



UET Mixers Inc.
26 Maple St.
Mechanic Falls, ME 04256
Tel: (207)-345-3330
Toll Free: (888)-838-9131
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XCEL Series of Turbine Mixers

Bulletin 01-110
12/15/2011
Supersedes 01/24/05

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Field Service Rates

1. Field Service Rates

INTRODUCTION - The UET service man provides supervision for the customer's craftsmen who will perform the actual work. He/she will check all necessary items to insure proper operation of the UET Mixer. Loosening and tightening of bolts, rigging, electrical disconnect and reconnect, clean up, pipe fitting, and such work will normally be done by personnel assigned by the purchaser.

PER DIEM - The rate for field service is \$110 NET per hour (\$880 NET per 8 hour day) of work or travel. The rate for foreign field service or special engineering assistance is \$135 NET per hour (\$1080 NET per 8 hour work day) of work or travel.

PREMIUM TIME - Overtime at 150% of base rate is charged for all work or travel on a Saturday, Sunday, or Holiday, and to all hours in excess of the normal 8 hour work day (Saturday, Sunday, or Holiday work after the first 8 hours will compound the "time and a half"; 225% of base rate).

MINIMUM CHARGE - Minimum charge is 4 hours per job. Interruptions in a work schedule will be charged at the straight 8 hour day rate. That is, if a man works Wednesday and Thursday, is interrupted Friday, Saturday, and Sunday, and then finishes on Monday, the customer will be charged for the actual hours worked and also (even though no work is done) for 8 hours for Friday, 8 hours for Saturday, and 8 hours for Sunday (no premium charge). The customer may instead release the man and pay for travel time and travel expenses to the man's base. Similarly, if the man works only a part of a given day, and must return to complete the job, a full 8 hour charge will be made for the partial day. Less than an 8 hour charge will apply only to the first and last day of a field service trip.

LIVING EXPENSES - All living expenses will be invoiced at actual cost.

TRAVEL EXPENSES - Travel expenses will be invoiced at actual cost for commercial transportation when used. Rental cars will be invoiced at cost. Private or company car mileage will be invoiced at \$0.555 per mile (plus tolls and parking). Daily local transportation from hotel to jobsite and return will be included in total mileage charges. Documentation of these expenses, when available, will be provided only if specified when original request for service is made.

TRAVEL TIME - Travel time will be invoiced at the same rate as services; see basic charge.

MISCELLANEOUS - A purchase order number must be furnished when a request is made for special assistance, and a confirming formal purchase order must be received within two weeks. This procedure assures responsibility for payment in the event it is not a justifiable warranty claim. Any tax levied by a foreign government agency will require the above rates to be increased accordingly.

LIABILITY - UET Mixers, INC. makes no representation nor warranty of any kind with respect to services performed by a UET service representative nor does UET assume any responsibility or liability with respect to a mixer on which a UET service representative has supervised repair work. The repair work supervised by a UET service representative does not re-establish the warranty on the repaired unit. In the event the customer learns that the repair work directed by the UET service representative was incorrectly or improperly performed and gives UET a reasonable opportunity to inspect the alleged incorrectly or improperly performed repair work before altering the unit in any way, and if UET in its sole discretion determines such repair work was incorrectly or improperly performed, UET will again provide supervision for the repair work on the mixer without further charge to the customer for that supervision. Supervision of the correction of the defective repair work will be the customer's exclusive remedy and UET's limit on liability for any and all losses or damages resulting from such defective repair work or any other cause.



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Field Service Rates

1. Field Service Rates (continued)

In no event shall UET be liable for incidental or consequential damages, nor shall UET's liability for any claim or damage arising out of or connected with the repair work supervised by the UET service representative exceed the cost paid to UET by the customer for supervision. The remedies provided in this paragraph shall constitute the sole recourse of the customer against UET for breach of any of UET's obligations with respect to repair work supervised by a UET service representative, whether the claim is made in tort, or in contract, or admiralty, including claims based on warranty, negligence, or otherwise.