

Field Service Policy and Rates

MAY 2019

This policy applies to the provision of field engineering services from Altronic, LLC and GTI BI-Fuel Systems

Classification:

Two classifications of field service can be supplied: Field Service Engineer for normal startup supervision and problem resolution; and Application or Development Engineer for field programming, application troubleshooting, etc.

Daily Rates:

The following rates apply to any portion of a workday (defined as ten hours), for each day the engineer is away from the plant or office, while either on-site, traveling, or waiting for job-site readiness. Currency is in U.S. dollars.

Location	Field Engineer	Application/ Dev. Engineer
U.S. & Canada	\$ 900.00	\$1,200.00
International	\$1,100.00	\$1,400.00

Note: Altronic specifically reserves the right to withhold personnel from work on projects in politically or socially unstable areas, or under any other conditions that might otherwise be threatening to the health and/or safety of those personnel.

Expenses:

Costs for all transportation (air, ground, and sea), lodging, meals, communication, and incidental expenses (materials required on-site, transportation of materials, required personal safety equipment, visas, or other items that would not otherwise be required if the work was performed in our facilities), will be billed to the customer at cost plus a 5% handling charge. If personal or company vehicles are used for transportation, a charge of \$0.75 per mile will apply.

Purchase Order: A purchase order for services will be accepted from recognized commercial accounts with established credit and is required prior to dispatch of technical personnel from a factory location. Payment in advance may be required for non-established accounts. A preliminary quotation for service can be provided if required projecting travel costs, as well as those associated with the on-site services and per diem expenses.

Duration of Job and Christmas Holidays:

Altronic and GTI Bi-Fuel reserve the right to recall an engineer from the site and send a replacement after 21 days from day of departure, with travel time and expense charged to the customer. Engineers will also be recalled from the site in sufficient time to ensure that they are home in time for the Christmas holidays (Christmas Eve and Christmas Day) and returned to the site after January 1, with travel time and expense charged to the customer.

Business Unit
Engine Applications

Altronic, LLC

712 Trumbull Avenue
Girard, Ohio 44420 USA
Phone (330) 545-9768
FAX (330) 545-9005
www.altronic-llc.com

Delay/Cancellation Policy:

If a trip is delayed or cancelled within 48 hours of scheduled departure, and not rescheduled for departure within seven (7) days, Altronic reserves the right to invoice a trip cancellation fee of \$1,000 and to assess the costs associated with any non-refundable purchases—including airline tickets. If cancellation occurs while an engineer is en-route the customer will be billed for time and travel expenses.

While Altronic, LLC and GTI Bi-Fuel will do everything within reason to assure the unrestricted availability of field technical personnel despite unrelated issues at the jobsite that may delay their deployment, a situation may arise associated with such a delay that would require the reassignment of those personnel to an alternate project or location. However, should a customer wish to guarantee a defined period of unrestricted availability of technical personnel for a specific project, a purchase order will be required for 40% of the appropriate day rate charges for each day “on call”. Such a guarantee would preclude Altronic, LLC or GTI Bi-Fuel from reassigning the appropriate technical personnel to any other projects during the guarantee period, not to exceed ten (10) days.

Example: An Altronic or GTI Bi-Fuel field engineer is scheduled to travel to an international jobsite on Day 1. Unrelated issues at the jobsite delay the need for the startup engineer to depart for the project until Day 6. If a purchase order guaranteeing the availability of the engineer had been previously placed, the customer would be responsible for five (5) days of “on call” charges (40% of the normal international day rate (\$440.00)), PLUS the standard day rates and expenses for all days travelling to and from the location and while on site.

