



Schedule of Field Service Charges Effective January 1th 2023

For machine commissioning, operator training, and general electromechanical repair services:

Travel Time (Portal to Portal):

- Weekdays (M - F) between 5:00 am - 8:00 pm \$110 / hr. door to door
- Weekdays (M - F) before 5:00 am and after 8:00 pm \$150 / hr. door to door
- Weekends and Holidays all hours \$130 / hr. door to door

Actual Working Time (On Site):

- Weekdays (M - F) between 7:00 am - 5:00 pm \$150/ hr. up to 8 hrs.
- Weekdays (M - F) before 7:00 am and after 5:00 pm \$225 / hr. or over 8 hrs.
- Saturdays all hours \$225 / hr.
- Sunday and Holidays all hours \$220 / hr.

Weekend Policy:

Determined in cases where the Service Engineer needs to continue the job into the next week (or over the weekend) **and is agreed upon with the customer.**

- The Service Engineer will remain at the customer's location over the weekend, and the customer will be billed for a minimum of 8 hours labor at the weekend rate, whether the Engineer works the full 8 hours or not. Should the engineer complete the assignment and return home, the customer will be billed for all travel time and transportation costs incurred.
- If a weekend includes a nationally recognized holiday, the Service Engineer will return home, unless prior arrangements have been made.

Travel Expenses:

All transportation expenses are portal-to-portal and will be billed to the customer. This includes:

- Transportation to the airport (car, taxi, limo, bus, parking, etc.)
- Airline flights and related luggage costs
- Vehicle expense
- All waiting time for parts will be billed at the appropriate rate for a maximum of 8 hours per day weekdays.
- Actual expenses for travel, lodging, and transportation, will be added at time of invoice.
- Travel expense, unless otherwise specified are door to door with round-trip ground/air from portal-to-portal.
- Unless otherwise specified in writing by the customer, refundable air tickets will be purchased for all ordered service travel. If the customer specifies that nonrefundable tickets are to be purchased, then the customer is obligated to pay for any unused ticket or portion thereof caused by cancellation or postponement of the scheduled travel for any reason beyond the control of WAFIOS.
- Fixed price service quotations, are available on request for specific terms and durations of work. To obtain a fixed price, the specific dates of the prospective service must be known.

Hotel and Food:

- Hotel charges for overnight accommodations will be billed according to actual charges. Hotel selection is at WAFIOS's discretion, with hotels such as most major chains being the standard. We will attempt to book the most reasonable hotel within these bounds, subject to availability. Suggestions are welcome, particularly if a corporate rate is established at a hotel near your facility.
- Per Diem: A per diem of \$69.00 per weekday will be billed for all Service calls. Per diem will be \$80.00 per day for all Service calls on Saturday or Sunday. This charge covers the Service Engineer's meals, regardless of length of stay.

Miscellaneous Expenses:

Other service-visit related expenses incurred within reasonable business practices.

Warranty:

Service Department Policy indicates that our Service Engineer must observe the machine running for a minimum of four hours. Customer may elect to allow an engineer to leave, however in order for the customer to have any recourse in the case of a subsequent failure similar in nature to the original dispatch, the engineer must have observed the machine running for a minimum of four hours.

Charges Explained:

A minimum charge of 4 hours will be billed when personnel are requested to travel on the day before in anticipation of an early morning start the following day. A minimum of 4 hours per day will also apply if personnel are requested to stay over the weekend, even though no work is being performed. It is agreed any delays/cancellations to provide the intended service due, i.e., material availability, utilities not prepared, incorrect pre-commissioning information provided, or installation delays beyond the control of WAFIOS, are still considered billable service.

Purchase Orders:

Service will be provided only upon receipt of a valid Purchase Order number. In order to expedite service, a verbal purchase order will be accepted, provided a written confirmation by FAX or email is sent. In cases of new accounts pre-authorization of a major credit card may be accepted.

A WAFIOS Work Authorization Form will also be accepted to dispatch service.

Service and Spare Parts Support**Service**

Phone: (203) 871-2040
Fax: (203) 871-2041
Email: service@wafios.us

Spare Parts

Phone: (203) 481-5559
Fax: (203) 483-2443
Email: parts@wafios.us

Technical Assistance Request (TAR)

http://www.wafios.us/fileadmin/_migrated/content_uploads/Service_TAR.pdf