



SERVICE RATES
Effective February 1, 2022

Service Time	Definition	Service Engineer^{*/**}	Superintendent Service Engineer^{*/**} (Sea Trial)	Service Specialist^{*/**}	Development Specialist / Superintendent Service Specialist ^{*/**}
Straight Time - Inhouse	8 hours per day MON-FRI	\$174.00/hour	\$183.00/hour	\$230.00/hour	\$247.00/hour
Overtime - Inhouse	Greater 8 hours per day MON-FRI	\$261.00/hour	\$275.00/hour	\$345.00/ hour	\$370.00/hour
Daily Field Service Rate	10 hours per day MON-FRI	\$1,920.00/day	\$2,020.00/day	\$2,530.00/day	\$2,717.00/day
Weekday Overtime Field Service Rate	Greater than 10 hours per weekday MON-FRI	\$288.00/ hour	\$303.00/hour	\$379.00/hour	\$407.00/hour
Daily Field Service Rate Saturday	10 hours on Saturday	\$2,880.00/day	\$3,030.00/day	\$3,795.00/day	\$4,076.00/day
Daily Field Service Rate Sunday/Holidays	10 hours on Sunday/Holidays	\$3,840.00/day	\$4,040.00/day	\$5,060.00/day	\$5,434.00/day
Weekend/Holiday Overtime Field Service Rate	Greater than 10 hours on Saturday/Sunday/Holidays	\$384.00/hour	\$404.00/hour	\$506.00/hour	\$543.00/hour
Travel Time	Considered the same as service time and billed at the appropriate rates listed above				
Mileage Rate	Charge for each mile driven with in-house cars			\$0.75/mile	
Meals				\$67.00/day	
Travel Expense	Airline Tickets, Car Rental, Accommodation etc.			Charged at Cost plus 10%	
On-site Expense	Supplies, Tools, Third Party Service etc.			Charged at Cost plus 20%	

* If a second or third shift is needed, RENK Systems Corporation reserves the right to bill at a higher rate.

** As part of the quoting process, RENK analyzes customer requirements, including: technical, health and safety, and project schedule. The outcome of that analysis is a time and material estimate for on-site service. Customer requirements have grown to include additional project related administrative work such as: updating quotes, updating customer documents that duplicate information provided on RENK quotes, supporting scheduling or technical meetings, providing detailed work plans, and providing deeper engineering-level technical support from back-office personnel. The time for such tasks and activities will be captured on standard RENK service reports and invoiced by the hour.



Service Engineers are specialized in carrying out commissioning, maintenance, and repair of RENK equipment. They are excellent educated and trained on specific types of our systems, own sophisticated state of the art technical knowledge and are capable to handle required on-site support as per highest standard. The Service Engineers are capable to guide customer furnished auxiliary staff. Service Engineers are focused either on mechanics, electronics or hydraulics.

Superintendent Service Engineers are specialized in complex troubleshooting, carry out sophisticated on-site measuring tasks e.g. vibration analysis and root cause failure analysis. They are familiar with installation, updating and commissioning of PLC systems and data recording systems. They are capable of handling all type of systems e.g. mechanic, electronic and hydraulic and go on sea trial. Therefore, one Superintendent Service Engineer performs tasks where instead multiple skilled Service Engineers are required. The Superintendent Service Engineers are capable to guide a team of other Technicians or auxiliary staff.

Service Specialists are specialists from Germany who are carrying out commissioning, maintenance, and repair of RENK equipment. They are excellent educated and trained on specific types of our systems, own sophisticated state of the art technical knowledge and are capable to handle required on-site support as per highest standard. The Service Specialists are capable to guide customer furnished auxiliary staff. Service Specialists are focused either on mechanics, electronics or hydraulics.

Development Specialists/ Superintendent Service Specialists are specialists from Germany who are trained in complex troubleshooting, carry out sophisticated on-site measuring tasks e.g. vibration analysis and root cause failure analysis. They are familiar with installation, updating and commissioning of PLC systems and data recording systems. They are capable of handling all type of systems e.g. mechanic, electronic and hydraulic. Therefore, one Development Specialist/ Superintendent Service Specialist performs tasks where instead multiple skilled Service Specialists are required. The Development Specialists/ Superintendent Service Specialists are capable to guide a team of other Technicians or auxiliary staff.

Cancellation Policy:

In the event that the Customer is entitled to cancel any purchase order for Services before the beginning of the execution of the Services, Customer shall bear the following cancellation costs as a minimum compensation. Cancellations that occur 3 days or less prior to the requested service date shall be paid for one day at the appropriate daily rate plus any expenses already incurred for the service.

RENK'S SERVICES ON WHICH THESE SERVICE RATES ARE APPLICABLE ARE SUBJECT TO RENK'S GENERAL TERMS AND CONDITIONS OF SERVICE LOCATED AT <http://www.renksystems.com/renk-systems-corporation-terms-conditions.php>, WHICH ARE HEREBY INCORPORATED BY REFERENCE. CUSTOMER'S ISSUANCE OF AN ORDER, PAYMENT OR ANY OTHER INDICATION OF AGREEMENT CONSTITUTES CUSTOMER'S ACCEPTANCE OF RENK'S GENERAL TERMS AND CONDITIONS OF SERVICE AND REJECTION OF ANY OTHER TERMS.