



RATE STRUCTURE

Hourly rate (NO)	\$ 135.00/hr
Full-day rate (NO)	\$ 1350.00/hr
Hourly rate (EO)	\$ 202.50/hr
Hourly rate (HO)	\$ 270.00/hr
Travel rate (NO and EO)	\$ 75.00/hr
Travel rate (HO)	\$ 150.00/hr

- Contiguous United States means all States except Alaska and Hawaii.
- All rates are based on 10 hours a day. Work done over 10 hours a day is charged at 1.5 times of rate per hour. Customer to approve overtime prior to time being made.
- Full day rate will be charged for any day over 8 hours but under 10 hours.
- Working days start at midnight and end at 23.59 hours.
- Travel days will be charged as working days at listed travel rates.
- (NO) Normal Operating Hourly rates are Monday through Friday beginning at 8:00 a.m. to 5:00 p.m.
- (EO) Extended Operating Hourly rates are Monday through Friday beginning at 5:01 p.m. to 7:59 a.m. and any time Saturday and Sunday.
- (HO) Holiday Operating Hourly rates are any time worked on a nationally-observed holiday.
- Remote access programming and troubleshooting is available. Remote access rates are the same as on-site rates.

FOR ALL SERVICE:

- A purchase order is required prior to Service departure from Northwest Industrial Automation LLC.

- Chargeable Service time will begin when the Engineer leaves from Northwest Industrial Automation LLC and will end when he/she returns to Northwest Industrial Automation LLC.
- Time spent "standing by" at the customer's request, as a result of customer-incurred delay, weekend stand-by, or waiting for parts delivery, will be treated as working time.
- Air travel within the contiguous United States will be Coach, when available, unless any segment is greater than four (4) hours in which case travel will be Business Class. However, because of COVID-19 and general passenger separation on the aircraft, all air travel will be Business Class due to concerns for the safety of field service personnel.
- All flights outside the contiguous United States of America will be Business Class.
- Transportation expenses will be charged at cost plus 10%. Mileage incurred from Northwest Industrial Automation LLC owned or leased vehicles or personally owned vehicles will be charged at \$1.00 per mile.
- Hotel and lodging expenses, excluding meals, will be charged at actual cost plus 10% administrative fee. No travel expenses will be charged within a 25-mile radius of Springfield, Oregon.
- Meals will be charged for any service time over 6 hours at a per diem rate of \$40.00 per calendar day (domestic) and \$60.00 per calendar day (international) without prior notice.
- All parts used to affect repairs and those parts requested to remain at the job site as spares will be charged to the customer at current published prices.
- Any issue, which may be considered warranty, no-charge service, etc., requires the approval of Northwest Industrial Automation LLC management before any agreement can be made with the customer.
- Northwest Industrial Automation LLC is not responsible for third party charges involved in shipping or repairing from Northwest Industrial Automation LLC equipment. This includes freight, hiring of outside contractors, equipment rentals, duties, taxes, etc.

The above field services rates are subject to change without notice.