



26 Commerce Drive, North Branford Connecticut
 Tel: (203)-484-0892 Fax: (203)-488-2969 www.artec-machine.com
 24 hour emergency support call: 203-589-6417 techsupport@artec-machine.com

For: USA & Canada

Service

CHARGES FOR SERVICES RENDERED BY OUR SERVICE ENGINEERS
(valid for 2010)

Specialists for checking, repairing or overhauling Kissling or similar gear units are provided on written request only. The current charges are:

1. SALARIES / CHARGES

Normal time

1st day up to 10 hrs Hours at US\$ **120.00** Monday - Friday US\$ 960.00 per day

Normal time

Subsequent Days Hours at US\$ **108.00** Monday - Friday US\$ 864.00 per day

Overtime

Monday - Friday, incl. 50% increase US\$ 162.00 per hour

Saturdays, incl. 50% increase US\$ 162.00 per hour

Sundays, and Saturdays exceeding 8 working hours, incl. 100% increase US\$ 216.00 per hour

After 12 hrs continuous work hrs, incl. 100% increase US\$ 216.00 per hour

Traveling/waiting time (not to exceed \$1150.00) US\$ 76.00 per hour

Traveling expenses at cost

Accommodation at cost

Meals, Incidental expenses US\$ 85.00 per day

OR Incidental expenses US\$ 35.00 per day

Administrative fee US\$ 50.00



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2. **TRAVELING EXPENSES (at cost)**
 - a) Air ticket, Rail ticket, Rental car or private car (US\$ 0.58/mi) from North Branford to destination and return. Any other costs arising from the journey, and any charges for taxis, telephone calls, telegrams, baggage handling, laundry etc..
 - b) Cost of the daily travel from hotel to workplace and return (Train, bus, taxi, rental car, private car, etc..)
3. **ACCOMMODATION EXPENSES (at cost)**

The calculation of the accommodation costs is based on the actual outlay. Payment for the accommodation can be made directly by the customer.
4. **MEALS / INCIDENTAL EXPENSES**
 - a) The meals and incidental expenses will be charged per calendar day.
 - b) If meals are provided by the customer free of charge, the incidental expenses will be charged per calendar day.
6. **STATUTORY HOLIDAYS**

All official holidays in country in which work is being carried out. The company remains closed between Christmas and New Year. Special tariffs apply for work that has to be carried out during the company shut-down (Christmas - New Year)
6. **CANCELLATION POLICY**

If for any reason request for services are cancelled the following charges shall apply:

 - i. notification 48 hours prior: no charge
 - ii. notification 24-47 hours prior: \$700.--
 - iii. notification less than 24 hours prior: \$1200.--

- ⌘ All costs will be charged in US\$ and are payable net 30 days of dated invoice. Artec Machine Systems is under contract with Kissling AG for field services in USA/Canada. Purchase orders shall be made out to Artec Machine Systems to the address referenced above.

Artec Machine Systems
p.p. T. Perkins
Field Service/Support