

Kistler-Morse Domestic Field Service Schedule

Effective: September 1, 2007

Kistler-Morse (KM) can provide factory trained service technicians to our customers for startup service, calibration, preventative maintenance, and problem diagnosis and onsite repair. This also covers training in the operation and maintenance of KM equipment.

Schedule of Charges

Service Time	Service Schedule	Straight Time Rate	Overtime Rate	Premium Rate	Travel Time Rate
Work time, Standby time, & Travel time	2 week lead time	\$100.00/hr	\$150.00/hr	\$200.00/hr	\$80.00/hr
Mileage (portal to portal)		IRS Rate			

Please Note: The above listed prices are based on a regular eight-hour day or portion thereof.

Time Charges

Charges for service shall include **Work Time, Travel Time** and **Stand-by (Lay Over) Time**.

Holiday Work: Holiday work is considered any work performed on or during a national recognized Holiday. (U.S.)

Work Time: All hours that service personnel are on the job site, either working or ready for work, per the established schedule with the respective customer's representative. Work time will be charged at the appropriate rate per the "**Schedule of Charges**". In the event the customer requires the service to occur on the second or third shift, these hours will be charged out at the overtime rate unless previous arrangements have been made with KM.

Travel Time: All hours spent by service personnel traveling from their base location to the job site, all local travel and return to home base with the following exception. KM will not charge travel time for the first 15 minutes of travel from the hotel to the job site or for the first 15 minutes from the job site to the hotel. Travel time will not be cumulative with Work Time in determining any overtime. Travel time will be charged at the appropriate rate per the "**Schedule of Charges**".

Stand-by Time: All time that service personnel are available to work at the job site, whether they are actually allowed to work or not, to a maximum of the agreed upon service time slot previously established by the customer's representative and the KM service scheduler. Stand-By time is charged at the appropriate rate per the "Schedule of Charges" for service on weekdays, weekends or holidays.

Stand-By Time before and after Work Time is cumulative in determining overtime.

Minimum Service Charges: Any cancellation of work in progress will be charged at a minimum rate of four hours or the standard rate for the hours worked plus all expenses incurred by the cancellation. This will include all expenses related to changes in travel arrangement incurred by the commercial carrier.

Work shut downs: Any shut down of work for any reason outside the scope of the KM service engineer will be billed at the prevailing rate for hours worked plus all the expenses incurred as well as any additional expenses incurred by the work shut down.

Rates

Straight Time: Time worked or available to work on a regular schedule up to a maximum of eight (8) hours per day, or portion thereof, Monday through Friday. Travel Time Monday through Friday will be charged at the Travel Time rates.

Overtime: Work hours in excess of eight (8) hours but not exceeding sixteen (16) hours per day, Monday through Friday, will be billed at the overtime rate.

Weekends/Holiday Rate: Work performed on Saturdays, Sundays, and Holidays will be billed at the premium rate. Travel time on weekends and holidays is chargeable at the standard Travel Time rate.

Expense Charges

Travel: The actual cost of transportation to the job site, local transportation, and return to the service base by air, rail, bus, taxi or rental car will be charged. Mileage for transportation by company or personal automobile will be charged at the prevailing rate per the **"Schedule of Charges"**.

Meals: Meals will be reimbursed on a **per diem rate** of \$40.00 per day. This per diem rate will apply to travel days, workdays, and layover days as defined above.

Lodging & Other Expenses: Actual cost for lodging, tips, laundry, wires, faxes, telephone calls, and other expenses incidental to performance of the work per established schedule will be charged.

Schedule of Manpower

Staffing will consist of one man on site during scheduled visits, unless the scope of work to be performed requires more than one technician. In those cases, the number of technicians will be furnished. Service Technicians will perform service as directed by Kistler-Morse and the customer's supervisor in charge.

Contact KM

Web - Self-help tools such as product manuals, troubleshooting guidelines and service request forms can be found on-line at www.kistlermorse.com/technical_support.htm

Free Phone support - 1-800-426-9010 Technical support is highly recommended! Often a costly onsite visit can be avoided by calling our technical support group. In order to evaluate your situation, please be prepared to provide information on the specific type of equipment, approximate date the equipment was purchased and the symptoms or errors you are experiencing.

Schedule Onsite Service -

1-800-426-9010