

Syntron Material Handling Field Service Rates

Syntron Material Handling maintains a staff of competent, well-trained technicians and engineers to provide technical guidance and advisory assistance for the inspection, overhaul, repair, and maintenance of Syntron Material Handling product lines.

HOURS	RATE	COMMENTS
Straight Time - Travel Time Monday through Friday	\$120.00 per hour	Rate based upon 8 hours per day or less
Straight Time - Technical Service Monday through Friday	\$135.00 per hour	Rate based upon 8 hours per day or less
Overtime - Travel Time Monday through Friday	\$175.00 per hour	Rate for any time occurring after 8 consecutive hours
Overtime - Technical Service Monday through Friday	\$200.00 per hour	Rate for any time occurring after 8 consecutive hours
Premium Time - Travel Time or Technical Service - Saturdays	\$200.00 per hour	Rate for time worked on Saturdays
Premium Time - Travel Time or Technical Service - Sundays or Holidays	\$275.00 per hour	Rate for time worked on Sundays or Holidays Syntron Material Handling holidays: New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving (Thursday & Friday), Christmas Eve, and Christmas Day.
Standby Time	Applicable Rate per hour, not to exceed 8 hours per day	Time which the technician, during the course of his assignment, is available for work but is not working because of circumstances beyond Syntron Material Handlings control. This could include, but not be limited to, weather conditions or customer delays. This includes Saturdays, Sundays, and Holidays.
Travel Time	Applicable Rate per hour	Time spent by the technician traveling to and from the job site, including travel occurring on Saturdays, Sundays, and Holidays.

All travel expenses are billed at cost and may include airfare (any airfare change fees due to customer will be invoiced at cost), taxi, auto rental costs, fuel for rental car, tolls, parking, lodging, and any other job specific expenses incurred. (Air travel will ordinarily be in coach, tourist, or economy class accommodations.)

Meals to be invoiced at a per diem rate of \$45.

In addition to the hourly rate, if the technician or engineer uses a company vehicle for transportation, the round trip travel mileage shall be calculated at the company's rate of \$.65 per mile.

The purchaser shall reimburse Syntron Material Handling for all expenses traveling to and from the job site incurred by the representative.

Service assistance may be obtained by contacting your local service coordinator at 662.869.5711.