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Service Rate Schedule - 2021

Welker's service rate schedule applies to commissioning, startups, maintenance, or repairs performed. Evaluation, consultation, and training may have different rates, and Welker will supply another schedule suiting those requirements upon your request. Project specific quotations are also available upon request.

SERVICE RATES

In-house Standard Hourly Rate	\$137.00/hr
In-house Overtime Hourly Rate	\$205.00/hr
Standard Domestic 10-hour Field Service Day Rate ¹	\$1625/day
Standard Domestic 12-hour Field Service Day Rate ¹	\$2050/day
Standard International 10-hour Field Service Day Rate	\$2050/day
Standard International 12-hour Field Service Day Rate	\$2550/day
Travel Day ²	¾ of applicable day rate
Extended Work and Travel day	\$3075/day (\$2050 plus ½ day rate)
Weekend Rate	Double Applicable Rate/day
Welker Holiday Rate ³	Triple Applicable Rate/day
Delayed Travel Day or Customer Hold Over Day	Applicable Daily Rate
Stand-by Time	Applicable Daily Rate
Site Specific Off-Site Training Hourly Rate (Travel Included)	\$150/hr
Environmental Disposal Fee	7% of Total w/ \$199 cap per invoice

¹ The ten (10) and twelve (12) hour per day rate applies for qualifying service performed within the continental U.S.

² If a day's work is less than 10 hours and purely travel time alone then we will charge three-quarters (3/4) the normal daily rate.

³ New Year's Day – January 1st, Good Friday – the Friday prior to the Sunday (Easter) following the Paschal Full Moon, Memorial Day – the last Monday in May, Independence Day – July 4th, Labor Day – the first (1st) Monday in September, Thanksgiving Day and the day following – the fourth (4th) Thursday in November and the day following, Christmas Eve and Christmas Day – December 24th and 25th (if a weekend, then Friday and Monday)

The said rates are in U.S. dollars per each technician required for the job. The daily service rates are inclusive of all work time performed each day. These rates do not include expenses, local taxes, levies, permits, special clothing, safety protection equipment or training, any other preparation required for the job, etc. The rates are subject to change at Welker's discretion and without notice. The service rates used will be those in effect at the time the service is performed.

Nonscheduled service will be incurred at one and one half (1 ½) times the normal daily rate. Any work required to be performed on Saturdays or Sundays will be incurred at two (2) times the normal daily rate. Any work required to be performed on Welker holidays³ will be incurred at three (3) times the normal daily rate.

WORK RESTRICTIONS

Welker service technicians are not permitted to work more than twelve (12) hours in a single (1) day. The twelve (12) hours include, but are not limited to, work time, travel time, stand by time, work time on other jobs, etc.

The client is responsible for keeping the technician from exposure to environments or conditions that are hazardous to their health while on the job.

Welker service technicians will not be the sole party to remove or replace equipment at any installation. Welker will assist authorized, trained, and responsible company personnel in the process, but will not take the lead role in removal or installation.

The client agrees to provide courtesy services for the technician during their stay including, but not limited to, interpreters, assistance in clearing customs, obtaining local work permits, governmental authority liaison, extension of all available emergency and/or medical treatment, etc.

Service technicians are not permitted to stay on a job more than 21 days consecutively including travel and stand by time unless otherwise agreed to in writing in advance. When required, a qualified replacement can be used or the same technician can return to the job after 21 days off the job have expired. Welker requires our technicians to have a minimum of one (1) day off of a job out of every seven (7) days.

In the event that during a warranty related service call, the customer requests additional or unscheduled work to be done, or it is found that non-warranty related work is necessary, then service rates will be applicable to the customer. The outbound flight to the destination and the first day labor and related expenses will be covered by the warranty. All remaining expenses will be billed to the customer and the standard service contract billing rate.

Our service technicians are not permitted to travel into countries where the U.S. government has issued a current travel warning. For a list of countries currently on the list please go to <http://travel.state.gov/travel/>. Scroll over International Travel Information and click on Travel Warnings.

SCHEDULING

All travel arrangements are tentatively made until a purchase order or contract is received by Welker from the client. Upon acceptance of the purchase order or contract, travel arrangements will be confirmed presuming credit is in good standing.

