

# SERVICE RATES

Subject: **PanelShop.com 2019 Domestic Service Rates**

Date: January 1, 2019

## FIELD SERVICES:

PanelShop.com offers various Automation, Drive, Control & Robotic Services to our industrial customers.

Services include but are not limited to:

- AC & DC Drive Installation, Commissioning, Diagnostics, and Services
- Automation System Programming, Troubleshooting & Support
- Design and Implementation of Automatic Robotic Systems
- Emergency Service 24/7/365
- Equipment Tuning, Calibration & Preventive Maintenance
- Installation Verification & Commissioning
- On-Site Training, Repair, Auditing & Reporting

For more information visit our website at [panelshop.com](http://panelshop.com).

## SERVICE SCHEDULING:

To schedule service, contact us between 8AM and 5PM EST at **412-349-4940**. For emergencies we can be reached after normal business hours at **800-652-0753**.

SERVICE RATES:	Service for Non-PanelShop.com Supplied Original Equipment		Service for PanelShop.com Supplied Original Equipment	
	Onsite/Support	Travel	Onsite/Support	Travel
Engineer / Specialist	\$185/hr	\$135/hr	\$155/hr	\$115/hr
Mechanical Technician	\$140/hr	\$115/hr	\$125/hr	\$100/hr
Electrician	\$110/hr	\$90/hr	\$90/hr	\$70/hr

## Service, Support & Reimbursable Expense Guidelines:

**PRIOR TO A FIELD SERVICE VISIT, PLEASE CHECK WITH OUR SERVICE BILLING DEPARTMENT AT 412-858-9137 WITH ANY QUESTIONS REGARDING SERVICE RATES, REIMBURSABLE EXPENSES & PER DIEM.**

**SERVICE RATES** - Standard onsite and travel rates apply during Normal Business Hours (Non-Holiday, Monday through Friday from 8AM to 5PM). Daily Overtime and Saturday rate is 1.5 times regular rate for both onsite and travel time. Sunday and Holiday rate is 2.0 times regular rate for both onsite and travel time. Standby time (max 8hrs/day) is applicable when jobsite is unavailable and service person is overnighing at customer location. Standby time is at straight time regular rate. Call for International service and travel rates.

**SERVICE MINIMUMS & BILLING** - Service calls are billed hourly with a 4 hour minimum inclusive of travel.

**REIMBURSABLE EXPENSES and MEAL & INCIDENTAL EXPENSES (M&IE) PER DIEM** - Travel & Living expenses, Travel Mileage (standard government rate), Tolls, and M&IE Per Diem (if applicable) are all billed at cost plus 8%. Per Diem rates (standard government rates) for meals and incidental expenses (M&IE) apply for service trips of seven (7) consecutive days or more. Current M&IE Per Diem rates can be checked by visiting <http://www.gsa.gov/perdiem>. M&IE Per Diem rates for the first and last calendar day of travel are billed at a reduced 75% of standard rate rather than at full rate.

**AFTER HOURS TECHNICAL PHONE SUPPORT** - Technical Phone Support that cannot wait for Normal Business Hours is available at other times and is billed at the Standard Weekday Onsite/Support rate with a two hour minimum.

**Standard Weekday Service Phone Number:** 412-349-4940  
**Emergency Evening/Weekend Phone Number:** 800-652-0753