

Effective February 18, 2019

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 ESSMetron 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, customer should provide either ESSMetron'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. ESSMetron 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 ESSMetron's warranty. *Refer to ESSMetron'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 ESSMetron's specific recommendations.
- 4) Not used for the intended purpose.
- 5) If the 3rd party commissioning agent, contractor or end user makes any modifications without consulting or notifying ESSMetron first.

*** Note: That in some cases where the cause of failure is not certain, warranty determination may have to be made after ESSMetron Service Personnel inspect 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 ESSMetron 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 ESSMetron 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.

FIELD SERVICE, ENGINEERING & STARTUP DAILY RATES	
<i>Continental U.S.</i>	
Weekday Daily Rates	
Technician between 7am – 5pm	\$2000.00/ day
Engineer between 7am – 5pm	\$2500.00/ day
Saturdays, Sundays & Holidays	
Technician between 7am – 5pm	\$2500.00/ day
Engineer between 7am – 5pm	\$3000.00/ day
<i>Outside Continental U.S.</i>	
Weekday Daily Rates	
Technician between 7am – 5pm	\$2500.00/ day
Engineer between 7am – 5pm	\$3000.00/ day
Saturdays, Sundays & Holidays	
Technician between 7am – 5pm	\$3000.00/ day
Engineer between 7am – 5pm	\$3500.00/ 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.**

Travel outside continental U.S. will be charged at \$250 per hour portal-to-portal.

All time occurring on ESSMetron 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).