



Field Service Rates

Labor Billing

(All rates in U. S. dollars)

	Service Engineer	Senior Service Engineer	System Control Engineer
Base Rate (B)			
Travel	\$ 90/hour	\$ 110/hour	\$ 130/hour
Work	130/hour	160/hour	190/hour
Overtime	195/hour	240/hour	285/hour
Overtime Rate (O)			
Travel	\$ 135/hour	\$ 165/hour	\$ 195/hour
Work	195/hour	240/hour	285/hour
Overtime	195/hour	240/hour	285/hour
Premium Rate (P)			
Travel	\$ 180/hour	\$ 220/hour	\$ 260/hour
Work	260/hour	320/hour	380/hour
Overtime	260/hour	320/hour	380/hour
Holdover Rate (D4)	\$ 110/hour	\$ 135/hour	\$ 160/hour

Rate Description

Base Rate	Labor performed Monday through Friday between the hours of 6:00 a.m. and 6:00 p.m.
Overtime Rate	Labor performed Monday through Friday exceeding 8 hours per day, Saturday labor, and labor performed Monday through Friday between the hours of 6:00 p.m. and 6:00 a.m. scheduled with a 24-hour advance notice.
Premium Rate	Labor performed on Sundays, holidays, and Monday through Friday between the hours of 6:00 p.m. and 6:00 a.m. that is not scheduled with a 24-hour advance notice.

Travel and Living Billing

Company or personal car	IRS rate plus 15%
Rental car	Cost plus 15%
Public transportation	Cost plus 15%
Lodging	Cost plus 15%
Meals	\$45 per diem

Conditions

- A purchase order is required before work is performed.
- The maximum time on site per individual shall not exceed 12 hours in a 24-hour period. Additional personnel must be requested for more than 12 hours per day of coverage.
- Holdover available upon authorization from service manager. A minimum charge of 4 hours at the holdover labor rate may be added for the next day.
- One meal per diem will be added for each overnight stay.
- Documented invoices are available upon request.
- All travel hours will be considered as labor hours and will be billed at the appropriate travel rate.
- The minimum billing for North America is 4 hours of labor (includes travel labor) plus living expenses. The minimum billing for locations outside of North America is 5 days of labor plus travel and living expenses.
- All brokerage fees and duties will be charged to the customer.
- Payment terms are net 30 days from invoice date.

Labor Recording

Labor and travel time will be recorded on the daily time log using the categorization scheme listed below. The code column for items with an undetermined cause will be left blank until the source of the problem has been determined and the appropriate code applied. The labor rate column determines the billing rate.

Working on Unico Warranty

- A1 **Hardware Defect**—is the Unico time and material required to correct warranty defects in the design, manufacture, or test of Unico-supplied hardware components and would not be billable unless due to customer-caused damage.

- A2 **Software Defect**—is the Unico time and material required to correct warranty defects in the design, production, or test of Unico-supplied software components and would not be billable.
- A3 **System Defect**—is the Unico time and material required to correct warranty defects in the design, manufacture, or test of the system that was specified to the customer and would not be billable.
- A4 **Specification Defect**—is the Unico time and material required to correct problems related to understanding, documenting, and/or communicating required operational and performance requirements. May be billable in certain circumstances.

Working on Unico Equipment

- B1 **Normal Checkout**—is the time spent in checking field wiring, performing routine start-up procedures, verifying performance estimates, and checking operational features. Billable unless purchased as a part of a contract start-up option.
- B2 **System Adjustment**—is the time spent in tuning the drives to meet performance expectations and adjusting the system setup variables to match machine characteristics. Billable unless purchased as a part of a contract start-up option.
- B3 **Normal Repair**—is the time spent repairing or replacing equipment not covered by warranty and recalibrating the system as necessary to return the system to normal operation and would be billable to the customer.
- B4 **Field Engineering**—is the time to complete application development requiring field testing of the system and is not billable to the customer.

Working on Customer Equipment

- C1 **Interface Problem**—is the time spent resolving wiring, interface, intercabling, or communication problems associated with the design, manufacture, test, or installation of customer-supplied equipment and would be billable to the customer.
- C2 **Mechanical Problem**—is the time spent resolving mechanical, hydraulic, or pneumatic problems associated with the design, manufacture, test, or installation of customer-supplied equipment and would be billable to the customer.
- C3 **Electrical Problem**—is the time spent resolving electrical, program, or control problems associated with the design, manufacture, test, or installation of customer-supplied equipment and would be billable to the customer.

Not Working on Equipment

- D1 **Waiting**—is the time spent waiting for parts, material, personnel, or information and would be billable if caused by customer.
- D2 **Watching**—is the time spent watching line operation for intermittent problems and would be billable if requested by customer.
- D3 **Traveling**—is the time spent traveling to and from the job site. Billable unless a contract start-up or site warranty option was purchased.
- D4 **Holdover**—is the time spent to stay over without working on the equipment. Billable unless purchased as part of a contract start-up option.
- D5 **Training**—is the time spent coaching operators or training maintenance personnel. Billable unless purchased as part of a contract start-up option.
- D6 **Discussion**—is the time spent in meetings and discussions with and at the request of customer personnel. Billable unless purchased as part of a contract start-up option.

UNICO, INC.

3725 Nicholson Road
P. O. Box 0505
Franksville, WI 53126-0505

Technical support: 262.886.5678
After-hours service: 262.886.5678
Service FAX: 262.504.7721

General offices: 262.886.5678
General FAX: 262.504.7396