

## Americas Field Service Rates

### Matthews Hourly Service Rates (US Dollars)

Effective March 1, 2019

#### **Monday through Friday 8:00 AM – 5:00 PM**

- \$125.00/hour
  - \$175.00/hour
  - \$225.00 per diem
- Travel Time\* (8-hour Maximum)  
In-Plant Labor (2-hour Minimum)  
Hotels, meals, misc.

#### **Before 8:00 AM and after 5:00 PM**

- \$175.00/hour
  - \$250.00/hour
  - \$225.00 per diem
- Travel Time\* (8-hour Maximum)  
In-Plant Labor (2-hour Minimum)  
Hotels, meals, misc.

#### **Saturday, Sunday and Holidays**

- \$175.00/hour
  - \$250.00/hour
  - \$225.00 per diem
- Travel Time\* (8-hour Maximum)  
In-Plant Labor (2-hour Minimum)  
Hotels, meals, misc.

***Expenses for airfare, vehicle rental, parking and tolls are additional and will be invoiced at cost.***

***\*Travel Time calculated from the nearest 'Service Hub' location. Los Angeles, CA, Chicago, IL, Newark, NJ, Charlotte, NC, Toronto, Ontario, Dallas, TX and Pittsburgh, PA***

### Warranty On-site Service

#### **Monday through Friday 8:00 AM – 5:00 PM**

- \$125.00/hour plus expenses.
  - In-plant labor and parts that may be required will be covered under warranty.
  - Alternate option: Items can be sent to repair depot in Pittsburgh, PA for warranty repair service.
- Travel Time (8-hour Maximum)

***Expenses for airfare, vehicle rental, parking and tolls are additional and will be invoiced at cost.***

***\*Travel Time calculated from the nearest 'Service Hub' location. Los Angeles, CA, Chicago, IL, Newark, NJ, Charlotte, NC, Toronto, Ontario, Dallas, TX and Pittsburgh, PA***

### Startup Assistance / Training On-site Service

#### **Monday through Friday 8:00 AM – 5:00 PM**

- \$1,200.00 per day to include up to (8) eight hours on-site. Includes travel time.
- Expenses for airfare, hotel, vehicle rental, meals and misc. are additional and will be invoiced at cost.
- Optional: \$1,950.00 flat-rate per day is available. This includes travel time and expenses.
- Overtime\* & weekends will be charged the hourly service rates. (See above)  
\*Overtime is any time worked over (8) eight hours.
- Minimum of two-week advanced notice is required for these rates to apply.
- If scheduled inside the advance notice period (two-week minimum) then our hourly service rates plus expenses will apply.
- Custom systems require a minimum of (2) two days installation.

### Maintenance Agreements

Preventive Maintenance Agreements are to be quoted through the Service Team.