



Field Service Policy and Hourly Rates

	Standard	Overtime
In-Plant	\$165.00	\$247.50
Travel & Standby	\$83.00	\$124.50
Saturday	\$247.50	\$371.25
Sunday	\$330.00	\$495.00
Holidays	\$495.00	\$742.50

NOTE: Service rates are subject to change without notice and are those in effect when the service is performed.

Expenses: Expenses incurred in connection with Field Service rendered shall be invoiced at actual cost. Expenses are defined as air travel, lodging, meals, ground transportation, phone, tolls, and incidentals. Air travel is “economy” class. Your invoice will list all charges by category and are not subject to discounts. Copies of Receipts will be provided only if specified on the purchase order.

Dispatch of Field Service Technician: Field Service Technicians will not be dispatched to the installation site without a confirming copy of the purchase order authorizing the visit.

Assignment: Field Services are not assignable or transferable by the contracting Customer.

Cooperation: The Customer agrees that the performance of these Field Services is dependent on the Customer’s timely and effective cooperation.

Delays: HIC shall not be responsible for delays in the performance of assigned work if such delay arises out of causes beyond its control. Such causes may include, but are not limited to, improper installation of components, mechanical and electrical utilities, instrumentation, and/or any acts or omissions of subcontractors or third parties. HIC will invoice the Customer applicable job-time and living expense charges for these delays or failures.

Safety Equipment: Personal Protective Equipment (PPE) for Field Service Technicians include safety glasses, steel-toed boots, and hard hats. Additional PPE required by the Customer shall be provided to HIC or HIC personnel at no cost. In those instances where reasonable access is limited, the Customer will provide the necessary equipment to ensure the personal safety of Field Service Technicians.

Customer Training: Customer training will be invoiced pursuant to HIC’s appropriate hourly rate.

Warranty: Harris Instrument Corporation (HIC) warrants Scan-A-Line™ for two years from date of shipping for defects in Quality and Workmanship for parts and labor. Scan-A-Mizer™ is warranted for one year from date of shipment. Service repairs are warranted for 90 days. Warranty service is performed at HIC in Delaware, OH. Should you require this repair in the field, travel labor and travel expenses will be charged.

Work Hours: Normal working hours are eight (8) hours commencing at 7:00 a.m. The maximum number of work hours for a 24-hour period is twelve (12).

Holidays: Are defined as: Easter, Christmas, New Years Day, Thanksgiving, Memorial Day, 4th of July, and Labor day.