



615 Alpha Drive  
Pittsburgh, PA 15238

Technical Support: 1-800-203-2416  
General Inquiries: 1-412-968-0100

### Engineering Service Rates

Classification	Standard Rates <sup>1</sup>
Field Engineering Services – Low Voltage Products	\$127.00/hr
Field Engineering Services – Medium Voltage Products	\$174.00/hr
On Site Technical Training	\$1,256.00/day
Training Material	\$88.00/student
Engineering Design and Consulting Services	\$300.00/hr

### Other Charges/Adjustments for Special Conditions

Condition	Multiplier
International and Canada	1.25x rate
Travel Time	0.50x rate
Standby Time	0.50x rate
Saturday/Emergency Callout <sup>4</sup>	1.5x rate
Sundays and Holidays	2.0x rate
Travel and Living Expenses <sup>2,3</sup>	Billed at cost + 10%
Meals flat rate per day	\$50.00/day
Mileage	\$0.75/mile

#### Notes and Clarifications

- Daily rates are based on a standard workday (8 hours) Monday – Friday. Overtime rates are time and half (Monday-Saturday) and double time (Saturday after standard workday [8 hours], Sundays & Holidays).
- Travel time is based on portal-to-portal time for each person per appropriate rate.
- Normal living and transportation expenses from the factory to the job site and on the job site will be billed at cost plus 10% administrative fee. Expenses include (but are not limited to) hotel, meals, permits and customs fees, air travel, ground transportation, mileage, parking fees and tolls.
- Emergency service is defined as service required within 72 hours of request for service.

**Cancellation:** If confirmed scheduled service is cancelled the customer is 100% responsible for all incurred cost.

**Written Purchase Order:** A hard copy purchase order with the estimated amount of service and terms & conditions of sale is required prior to confirmation of service or dispatching a Field Service Rep to the job site.

**Minimum Service Billing:** When on site services are provided, the customer will be responsible for a minimum payment of 4 hours labor at the rate in effect for the day of services, plus any applicable expenses.

**Parts and Material** provided will be invoiced per Benschaw's standard parts pricing in effect at the time of the service, except in cases of prior contractual agreement.

Benschaw Inc. shall be the sole authority to determine warranty/non-warranty status of any service disputes.

**Maximum on site time:** For safety compliance of the Field Service Representative and the customer, at no time will a Benschaw representative work more than a maximum of 16 hours (including travel time) during any 24-hour period.

Contact Brian Barrett with questions: 412-968-0100 x 1298!