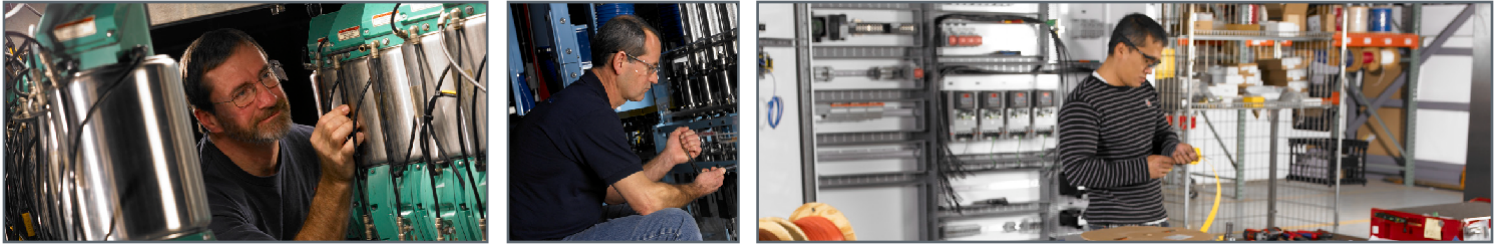


## BW Packaging Systems - Field Service

# United Kingdom, Europe Field Service Rates/Policies



Pneumatic Scale Angelus and BW Packaging Systems offers the highest quality service and is well equipped with all the tools required to complete a quality installation. Our group consists of dependable and dedicated personnel with years of hands-on industry experience that you can trust to complete your installation and service your equipment in a timely and efficient manner.

### Hourly Rates – Standard Services

Hourly rates indicated below apply to work performed by BW Packaging Systems representatives. A purchase order is required prior to dispatching a team member to site. BW Packaging Systems field staff is limited to a 14-hour working day maximum in a 24-hour period. Standard hourly rate will apply to work performed up to 8 hours Monday through Friday between 6am to 6pm, except holidays. For best rates whenever possible schedule work and travel time on Monday through Friday.

<i>Hourly Rates</i>	M-F first 8 hrs. & travel	M-F From 8 -14 hrs.	M-F Over 14 hours	Weekend/Holiday up to 8 hours & travel	Weekend/Holiday From 8-14 hours	Weekend/Holiday over 14 hours
<i>Certified Service</i>	£90	£140	£200	£200	£200	£250
<i>Technical Specialist</i>	£100	£160	£225	£200	£225	£275
<i>Technical Master</i>	£115	£175	£250	£240	£250	£300
<i>Programmer/Engineer</i>	£150	£200	£275	£300	£400	£500
<i>Backshift Premium</i>	+15%	+15%	+15%	+15%	+15%	+15%
<i>Layover days</i>	£1000	£1000	£1000	£1000	£1000	£1000

- Certified Technicians - Specialty equipment and Technicians in training or with limited experience
- Technical Specialist - Highly trained service for complex tasks that require a special knowledge and experience
- Technical Master – Technicians who possess a legacy of knowledge and industry expertise
- Programmer/ Engineer – Electrical Service, PLC Code writers and Design engineers required in the field
- Backshift Premium – applies to all rates for working second or third shift hours
- Layover Days – days not required on site but asked to stay on call in area £1,000 per day plus expenses
- \*\*installation rates of NON-OEM parts automatically default to Technical Master pricing schedule for the entire duration of the service visit\*\*

## UK & Europe Standard Service Rates and Policies

### Travel Rates

Travel up to eight (8) hours per day will be charged at applicable standard base rate per individual classification. Travel more than eight (8) hours will be charged at premium rates. All travel time is door to door from Technicians home and or hotel to customer facility.

- PSA determines best method of Travel and lodging
- Standard Mileage rates apply if travel by Automobile
- All expenses incurred are subject to a 25% administration fee
- Additional fees will be applied for specific plant required safety service contractor memberships

### Scheduling and Emergency Service

Availability is on a first come first service basis. There will be a £1,500 emergency service premium added for Non-scheduled or Emergency Service (service requested less than 48 hours in advance of required dispatch). A purchase order is required in advance and prior to scheduled departure.

### Daily Living Expense

The daily per diem covers lunch and miscellaneous general expenses while on site £23/per day

### Waiting Time

All time spent in the job area waiting for work to begin, not the result of BW Packaging Systems actions will be billed at the applicable hourly rate. Saturday, Sunday, and holiday minimum charge will be 8 hours at applicable rates

### Extended Site Time

During extended on-site projects, BW Packaging Systems technicians will be allowed to leave site, at the customer's expense, a minimum of one (1) weekend for every three (3) weeks worked.

### Invoicing

All invoices are payable upon receipt. Prices are NET and do not include any tax. Customer is responsible for any tax, if applicable. All service calls that are over 100 miles away and/or require lodging are billed at a minimum of 8 hours per day.

### Cancellation Charge

Any cancellation of a service visit will result in the full cost of the purchased airfare and any administration fees that may have been imposed by the airlines. If the visit is rescheduled at the time of cancellation, only the administration/change fees will be charged.

### Provisions

- BW Packaging Systems reserves the right to submit partial invoices.
- Customer is responsible for procuring all necessary approvals, permits, and documentation to ensure that on-site BW Packaging Systems personnel comply with all local work permit regulations, especially in foreign countries.
- It is further understood and agreed that the customer will indemnify and save harmless BW Packaging Systems from and against all claims for injury or death to persons or damage to property (including cost of litigation and attorney's fees), in any manner caused by, arising from, incident to, connected with, or growing out of the work to be performed hereunder. BW Packaging Systems shall not be liable for consequential damages arising from performance of the policy.
- Advanced notice of specialty PPE including Arc flash is required in advance. Specialty Arc flash exceeding 00 gloves, HRC2 coveralls, std. face shield or any additional plant specific PPE must be supplied by the customer.

### Terms

Terms are net 30 Day from receipt of PSA invoice