

Effective Date: September 13, 2017

Field Service Rates

Technician: Fully capable in all areas of hydraulic products, systems and data acquisition			
Travel/Rate	Standard Rate	Premium Rate*	Minimum Charge
\$100.00/Hour	\$125.00/Hour	\$175.00/Hour	4 Hours

Domestic Offshore Rates		
Travel/Rate	Day Rate*	Premium Rate*
\$100.00/Hour	\$2,100.00/Day/Man	After 12 Hours: \$450/Hour/Man Not to exceed 16 hours

Terms and Conditions

<p>EXPENSES: Travel expenses and incidentals are based upon the actual incurred cost plus a 15% admin. fee. This includes airfare, rental vehicle, fuel for rental vehicle, lodging, etc. Additional expenses may include (but are not limited to), permits, tolls, special tooling, etc.</p>	<p>PARTS AND MATERIALS: Parts and Materials will be invoiced per HAWE Service SolutionsSM standard pricing in effect at the time of services rendered. HAWE Service SolutionsSM shall be the sole authority to determine warranty/non-warranty status of any service disputes.</p>
<p>MILEAGE: When an employee or HAWE Service SolutionsSM owned vehicle is the primary method of transportation, mileage is charged at \$1.50/mile.</p>	<p>TRAVEL RATE: Applies to all travel and waiting time (Monday - Friday) required to arrive at location. Billed in increments of 1 hour.</p>
<p>WAITING TIME: Non-working time spent at the customer's request or due to circumstances beyond the control of HAWE Service SolutionsSM will be invoiced at the rate of schedule that is applicable for the time of day and day of service.</p>	<p>STANDARD RATE: Applies to on-site labor provided Monday - Friday between 7:00am and 5:00pm (local time), excluding HAWE Service SolutionsSM observed Holidays. Billable in increments of 1 hour, up to eight hours per day.</p>
<p>MAXIMUM WORKING TIME: For the safety of the customer and field service professional - at no time will a field service solution professional work more than 16 hours (including travel time) during any 24-hour period.</p>	<p>*PREMIUM RATE: Applies to all labor provided on observed Holidays, Weekdays after 5pm (local time) and on Weekends (Saturday & Sunday). Billed in increments of 1 hour. Offshore billed at 12 hours/day/man.</p>
<p>MINIMUM SERVICE BILLING: A minimum of 4 hours is billable to all on-site service delivered by HAWE Service SolutionsSM. Offshore is 12 hours/day/man</p>	<p>TERMS AND CONDITIONS OF SALE: All pricing is in USD and is valid 30 days from the effective date. Payment Terms are prepayment required or 30 days NET with an established account.</p>
<p>STAND BY RATE: Minimum 8 hours plus expenses to have technician on-site.</p>	

From Concept to Completion, and Beyond



Our comprehensive service program includes maintenance, reconditioning, and repair of individual components as well as entire hydraulic systems made up of pumps, valves sensors and electronic controls. HAWE's professional

hydraulic technicians ensure satisfaction by following-up with after-sales support, including product training, troubleshooting and field services. At all phases HAWE Service SolutionsSM follows through with timely responses from concept to completion, and beyond.

Direct On-Site Assistance

When you need on-site assistance, HAWE Service SolutionsSM provides support over the product's entire life cycle: from start-up and training, through maintenance, all the way to inspections and optimizations. In time-critical situations our customer service is available to promptly assist with your fluid power needs. Our service colleagues provide extensive know-how and expertise for all hydraulic brands and systems, even in the most diverse applications.



Capabilities

System Support

- Redesign & Retrofit
- On-site Troubleshooting, Repair & Maintenance
- Data Acquisition
- Patented Advanced Leak Detection Methods
- Preventive Maintenance Support

- Installation & Commissioning
- Oil Conditioning and Filtration, Filter Exchange
- Oil Analysis Program
- System Flushing

Component Support

- Service & Repair
- Rebuild & Core-Exchange Program

- Oil Analysis Program
- Critical Wear Part Stocking Agreements

Customized Services

- Application and Systems Engineering
- General Hydraulic Training

- Specific System/Customized Training
- HAWE Tool Suite/Parts Breakdown

Core Exchange Program

HAWE Service SolutionsSM utilizes a core exchange program to replace other manufacturing components in order to minimize down times in scheduled service and repair jobs.

On the reverse side are rates, general terms and delivery terms for on-site hydraulic services performed by HAWE Service SolutionsSM.