropriate Hourly Rate	
International Rates	15% over the above rates	
** Cutler-Hammer, Hyperloop, Pulsar and other non CMC products		

Start-up purchased as part of original order: It is the responsibility of the customer to complete all required preparations of the equipment prior to the CMC Field Service Engineer's arrival on site. Any time waiting will be applied towards the start-up time. If the start-up time is subsequently used up, the customer will be required to issue a purchase order to cover additional time. This applies when the customer has purchased start-up time along with CMC products.

Warranty service calls: All travel time and expenses associated with CMC warranty service will be billed at normal rates and conditions. All on site time and parts will be provided at no charge. Cleveland Motion Controls, Inc. provides no warranties expressed or implied in conjunction with service calls.

Maximum work hours: The maximum on site time shall not exceed 12 hours in any 24 hour period. The CMC Field Service Engineer must have 8 hours rest away from the job site for every 24 hour period. A 1/2 hour break period is required every 4 hours.

Terms: All rates are net 30 days. All rates and conditions are subject to change at any time without notice.