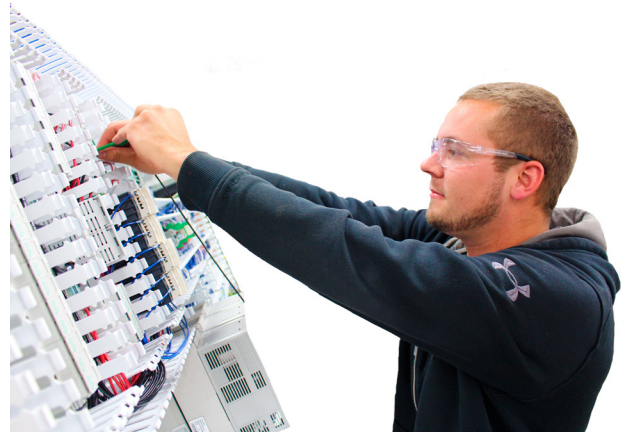


Service Rate Sheet

Effective January 1st, 2017

Terms and conditions are subject to change at any time.

At Hudson-Sharp we are proud to offer our customers highly skilled, OEM trained Customer Service Engineers ready to travel to your facility to meet your equipment needs. Our 36 CSE's are backed by our in-house support and the entire engineering team. These teams work together, combining various areas of expertise to ensure we can overcome whatever issue you may have. Our customer service engineers take the time to get to know you, your systems, your production strategies, and goals. With our tiered knowledge structure, we choose a CSE to match your needs. Our Customer Service Engineers are dispatched from either our Green Bay facility, or other various locations throughout the United States.



Standard service rates for our Customer Service Engineers:

Certified – Customer Service Engineer:	\$155.00/hour
Senior – Customer Service Engineer:	\$170.00/hour
Master – Customer Service Engineer:	\$185.00/hour
Programmer or Site Manager:	\$210.00/hour

Standard hourly rate will apply to work performed up to 8 hours Monday through Friday between 6am to 6pm, except holidays. Time over eight hours per day and Saturday billed at a multiplier of one and six tenths standard rates. Sundays/Holidays and Monday through Saturday over 12 hours will be charged at two and two tenths the standard rates.

Payments are due upon receipt. A purchase order is required to secure personnel time and is needed prior to dispatching. Service calls that are over 100 miles away and/or require lodging are billed at a minimum of 8 hours per day.

Travel Time:

Travel time to and from the customer's facility will be invoiced at Standard Service Rates for weekdays and applicable rates for Saturdays, Sundays and Holidays.

Travel Expenses:

Travel expenses will be billed at cost plus 25% Administration Fee. Travel expenses include airfare, car rental fees and/or mileage, and lodging.

Minimum Charges:

Saturday, Sunday, and holiday minimum charge will be 8 hours at applicable rates. A minimum of 8 hours per day will be charged at applicable rates when a customer requests a service technician to lay over on weekends or holidays, even though no work is being performed.

Priority Service: **\$40.00/hour**

An additional \$40.00/hour will be charged for priority service during the first two days onsite without 24 hour advance notice.

Service Rate Sheet

Terms and conditions are subject to change at any time.

Technical Phone Support: **\$200.00/hour**

We understand the importance of keeping your equipment running and are dedicated to reducing downtime to get you back into production quickly. Technical support is available Monday through Friday 8am to 4:30pm Central time zone. During this time we have all the resources of our engineering staff to assist in getting you back up and running. *(Please be prepared to provide serial number and purchase order)*

Online Support: **\$250.00/hour**

Thiele also offers Online Support which allows a Thiele representative to remotely troubleshoot and provide diagnostic support. We can provide this service to you at \$250.00/hr during normal working hours, with a minimum of one hour. *(Please be prepared to provide serial number and purchase order.)*



A Modem or Ethernet connection is required. Not all machines are equipped for this type of support, so if your machine is not equipped with proper hardware, we can quote an upgrade package.

Charges for Technical Support and Online Support during business hours are waived for the first year on new equipment.

Holiday Schedule:

Holidays are charged at Sunday and Holiday rates and will require additional notification. Thiele will observe the following 2017 holidays: January 1st, April 16, May 29th, July 4th and 5th, September 4th, November 23th and 24th, December 23rd, 24th, 25th, and 26th.

Green Bay, WI – Technical Support

Specialty Brands: Hudson-Sharp, Ro An

Email: Service.HudsonsharpUSA@hudsonsharp.com

Telephone: (800) 950-4362 – press 7

Main Office Number: 1.920.494.4571