Service technicians are required to travel and stay at a level of accommodation suitable for their health and wellbeing. If the client is going to furnish living accommodations, Welker expects that these accommodations will be provided as if they were a senior level employee with the client's organization and/or at internationally acceptable locations. Food and water must keep the service technician in positive health and wellbeing. If any of the accommodations are found by the technician to be unsatisfactory, then the technician will notify the client, and the client will be responsible to find suitable accommodations.

If air transportation for our technician leaving a Houston area airport is rescheduled to another day on the day travel was supposed to occur, only half (½) of the daily rate will apply.

EXPENSES

All expenses will be invoiced as the expense incurred plus a ten (10) percent administrative charge with the exception of mileage. Mileage is charged at the rate stated below. Expenses incurred include, but are not limited to, mileage, rental car, airfare, extra baggage fees, living accommodations, visas, import/export duties, permits, bonds, special insurance, communication fees, etc.

Copies of receipts for expenses can be included with the invoice at the client's request.

Ground Transportation

The client will be invoiced at 75 cents per mile for use of a Welker employee's company or personal vehicle. Air transportation may be used in lieu of ground transportation at Welker's discretion (see air transportation). Incidental automobile expenses will also be included in the invoice. These include but are not limited to parking fees, rental car expense, gasoline for rental cars (not Welker cars), toll road fees, etc.

Air Transportation

The client will be invoiced for the airline expense. Service technicians will fly up to full fare coach/economy class for flights inside the continental U.S. and up to full fare business class for flights outside the continental U.S.

Meals

The client will be invoiced for meal expenses incurred during the service trip.

Lodging

The client will be invoiced for hotel/lodging expenses incurred during the service trip. This charge will include laundry service on trips longer than five days.

CANCELLATION POLICY

A cancellation charge will be incurred if service is cancelled and not rescheduled within six (6) months of the original agreed to date. Any expenses and/or work which have been incurred which cannot be recovered will be charged along with the administration charge. In addition, a \$500.00 cancellation fee will apply.

DEFINITIONS

Commissioning – Welker personnel onsite to supervise or assist in performing the necessary adjustments, tests, and/or inspection of the equipment to ensure it is in full working order to specified requirements before operation of the equipment

Consultation – Welker providing professional expertise or advice to another party based their knowledge of the other parties' objectives

Continental U.S. – the 48 contiguous states of the United States of America situated between Canada and Mexico

Courtesy services – service and etiquette provided according to the norms of that society

Delayed Travel – unable to travel due to weather or lack of available transportation (no scheduled service)

Evaluation – Welker providing an assessment of existing equipment to determine if it is meeting the stated objectives or if it requires modification or improvements to meet the stated objectives

Extended Work and Travel Day – When Welker service personnel have performed a full 10 or 12 hour day of service and are willing and able to return to the factory(traveling beyond the 10 or 12 hour per day limit) in lieu of additional nights lodging, meals, etc., and an additional travel day fee the next day.

Factory work – any work performed on Welker premises

Maintenance – overhaul, repair, and replacement of parts including preventative maintenance

Nonscheduled service – factory service work required to be performed immediately upon receipt of equipment, service required within the continental U.S. with less than 24 hours advanced notice, or service required outside of the continental U.S. with less than two (2) weeks advanced notice

On location – any work performed at a location other than on Welker premises

Overtime – the time which a service technician is required to perform factory work outside of their normal working hours

Repairs – the act of diagnosis, disassembly and putting equipment back into good working order

Senior level employee – an individual who is in a high level position such as a manager or an engineer

Stand by time – the time which a Welker employee(s) is able to work, but is retained by the customer and cannot work; stand by time includes weather delays

Startup – Welker personnel onsite to supervise or assist in setting the equipment into operation

Straight time – the time which a service technician is performing factory work during their normal working hours

Ten (10) hour day – a day which the service technician has performed ten (10) hours or less work time on the client's job

Training – Welker personnel performing specialized instruction to transfer their knowledge to the participants of the instruction

Travel time – the time which Welker personnel are en route to the service location or returning from the service location; travel time is not concluded until the technician has arrived at the service location or has arrived back at the Welker office or home whichever is appropriate

Twelve (12) hour day – a day which the service technician has performed twelve (12) hours or less work time for the client's job

Work time – all time spent performing services on behalf of the customer; work time includes but is not limited to actual work time, travel time, stand by time, etc.