

## Domestic Rates for Field Service and Repair of Stearns Products

Technical service personnel are available to provide assistance relating to the installation, maintenance, modification and repair of all Stearns Products. Assistance may be obtained by contacting the Stearns Division in Cudahy, Wisconsin, or at one of its field sales offices. Personnel from the closest field service office will normally be used. However, the Company retains the right to use headquarters personnel at its own option, and to charge for all expenses actually incurred. In some cases, it may

be expedient to use personnel from a field service office located farther from the jobsite than the factory and, in such cases, the Company will charge for additional expenses only if prior agreement is reached. Charges for technical service personnel will vary according to the rate categories applicable for the time during which the travel and work was actually performed. A description of the various categories and rates is provided in the following table.

Category	Rate	Description
Standard hourly rate (normal work week)	\$125.00/hour	The standard hourly rate applies to all time worked or traveled during an 8 hour period between the hours of 7:00 AM and 6:00 PM, Monday through Friday, except holidays.
Overtime rate	\$175.00/hour	All time worked or traveled over 8 hours per day up to 16 hours per day and those hours between 6:00 PM and 7:00 AM, Monday through Friday, except holidays, and those hours between 7:00 AM and 6:00 PM on Saturday will be considered the overtime rate period.
Premium time rate	\$250.00/hour	A premium rate will be charged for all time worked or traveled over 16 hours, Saturday after 6:00 PM and all time Sunday and holidays.
Warranty travel rate (see special notes 2, 8 and 9 on reverse side)	Standard and overtime rates apply	Stearns product warranty is limited to repair or replacement, FOB Stearns factory. Travel time and expenses to a jobsite, at the Customer's request, will be billable at the applicable rate period during which the service was actually performed.
Minimum charge	\$500.00 standard work week \$700.00 overtime period \$1000.00 premium time period	A minimum charge for field service will be made for each day the person is required, based on when the service was provided.
Standby time rate	At applicable rates	Standby time, waiting or on call at the jobsite, is considered service time and will be charged at the applicable rate for the time during which the service was provided.
Holdover time rate	\$1000.00/day \$2000.00/holidays	The holdover rate applies to that time a person is held in the jobsite area in lieu of the expense of returning home and implies no standby or service rendered. This charge will apply for any day except holidays, which will be charged at a premium time rate. All holdover arrangements must have factory approval, and it is expected that the person be returned home every second weekend.
Travel time	At applicable rates	All travel time to the jobsite and returning to the person's home or office will be charged at the same rates as used for work time, including overtime and premium time charges. Consecutive work and travel time is considered for overtime and premium time rates.
Travel expenses	At cost	All expenses incurred to and from the jobsite and those required on the jobsite will be charged at actual cost. The type and class of travel will be at the Company's option. Travel by Company or personal automobile will be charged at the Government approved rate.
Living expenses	At cost	All costs for lodging and meals will be charged at actual cost.
Miscellaneous expenses	At cost	Miscellaneous expenses will be charged at actual cost and include, but are not limited to the following: tolls, tips, purchased items necessary to complete the job, tool and equipment rental, replacement of Company or personal property damaged or lost due to customer negligence.
Replacement parts	Renewal parts price levels	Replacement parts, required to repair or modify Stearns product, will be charged at OEM or end user pricing levels. Customer is responsible for all freight charges. (Warranty parts excluded).

Category	Rate	Description
Contract start-up	\$2000.00 first 2 days plus \$1000.00 each consecutive weekday thereafter. Add \$500.00 for work on Saturday and \$1000.00 for Sunday and US holidays. Prices quoted are for 8 hour/day work or travel. Travel expenses are charged at cost.	Contract start-up service applies only if sold with the equipment at the time of original order entry. A minimum of 2 days must be included and one week advance notice is required. The rates quoted are for 8 hours work or travel any 1 day in the standard hourly rate period and include living expenses for one trip. Interrupted start-up will require payment for the additional time and expenses at the regular published rates. Travel time is counted as work time. Major travel at the beginning and end of the trip will be counted only during the normal work day hours. Extra time, overtime and premium time worked or traveled and not originally sold will be charged. No refund will be made for time not used and delays will count as time worked. Warranty time will be deducted.
On-site Service Training	\$1,500.00/class; \$1,500/day (max) + expenses (at cost) billed separately	Field Engineer/Technician to provide hands-on training on product design and operation, as well as maintenance and troubleshooting guides. Service & Troubleshooting handbooks included. (Class size limited to 10 to 12 attendees). Class typically runs 4-5 hours.
Products for training	Consult Factory	Products can be shipped in advance to be available for sale. - For Training Purposes - Some at no additional cost - Some at additional cost; but at discounted rates Please give 2-4 weeks advance notice for products
Material returned for inspection, identification or failure analysis.	\$125.00 / report \$125.00 / report	Industrial clutches, brakes and SINPAC switches Heavy duty clutches and brakes  <i>* \$125 report fee applies to all non-warranty material returned for inspection, identification, or failure analysis. Factory will provide RMA # to be referenced on PO and return. PO to be issued to Stearns prior to return of product. If item is determined to be covered under warranty report fee will be waived.</i>
Factory repair	\$125.00/hr. brakes and Industrial clutches \$125.00/hr. heavy duty products	Time and material at applicable rates. Estimates will be given prior to repair.  <i>* \$125 inspection fee applies to all non-warranty factory repair returns. Factory will provide RMA # to be referenced on PO and return. PO to be issued to Stearns prior to return of product. If material returned to factory is repaired or replaced with a new unit inspection fee may be waived upon approval by Service Manager.</i>

**Special Notes:**

- Domestic Rates apply only to the United States, Canada or Mexico. For technical services in other countries consult Company at its headquarters in Cudahy, Wisconsin.
- Warranty time and travel expenses outside the United States will require payment of round trip expenses, plus any customs or duty charges.
- Payment for all services and renewal parts will be in the currency of the United States of America.
- Field service provided by the Company is limited to technical assistance and advice with the understanding that the Company is not furnishing labor materials, parts or special test equipment, unless previously arranged.
- This service is provided with no warranties either expressed or implied. The Company agrees only to provide a competent technician, familiar with the Company's equipment, with no guarantee to correct the defect or solve the problem. No liability for any accident, consequential damage or loss whatsoever is implied with this service.
- Sharing of expenses when service personnel provide service to more than one customer on a single trip will be at the Company's option. The intent of this policy is to permit the Company to provide the most expedient service possible at the lowest cost to its customers.
- The Company maintains a staff of technical service personnel at its headquarters in Cudahy, Wisconsin and at several field offices in major industrial areas. When field service is required, any of these offices may be contacted directly for the work required. Technical assistance will be provided by the Company as it is required.
- Warranty service requires prior authorization from Stearns Field Service Manager. Therefore it is necessary to contact the Company at Cudahy, Wisconsin.
- These rates and policies described are subject to change at the Company's option and without prior notice. All quotations for field service will be honored at the quoted prices during the stated life of the quotation, and all contracts in effect are subject to renegotiation after one year.

*Data and prices subject to change without notice.*



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