



## APPLICATION ENGINEERING SERVICES & SUPPORT

Cassady & Company, Inc. Application Engineering field services are available in the following areas:

- Service calls
- Application engineering assistance
- Start-up assistance
- Training

### RATES

Regular Time:	\$135/ hr.
Overtime:	\$185/ hr.
Special:	\$200/ hr.
Travel, Regular:	\$ 50/ hr.
Travel, Overtime & Special:	\$100/ hr.

Minimum 4 hours for on-site service.

### RATE DESCRIPTIONS

Regular:	7 am to 6 pm weekdays
Overtime:	6 pm to midnight weekdays, 7 am to 6 pm Saturday, Any time over 8 regular hours
Special:	12 am to 7 am weekdays, 6 pm to 7 am Saturday, Sundays & Holidays

### SERVICE CALLS

The labor hours, both on and off site, required to perform the requested services will be billed at the stated rates. This may include, but is not limited to the troubleshooting of a machine or process. These hours may also include job site review, equipment set-up, service work provided, and other work as appropriate.

### APPLICATION ENGINEERING ASSISTANCE

The assistance provided by Cassady & Company application engineers in the programming, layout and/or design of a project. The service will be billed at the appropriate rate.

### START-UP ASSISTANCE

The assistance provided by Cassady & Company application engineers in the start-up of a machine or application. The service will be billed at the appropriate rate.

### TRAVEL TIME

All time spent traveling to and from the job site will be billed at the appropriate travel rate.

### STANDBY TIME

Standby time is defined as time spent on the customer's job site not working as a result of circumstances beyond Cassady & Company's control. This time will be billed at the appropriate hourly rate.

### EXPENSES

Travel and living expenses will be at cost plus ten percent. Auto mileage (other than rental cars) will be billed at \$0.35 per mile driven.

### CANCELLATION CHARGE

A cancellation charge equal to Cassady & Company's total time and expenses incurred at the applicable rates will be billed for cancelled orders. These charges may include items such as expenses, preparation time, materials and restocking charges.