

Americas Field Service Rates

Matthews Hourly Service Rates (US Dollars)

Effective September 1, 2019

Monday through Friday 8:00 AM – 5:00 PM

- \$125.00/hour
 - \$175.00/hour
 - \$225.00 per diem
- Travel Time* (8-hour Maximum)
In-Plant Labor (2-hour Minimum)
Hotels, meals, misc.

Before 8:00 AM and after 5:00 PM

- \$175.00/hour
 - \$250.00/hour
 - \$225.00 per diem
- Travel Time* (8-hour Maximum)
In-Plant Labor (2-hour Minimum)
Hotels, meals, misc.

Saturday, Sunday and Holidays

- \$175.00/hour
 - \$250.00/hour
 - \$225.00 per diem
- Travel Time* (8-hour Maximum)
In-Plant Labor (2-hour Minimum)
Hotels, meals, misc.

Expenses for airfare, vehicle rental, parking and tolls are additional and will be invoiced at cost.

****Travel Time calculated from the nearest 'Service Hub' location. Los Angeles, CA, Chicago, IL, Newark, NJ, Charlotte, NC, Dallas, TX and Pittsburgh, PA***

Warranty On-site Service

Monday through Friday 8:00 AM – 5:00 PM

- \$125.00/hour plus expenses.
 - In-plant labor and parts that may be required will be covered under warranty.
 - Alternate option: Items can be sent to repair depot in Pittsburgh, PA for warranty repair service.
- Travel Time (8-hour Maximum)

Expenses for airfare, vehicle rental, parking and tolls are additional and will be invoiced at cost.

****Travel Time calculated from the nearest 'Service Hub' location. Los Angeles, CA, Chicago, IL, Newark, NJ, Charlotte, NC, Dallas, TX and Pittsburgh, PA***

Startup Assistance / Training On-site Service

Monday through Friday 8:00 AM – 5:00 PM

- \$1,200.00 per day to include up to (8) eight hours on-site. Includes travel time.
- Expenses for airfare, hotel, vehicle rental, meals and misc. are additional and will be invoiced at cost.
- Optional: \$1,950.00 flat-rate per day is available. This includes travel time and expenses.
- Overtime* & weekends will be charged the hourly service rates. (See above)
*Overtime is any time worked over (8) eight hours.
- Minimum of two-week advanced notice is required for these rates to apply.
- If scheduled inside the advance notice period (two-week minimum) then our hourly service rates plus expenses will apply.
- Custom systems require a minimum of (2) two days installation.

Maintenance Agreements

Preventive Maintenance Agreements are to be quoted through the Service Team.