



PACKAGING SYSTEMS
International Incorporated

FIELD SERVICE STANDARD INTERNATIONAL RATES

Installation, repair, maintenance and/or training of personnel are available from our Customer Service staff in Colorado or Florida. This service is available for systems or individual pieces of equipment supplied by Packaging Systems International, Inc.

Work is based on a normal eight (8) hour day, Monday through Friday, with a minimum charge of four (4) hours. Overtime, including weekends and holidays, will be charged at one and one-half (1.5) times the regular hourly rate. Time in transit, Monday through Friday, will be charged at straight time. Travel time on weekends and holidays will be considered overtime.

Rates for Service and Training Per Man, in U.S. dollars:

A. Travel time from home base and return	\$	75.00 per hour
Holiday	\$	100.00 per hour
B. Work time in customer's plant:		
Monday through Friday (8 hours).....	\$	150.00 per hour
Over normal 8-hour day in plant	\$	225.00 per hour
Saturday, Sunday or Holiday	\$	225.00 per hour
C. Transportation:		
By company vehicle	\$	0.60 per mile
By commercial transportation (taxi, airplane and/or rented car).....	\$	Actual cost
D. Living expenses (based on GAO – Gov't Accountability Office)	\$	\$225.00 per night min.

Non-Working Weekend:

Should a serviceman be requested to remain at the job site over a weekend, but not permitted to work on Saturday or Sunday, a charge of \$150.00 per hour for eight (8) hours for both Saturday and Sunday, plus living expenses would apply.

In order that field service charges are minimized on new installations, we recommend the following:

1. Field installation should be completed before our representative arrives, we recommend field wiring and utility hook-ups should be complete.
2. Input voltage, motor rotation, ampere draw of motors, continuity of circuits and switch functions should have been checked.
3. Packaging systems, material feed systems and storage hoppers, etc., should be completed and checked out.
4. On palletizing systems with other PSI supplied packaging equipment, a steady continuous flow of correct weight containers should be available. Adjustments of packers or other equipment feeding into our system should be completed.
5. Provisions for plant labor, normal tools and equipment should be arranged for prior to our arrival.

Our instructions to operating and maintenance personnel include identification of component failures and troubleshooting procedures.

All parts purchased by us and covered by manufacturer's warranty are, in turn, warranted to the customer for the period of time specified by the manufacturer. Installation costs **are not** included in this warranty. PSI personnel are available to perform installation services for parts under warranty at our current field service rates.

PSI's "Time In The Field Policy" allows for trips home every other weekend (airfare is at customer's expense).

A minimum of two men is recommended for start-up of palletizer systems.