



**ETTER ENGINEERING FIELD SERVICE
TERMS AND CONDITIONS
STANDARD SERVICES**
M-Series, Pricing effective July 2025

SERVICE RATE SCHEDULES: ETTER Engineering Company, Inc. will provide a qualified Field Service Technician for start-up, warranty, contract field service, and emergency-demand under the following terms and conditions.

Category of Service Provided: <i>Single Day Simplified</i>		Hourly Rate
	Scheduled Service	\$270.00
	On Demand and Emergency	\$300.00
	Tolls and mileage	Included
INCIDENTALS: Parking and other out of pocket expenses		Billed at Cost

Category of Service Provided: <i>Multi-Day</i>		Hourly Rate
	Scheduled Service	\$270.00
	On Demand and Emergency	\$300.00
	Travel Time Domestic	\$270.00
INCIDENTALS: The customer will be required to pay all transportation and living expenses of the representative(s) at actual cost incurred. This includes mileage at \$1.00 per mile, tolls, parking and other miscellaneous out of pocket expenses. Meals will be charged at a flat per diem of \$75/day when total of travel and work hours is less than 12 hours, and \$125/day to include dinner when the total is greater than 12 hours. The customer is also subject to expenses such as those for communications, special handling of equipment, bonds, duties and entry fees outside of the USA.		
Straight Time and Travel Time International		PPA*

*PPA: Price per application, contact ETTER to determine needs and rates.

DEFINITION OF CATEGORIES OF SERVICE:

Single Day is work completed within a single day of service whereas **Multi-Day** is service that stretches over a period of more than a single day. **Multi-Day is considered any back to back days of service with more than 1.5 hours of travel one way.** **On Demand or Emergency Service:** The client needs Service as quick as possible and there is not time for planning and scheduling. Typically someone will be dispatched within 24 hours of the call, if not immediately.

Scheduled Service: Client asks for next available appointment and scheduling the service for a future date.

DEFINITION OF TIME CHARGES: Time charges will be for on-the-job time & travel time to & from the site. On-the-job time accumulates while the ETTER representative is on the job site, regardless of work availability, and until released by an authorized customer's representative. This time includes any orientation and/or safety training that is required by the facility. This time also includes time related to picking up parts and running for supplies specific to the scope of work. Unless otherwise agreed upon between the customer and ETTER, **a minimum four hour time charge will be made, at the rates described above.** Travel time starts when the individual departs for the job site & accumulates until they reach the job site. Return travel time is back to the same destination of departure. **Straight time applies** to non-holiday hours from 7:00 AM to 6:00 PM, Mondays through Fridays, unless otherwise agreed upon. Overtime first must be authorized by the customer, and will be charged at **one and one-half times the straight time** for Saturdays, time in excess of 9 hours & less than 16 hours per standard day (Mon-Fri non-holiday); or time in excess of 45 hours per week. **Double time rates** will be charged for ETTER-designated holidays, legal holidays, and Sundays, or in excess of 8 hours on Saturdays. **Triple time rates** are charged for hours in excess of 8 hours on ETTER-designated holidays, legal holidays, and Sundays. Any clarifications required by the client must be made prior to start of work.

GENERAL: The terms and conditions of this field service schedule must be approved by the customer and returned signed prior to the departure of an ETTER representative to the job site. All terms, rates and schedules are subject to change without prior notice.

The undersigned hereby acknowledges & agrees to the above stated terms:

Authorized Representative Signature

Company

Date

Print Representative's Name