



## Phone Service

Is inclusive with every package we offer and consists of same-day response time to all service requests.

## On-Site Service

For additional sites, rooms, and/or equipment that are not covered under a Spinitar maintenance agreement, a minimum fee of \$315 will apply. This fee includes two (2) hours of labor and one (1) hour of travel time to and from the site where service will be performed. Each additional hour thereafter will be charged at a rate of \$125. One (1) to three (3) day on-site response dependent upon severity as deemed by customer, i.e., major or minor issues.

## In-Shop Service

For equipment not covered under a Spinitar maintenance agreement, a minimum fee of \$125 for diagnostics will apply. This fee will be applied to the total estimate for repair if approved. If the estimate for repair is declined, the customer is responsible for the \$125 diagnostics fee. Two (2) to five (5) day in-shop response for diagnostics.

## How Do I Contact My Spinitar Support Services Team?

**Service Hours:** Monday through Friday, 8:00 a.m. - 5:00 p.m. PST.

**Telephone:** 800.722.6444

**Email:** [servicedept@spinitar.com](mailto:servicedept@spinitar.com). You will receive a personal response within one (1) hour verifying that your message has been received and we are processing your service request.

**Web:** [www.spinitar.com](http://www.spinitar.com). For your convenience, our Web site contains additional resources and information to help address your needs. Its as easy as filling out a request form online.

## Labor Rates

Senior Systems Design Consultant (CTS, EE)	\$ 225.00/hour
Human Factors Design Consultant (PH.D.)	\$ 225.00/hour
Systems Integration Design Engineer	\$ 120.00/hour
Control System Programmer	\$ 120.00/hour
Systems Project Manager	\$ 110.00/hour
Systems Installation Engineer (Standard Time)	\$ 90.00/hour
Systems Installation Engineer (Non-Standard Time)	\$ 135.00/hour
CAD System Operator	\$ 75.00/hour
Field Service Engineer (Standard Time)	\$ 125.00/hour (2 hour min.)
Field Service Engineer (Non-Standard Time)	\$ 170.00/hour (4 hour min.)
Depot Engineer	\$ 125.00/hour
On-site Travel Time	\$ 65.00/hour (1 hour min.)
Administrative Assistant	\$ 45.00/hour
Operational Trainer	\$ 90.00/hour (2 hour min.)
Phone Support	\$ 65.00/incident
Diagnosis (cost will be applied to repairs if approved)	\$125.00
Firmware/Software Upgrades	\$500.00/upgrade

### Travel Expenses:

- Air Fare within North America based on Coach Class
- Air Fare outside of North America based on Business Class
- Travel costs are invoiced with a 15% administrative cost added

Unless otherwise quoted, Spinitar will provide these services, plus expenses, for an eight (8) hour day, up to a maximum of forty (40) hours per week. The time exceeding eight (8) hours per day or forty (40) hours per week, will be invoiced at the going overtime rate of one and a half times the standard rate for the individual being used. Should we be required to work seven (7) consecutive days, the seventh day will be invoiced at twice the standard rate for that individual and will continue until a single day off occurs.

"Standard Time" is from 8am to 5pm PST, Monday thru Friday

"Non-Standard Time" is from 5pm to 8am PST, Monday thru Friday and Weekends/Holidays