



Service Conditions

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.
- Work outside the hours of 7:00 a.m. and 6:00 p.m. shall be pre-arranged. Work performed between 6:00 p.m. and 7:00 a.m. will be billed at the *weekday overtime* rate if less than 8 hours. Any hours over that amount will be billed at the *Sunday/holiday overtime* rate.
- Requests for work to be initiated between the hours of 6:00 p.m. and 7:00 a.m. will be billed at the *Sunday/holiday overtime* rate.
- 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 plus travel and living expenses. The minimum billing for locations outside of North America is 5 days of labor plus travel and living expenses.
- Start-up bills at engineering rates.
- All brokerage fees and duties will be charged to the customer.
- Payment terms are net 30 days from invoice date.

Travel and Living Billing

Company or personal car	\$0.55/mile
Rental car	Cost plus 10%
Public transportation	Cost plus 10%
Meals and lodging	\$130/night

Labor Billing

(All rates in U. S. dollars)

	Field Service	System Engineer
Weekday		
Travel	\$ 90/hour	\$ 110/hour
Work	130/hour	160/hour
Overtime	195/hour	240/hour
Holdover	720/day	880/day
Saturday		
Travel	\$ 135/hour	\$ 165/hour
Work	195/hour	240/hour
Overtime	195/hour	240/hour
Holdover	720/day	880/day
Sunday/Holiday		
Travel	\$ 180/hour	\$ 220/hour
Work	260/hour	320/hour
Overtime	260/hour	320/hour
Holdover	720/day	880/day

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 discovered or solved by other means.

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: 262.504.7202
After-hours service: 262.886.5678
Service FAX: 262.504.7721
Customer service (spares, repairs): 262.504.7289

General offices: 262.886.5678
General FAX: 262.504.7396