

EQUIPMENT SERVICE PLATFORM

Clampitt Solutions

NON-WARRANTY FIELD SERVICE RATES

Clampitt Solutions has a team of field technicians—most with more than 10 years of print production experience—certified by our OEMs.

STANDARD HOURS

8:00AM–5:00PM Monday–Friday | No weekends or holidays | Overtime rates apply before 8:00AM & after 5:00PM

REPAIR & SERVICE RATES

- TRAVEL TIME (from home base) . . . \$150.00/hr
- ON-SITE WORK (standard hours) . . . \$200.00/hr
- PHONE CALLS (for troubleshooting in remote areas) . . . \$35/15 minutes

Labor and travel are billed incrementally. One (1) hour minimum each.

Parts & Materials

- Parts, materials & applicable freight will be added to each service tickets as separate line items & will be invoiced for each service call.
- All expedited shipments charges will be the responsibility of the customer.
- We are not responsible for the manufacturers failure to ship parts out as promised or incorrect items sent.

Travel Time

Travel is billed as round trip & calculated from the technician's home Clampitt location (1 hour minimum). For travel beyond 250 miles each way, the technicians will have the option to travel by air. The air fare is billed to the customer at cost plus 10%. Hotels & meals will be billed at cost.

NEW EQUIPMENT INSTALLATION

The responsibilities of Clampitt Solutions are limited to those items listed below :

- Uncrating of equipment.*
- Position & level equipment in desired location.*
- Initial set-up of equipment.
- Basic training of personnel at customer's facility in the use of installed equipment. Live jobs will be simulated before completing the training.

Prior to installation the customer will :

- Remove the equipment from shipper's truck.
- Ensure that the space meets all environmental, floor space, power & PC requirements. System requirements are attached. IT staff should be readily available for any firewall or network issues involved in the installation process.**
- Provide connections for electrical (air for options). Specifications & requirements will be provided by **Clampitt Solutions** in advance.
- For direct shipments, customer will be responsible for filing freight damage claims. Customer should carefully inspect crate or package for any visible signs of damage. Tilt indicators, if applied to crate or package, should be carefully inspected BEFORE accepting delivery.
- Delivery of the product to the specified area of any type of equipment is the responsibility of the CUSTOMER.

Payment :

- Clampitt Solutions requires 50% down payment at the time of order & the final 50% payment upon delivery or a similar arrangement with an approved finance company. Some special order equipment will carry it's own payment terms. Applicable taxes will be added to invoice.

Your signature below indicates that you have read the above, accept responsibility where indicated & agree to prices indicated.

SIGNATURE

PRINT NAME

DATE

*Some assistance from customer staff may be required.

**We will, at our discretion, charge for wait time if installers are delayed due to customer IT issues.

This quotation contains proprietary information. Contents may not be displayed or discussed with any other party, or reproduced in whole, or in part without the written authorization of **Clampitt Solutions**.



SCAN TO SCHEDULE SERVICE clampitt.com



Clampitt Solutions
The Equipment People