



Time & Materials - Service

(Excludes Zeol Accounts)

Labor

Labor rates are determined by day of week and holidays, time of day, and continuous hours of work and travel.

HOURLY RATE - LABOR	BILLABLE CUSTOMER Price/Hour	CONTRACT CUSTOMER Price/Hour
Regular Labor Hours	\$136	\$120
Overtime Labor Hours	\$204	\$180
Saturday Labor Hours	\$204	\$180
Sunday/Holiday Labor Hours	\$272	\$240

Travel Time

Travel time rates are determined by day of week and holidays during which travel occurs.

HOURLY RATE - TRAVEL	BILLABLE CUSTOMER Price/Hour	CONTRACT CUSTOMER Price/Hour
Weekday Regular Travel Hours	\$121	\$106
Weekday Overtime Travel Hours	\$182	\$160
Saturday Travel Hours	\$182	\$160
Sunday/Holiday Travel Hours	\$242	\$214

Labor and Travel Time pricing does not include travel expenses, parts and consumables.
 Travel expenses are billed at cost. Van mileage is billed at \$.70/per mile.

Priority Response

The average response time for out-of-warranty on-site service is typically 72 hours.

A Priority Response time up charge reflects priority given in scheduling and on-site service call in response to customer needs. This may involve re-routing field service technicians, re-scheduling other service calls, etc. Priority Response is offered on an individual call basis or as an annual subscription that entitles the customer to priority service for any service call scheduled within a 12 month period at a specific location.

Priority Response service does not guarantee a response time.

	Description	Price
PRIORITY CALL	Billing for Priority Response Service Call	\$500
PRIORITY SUBSCRIPTION	Billing for Annual Priority Response Subscription	\$2,500

FIELD SERVICE POLICY

Quotations for field service are valid for 30 days.

Quotations for time and materials service reflect:

- 1) Estimated labor hours, travel time and travel expenses; and
- 2) Assumptions about when service is to be provided.

Invoices will reflect:

- 1) Actual labor hours, travel time and travel expenses; and
- 2) Applicable rates for the day of the week and time of the day that service is performed.

1.0 Service Charges

Standard service charges are in addition to:

1.1 The service technician's travel time rates are to be computed from the rate schedule above regardless of transportation method.

Travel and work performed on the same day, totaling less than four (4) hours will be subject to a minimum charge equivalent to four (4) hours.

When travel and work performed on the same day totals more than eight (8) hours, overtime rates will apply for time spent in excess of eight hours.

The service technician can decline to work after a continuous twelve (12) hour day, with at least an eight (8) hour rest period before returning to the job site. The decision of the technician must be respected for safety reasons.

1.2 All travel, living and administrative expenses both to and from the job and while on the job will be billed to customer at cost.

1.3 The service technician's travel time, working time and/or standby time, will be computed based on the rate schedule above.

Standby time is defined as that time spent by the service technician, at the customer's location waiting, at the direction of the customer, to perform the assigned task. The reasons for waiting include, but are not limited to the following:

- Plant not ready.
- Other plant work takes precedence.
- Labor not available.
- Parts not available to complete job unless fault of Munters.
- Customer holiday not observed by Munters. service technician is required to remain at customer's location.
- Customer required service technician to remain over weekend to complete work in following week.
- Union labor strikes, lockouts or delays.

Once a service technician is firmly scheduled, the customer is responsible for reserved time. Should a cancellation or delay occur and the technician remains idle or cancelled enroute, the customer will be billed.

1.5 Work performed or goods purchased by others in support of a test and/or repair contract between Munters and a customer will be billed at contract defined rates.

1.6 Munters field personnel will not work unassisted without qualified customer personnel assistance.

1.7 A response time up-charge may be applied to service calls.

2.0 Periodic Maintenance

2.1 Charges will be computed in accordance with Service Charges, Section 1.0.

2.2 Preventative maintenance agreements are available upon request. Ask your service technician for details.

3.0 Authorization to Dispatch Service Tech

No service technician will be dispatched to a job without receipt of a legitimate purchase order, credit card number or letter of credit and issuance of corresponding Munters sales order/work order.

4.0 Exclusion of Unauthorized Labor Charges

When it is necessary, for any reason whatsoever, to assign persons, tooling or other equipment to assist The Munters technician, the purchaser shall furnish this assistance at his expense. Munters will assume no responsibility and will accept no back-charges for cost of labor for any persons assigned to assist our service technician, or for tooling and equipment rental, unless written authorization has been furnished by Munters prior to work performed.

Munters shall not be responsible either by commission, or omission, for the acts of workmanship of the employees, contractors, subcontractors, or agents of the purchaser.

5.0 Warranty and Limitation of Remedy

5.1 Refer to Terms and Conditions for equipment warranty and limitations.

5.2 Munters is not responsible for incorrect selection or misapplication of the Company's products. Qualified Application and Engineering Departments are available to assist with selection of our products for your specific application. Request this assistance through your local Sales Office or service technician

5.3 Customers contracting repair services from Non-Munters sources must do so at their own risk. Likewise, if any Munters product fails to perform within the scope of its specifications, the Company must be notified and given the opportunity to inspect and correct the product. The Company will not accept back-charges for unauthorized repair sources performing corrective repairs on its products.

5.4 The Company warrants service workmanship for (90) ninety days from the date of repair. Service problems encountered within the 90 days must be of the same form or component to be considered for service warranty.

6.0 Frequency of Invoicing

For occasions where more than one service trip is required to complete equipment field service repair and/or startup, partial invoicing will be issued after each trip except when an applicable prepaid service agreement is in force.

Rates are subject to periodic change without notice.