

Effective September 17, 2024

## **STARTUP ASSISTANCE SERVICE:**

Startup assistance service consists of one man-day of labor, as well as travel and expenses within the continental United States.

To allow ESS Metron to schedule customer startups effectively, please provide us with fourteen (14) days advance notice. If the installation is not ready for startup on the scheduled date or requires more than the usual one day of service time, the customer will be charged for all additional costs incurred, including but not limited to: rental car, meals, lodging, parking, and difference in airfare, if any (due to exchanging a discounted ticket).

When requesting startup assistance service, the customer should provide either ESS Metron's invoice number, or the serial number of the equipment, so that service personnel can be prepared for the specific equipment at the customer's site. If a serial number or invoice number is not available, it may be possible to identify the equipment using a job number or purchase order number.

## **COMPENSATED (NON-WARRANTY) FIELD SERVICE:**

Service calls will be handled on a case-by-case basis. ESS Metron will be on site as quickly as possible, taking into account available personnel, available transportation, and prior service commitments. We request a Purchase Order number prior to departure, which may be given verbally with a written P.O. to follow. Travel and expenses will be invoiced at actual cost.

## **WARRANTY FIELD SERVICE:**

Field service on equipment that is within the warranty period will be performed at no cost to the customer, if the damage or fault is covered under the terms of ESS Metron's warranty. *Refer to ESS Metron's Terms and Conditions of Sale, Item 8, "Limited Warranty" for more information.* This warranty does not cover equipment, or parts installed or used under the following conditions:

- 1) Subjected to abuse or carelessness.
- 2) Used under conditions that exceeds the equipment ratings.
- 3) Not used in accordance with accepted industry standards or ESS Metron's specific recommendations.
- 4) Not used for the intended purpose.
- 5) If the 3<sup>rd</sup> party commissioning agent, contractor or end user makes any modifications without consulting or notifying ESS Metron first.

**\* Note: That in some cases where the cause of failure is not certain, warranty determination may have to be made after ESS Metron Service Personnel inspects the equipment and installation at the site.**

**SHIPPING DAMAGE:**

If any item(s) show evidence of shipping damage when received, this must be noted on the waybill when signing for acceptance of shipment and whether the item(s) had been inspected for concealed damage. The customer should notify the carrier immediately and decide for an inspector of the carrier to be present during the unpacking of the item(s). The customer should then notify ESS Metron immediately. Item(s) should not be unpacked until the carrier's inspector is present. If the item(s) have been unpacked, the shipping container **MUST** be saved for inspection.

**ON-SITE INSPECTION OF EQUIPMENT:**

Customers wishing ESS Metron to inspect equipment at the job site for shipping damage may request a compensated field service call. Normal field service rates will apply and will be charged to the customer's account.

<b>FIELD SERVICE, ENGINEERING &amp; STARTUP DAILY RATES</b>	
<i>Continental U.S.</i>	
<b>Weekday Daily Rates</b> Technician between 7am – 5pm Engineer between 7am – 5pm	\$3000.00/ day \$3500.00/ day
<b>Saturdays, Sundays &amp; Holidays</b> Technician between 7am – 5pm Engineer between 7am – 5pm	\$3500.00/ day \$4000.00/ day
<i>Outside Continental U.S.</i>	
<b>Weekday Daily Rates</b> Technician between 7am – 5pm Engineer between 7am – 5pm	\$3500.00/ day \$4000.00/ day
<b>Saturdays, Sundays &amp; Holidays</b> Technician between 7am – 5pm Engineer between 7am – 5pm	\$4000.00/ day \$4500.00/ day

**\* Note: All hourly rates are charged portal-to-portal, with a maximum daily charge of ten hours of the applicable rate, not including overtime hours.**

**\*\* Daily rates do not include travel expenses; Most regions require one or more travel days charged at daily rates \*\***

**Travel outside the Continental U.S. will be charged at \$350 per hour portal-to-portal.**

**All time occurring on ESS Metron Company Holidays will be charged at two times (2x) the above rates. This includes normal working hours and overtime hours.**

**Mileage will be charged at a per mile rate which is subject to change based on actual rates in effect at the time of service if a company vehicle is used (for example, in-state service calls).**