

**CUSTOMER SERVICE and CONSULTING CHARGES**  
FOR SERVICE WITHIN THE UNITED STATES  
Effective May 11, 2007

**Instrument Checkout, Support, and/or Calibration Services:** Routine instrument product maintenance (corrective) on-site service. Verify that field and control center instruments are calibrated to conform to standard instrument specifications and operational ranges. Perform mechanical complete loop tests.

**Demand (unscheduled) service: \$800 per 8-hour day**

**Planned consecutive day checkout and/or calibration service over 1 week duration is available for contract price.**

**Instrument Support Contracts are available at contract pricing:** Consult a Sales Representative

**Calibration Certificates: \$25 per certificate**

**System Support Services: All types of systems - Includes loop commissioning, system startup, diagnostic testing, and maintenance services.**

**Demand (unscheduled) service: \$1,000.00 per 8-hour day (min. 1 day)**

**Planned consecutive day service over 1 week duration is available at contract pricing.**

**System Support Agreements are also available.** Consult a Sales Representative

**Systems Application and Software Personnel: All types of Systems – includes engineers or other qualified personnel with recognized skills performing a labor specialty. Typically includes system and/or project level responsibility. Services may include project management, consulting engineering, application engineering, and programming.**

**\*Per Diem Service: \$1,200 per 8-hour day (min. 1 day).**

**Shop/Bench Work: Includes diagnostic evaluation, discrete component replacement, testing, and calibration on a wide variety of electronic and pneumatic equipment associated with the process control industry.**

**Demand Service: \$85 per hour (min. 2 hrs)**

**Consultant: Typically includes consultation on installation changes or enhancements, improved control techniques, elimination of problem devices, equipment enhancements, inventory identification, asset management.**

**\*Per Diem Service: As determined by Process Control Services**

1. Rates are applicable of all consultation or field support services performed at PCS or within the United States.
2. Travel time will be based on 8-hour days.
3. Services are billable at the rate in effect at the time the work is performed.
4. All rates are plus travel and living expenses at cost.
  - A. The base point for travel will be point of origin.
  - B. Travel time by auto, for charging purposes, will be the total driving hours per day. Travel time other than by auto, will be charged with a maximum of 8 hours in any 1-day.
  - C. Mileage by auto is charged at \$.75 per mile.

**Your service arm. Flex it.**

5. All rates are based on normal working hours (8:00 a.m. to 5:00 p.m. Mon - Fri, except Corporate Holidays).
  - A. Scheduled shift work will be charged at the established rate plus 20%.
  - B. Time on Saturdays, or in excess of 8-hours on normal workdays, will be charged at 1 ½ times the Basic hourly rate (basic hourly rate for daily service equals the daily rate divided by 8).
  - C. Time on Sundays or Corporate Holidays will be charged at 2 times the Basic hourly rate.
6. The minimum billing periods are:
  - A. 4 hours for hourly rate services on normal workdays, Saturdays, Sundays, and Corporate Holidays.
  - B. 1 day (8-hrs) for daily rate services on normal workdays, Saturdays, Sundays, and Corporate Holidays.
  - C. 2 hours for shop work on normal workdays, Saturdays, Sundays, and Corporate Holidays.
7. Materials used in the performance of all services will be charged the published prices in effect at the time of service.

*Your service arm. Flex it.*