



UNIVERSAL BLOWER PAC SERVICE / WARRANTY WORK POLICY AND RATES

**POLICY:**

The services of a field service technician from *Universal Blower Pac* to inspect or repair a machine in the field, whether under warranty or not, are subject to a service charge. A firm commitment in the form of a hard copy purchase order will be required before the technician is scheduled and / or departs for any job site.

If the machine in question is with the warranty period and inspection by the *Universal Blower Pac* technician or reveals a defect in the workmanship or materials for which the factory is accountable, the service charge will be rescinded. However, if, in the judgment of *Universal Blower Pac*, the factory is not accountable for whatever defect or deficiency exists, then the service charge will apply. *Universal Blower Pac* Standard Terms and Conditions of Sale apply to all field service work.

For qualified service technician to perform onsite start-up or services to Industrial Blowers involving domestic locations, buyer shall pay for such services at the following rates:

**DOMESTIC SERVICE RATES:**

Hourly Rate (Monday – Friday) .....	\$85.00 Per Hour (6-Hour minimum)
Overtime Rate .....	\$127.50 Per Hour (over 8 Hours)
Saturday .....	\$127.50 Per Hour
Sunday & All Holidays .....	\$170.00 Per Hour

Emergency work - The minimum time off for a person during any 24-hour period must be consecutive hours.

Domestic travel rates will apply from the field service representative's residence (or other point of origin) to the jobsite and return to his point of origin. The charge for travel will be at an hourly rate of \$85.00 with a 6-hour minimum. Overtime rate applicable for travel exceeding 8 hours.

Standby time - any waiting time at the jobsite Monday through Friday when the person is available to work shall be regarded as time actually worked, even though the services are not actually utilized, and will be charged at the 8 hourly rate.

**INTERNATIONAL SERVICE RATES:**

Hourly Rate (Monday – Friday) .....	\$125.00 Per Hour (8-Hour minimum)
Overtime Rate .....	\$187.50 Per Hour (over 8 Hours)
Saturday .....	\$187.50 Per Hour
Sunday & All Holidays .....	\$200.00 Per Hour

International travel rates will be charged at the specified 8 Hour per day minimum. All travel time (8 Hour maximum) on Sundays and U.S. Holidays will be at twice the daily rate (\$250.00) when leaving base point.

These rates apply from date of departure from the home base to the date of return to the home base. Service personnel assignments will not exceed 60 continuous days in one trip. Rotation of service personnel will be at buyer's expense.

440 Park 32 West Drive  
Noblesville, Indiana 46062  
P >> 317.773.7256  
F >> 317.776.5086



**UNIVERSALBLOWERPAC.COM**  
**HYBRIDBLOWER.COM**



ALL EXPENSES:

Airfare, Rental Car, Lodging, Meals and incidental expenses will be charged at cost plus 15% handling fee.

Transportation to and from the city nearest the jobsite, plus local transportation (rental car or company car) will be charged at cost plus 15% handling. Mileage from personal cars will be allowed at the rate of \$ .54 per mile.

Outside incidental services will be priced at cost plus 20%.

ALL PARTS:

If any additional parts are required, the customer will be invoiced for those parts including any freight charges.

ALL FREIGHT CHARGES:

Any freight that might be required will be the financial responsibility of the customer.

TERMS & CONDITIONS:

The rates and conditions must be agreed upon, with a purchase order and approved credit, prior to the service call.

PAYMENT:

Net 15 days with 5% per month service charge for late payment for any portion of the month late. Services involving foreign locations payments shall be in U.S. currency.

If warranty consideration is requested, a purchase order must be issued prior to the services are scheduled and will be credited upon any possible warranty approval.

*Universal Blower Pac* accepts approved credit card orders.

The cost of the field services will be estimated prior to arrival of the technician and adjusted after the work has been completed.

---

Acknowledgement of Field Service Request:

Company Name: \_\_\_\_\_ Date: \_\_\_\_\_

Site Address: \_\_\_\_\_

Onsite Contact Name \_\_\_\_\_ Phone: \_\_\_\_\_

Purchase Order # \_\_\_\_\_

Acknowledgement of Field Service Request must be signed and returned to *Universal Blower Pac* Service Department before technician scheduling and travel will be arranged.

440 Park 32 West Drive  
Noblesville, Indiana 46062  
P >> 317.773.7256  
F >> 317.776.5086



**UNIVERSALBLOWERPAC.COM**  
**HYBRIDBLOWER.COM**