

WE PROVIDE COMPLETE SERVICE/SUPPORT FOR ALL OF OUR CUSTOMER'S REQUIREMENTS.
THE APPLICABLE RATES AND TERMS ARE DETAILED BELOW:

- TESTING, CALIBRATION, AND CERTIFICATION FOR ALL OF OUR PRODUCTS
- REMOVAL/RE-INSTALLATION SERVICE AND ON-ENGINE / ON-SITE TROUBLESHOOTING
- SHORT & LONG TERM MAINTENANCE SUPPORT SERVICE
- FACTORY-AUTHORIZED REMANUFACTURING
- FIELD SERVICE SUPPORT 24 HOURS PER DAY, 7 DAYS A WEEK

SERVICE TYPES

TYPE 1	TYPE 2	TYPE 3	TRAVELLING	SERVICE
			TYPES 1, 2, 3	
\$1000/DAY (10 HR)	\$1280/DAY (10 HR)	\$1600/DAY (10 HR)	-	DAILY RATE FOR A 10 HOUR DAY
\$125/HR	\$160/HR	\$200/HR	\$100/HR	REGULAR HOURS: MONDAY TO FRIDAY 8:00 AM TO 4 :30 PM
\$163/HR	\$208/HR	\$260/HR	\$130/HR	TIME AND A HALF: EVENINGS AFTER 4:30 PM AND ON SATURDAYS
\$188/HR	\$240/HR	\$300/HR	\$150/HR	DOUBLE TIME: AFTER 12 HOURS OF CONSECUTIVE WORKING HOURS DURING NORMAL WEEKDAYS; AFTER 8 HOURS OF CONSECUTIVE WORKING HOURS ON SATURDAYS, SUNDAYS AND ON STATUTORY HOLIDAYS*
\$200	\$300	\$400		TESTING EQUIPMENT, TOOLS, MISC.
1 HOUR	2 HOURS	4 HOURS		PREPARATION PRIOR TO TECHNICIAN DEPARTURE
1 HOUR	2 HOURS	4 HOURS		REPORT AFTER INTERVENTION
TYPE 1	GENERAL MECHANICAL AND ELECTRICAL SERVICES			
TYPE 2	GOVERNORS AND ACTUATORS SERVICES, ANALOG AND DIGITAL ELECTRONIC CONTROLS, GENERATORS, MOTOR GENERATOR SETS AND ASSOCIATED CONTROLS.			
TYPE 3	EXPERT ADVICE AND SPECIALIZED INTERVENTION. MINIMUM HOURLY RATES.			

TERMS

1. NORMAL WORKING HOURS ARE MONDAY TO FRIDAY, FROM 8 :00 AM TO 4 :30 PM, INCLUDING 30 MINUTES FOR LUNCH. ANY ADDITIONAL TIME WILL BE CHARGED AS OVERTIME AT THE APPLICABLE TYPE RATE.
2. MINIMUM 4-HOUR CHARGE, AT THE APPLICABLE TYPE RATE, FOR AFTER HOURS SERVICE CALLS.
3. TRAVEL TIME WILL BE CHARGED AT THE APPLICABLE RATE.
4. A PER DIEM CHARGE OF \$60.00 PER TECHNICIAN WILL BE CHARGED FOR BREAKFAST AND LUNCH OR \$100 FOR BREAKFAST, LUNCH AND DINNER, UNLESS MEALS ARE PROVIDED BY THE CUSTOMER OR HIS REPRESENTATIVE.
5. HOTEL/LODGING WILL BE INVOICED AT COST, PLUS 15% OF ADMINISTRATION FEES, UNLESS PROVIDED BY THE CUSTOMER OR HIS REPRESENTATIVE.
6. OTHER EXPENSES (AIRFARE, CAR RENTAL, ETC.) WILL BE CHARGED AT COST, PLUS 15% ADMINISTRATION FEES.
7. STAND-BY TIME: AT ALL TIME, A MINIMUM OF TWELVE (12) HOUR PER DAY WILL BE CHARGED, AT THE APPLICABLE HOURLY RATE, WHEN OUR TECHNICIAN IS REQUIRED TO STAY ON-SITE OVERNIGHT OR AT A NEARBY LOCATION.
8. USAGE OF A VEHICLE WILL BE CHARGED AT \$0.90 PER KILOMETER.
* STATUTORY HOLIDAYS WILL BE CHARGED AT DOUBLE TIME RATE, PLUS 30%.

ABOVE PRICES ARE IN CANADIAN FUNDS AND SUBJECT TO CHANGE WITHOUT PRIOR NOTICE.