

INSTALLATION, TRAINING AND SERVICE POLICY

The quoted machine price does not include installation or training.

Installation or training on the operation of our machinery is recommended. The services of a field engineer for initial set-up of our machinery and training of your technicians, or service for parts installation or troubleshooting, are available at the following rates:

HOURLY RATE

Regular 8 hour day (M-F)	\$ 125.00 per hour
Overtime (time worked over 8 hours)(M-F)	\$ 187.50 per hour
Saturday (8 hour day)	\$ 187.50 per hour
Sunday/Holidays (8 hour day)	\$ 250.00 per hour
Emergency service (less than 24 hr. notice) (M-F)	\$ 187.50 per hour
Emergency services (less than 24 hr. notice)(Sat-Sun)	\$ 250.00 per hour

TRAVEL TIME

Regular 8 hour day (M-F)	\$ 90.00 per hour
Saturday/Sunday (8 hour day)	\$ 135.00 per hour
Holidays (8 hour day)	\$ 180.00 per hour

Mileage	\$.95 per mile
Daily Living Expenses (non-overnight)	\$ 35.00 per day
Daily Living Expenses (overnight, excl. hotel)	\$ 85.00 per day
Daily Living Expenses (International)	\$125.00 per day
Airfare, Baggage Fee, Rental Car, Tolls, Parking, Gas, Hotel	At cost

Depending on the level of complication, some service jobs may require more than one service technician. The above rates apply to each individual service technician, dispatched from Chalfont, PA.

Hotel Requirements: Holiday Inn/Express or equal grade with Wifi.

THESE RATES ARE SUBJECT TO CHANGE WITHOUT NOTICE. Last updated: 5/16/13



120 New Britain Blvd., Chalfont, PA 18914
 (t) 215-822-0600 (f) 215-822-0662
www.rtgpkg.com

