



MAINTENANCE ■ SPARE PARTS ■ PHONE SUPPORT

NELA Service Agreements

Rate Sheet:

Below you find detailed pricing of our services offered. If they are included in your service plan they are free to you.

Travel

Travel time (Mo-Fr, as well as Sat/Sun/Holidays)	\$90.00/hour
Expenses (incl. airfare, hotel)	actual
Perdiem	\$50.00/day
Rental car	actual
Mileage (if no rental is required)	\$0.60/mile

Travel time starts one hour prior to departure of scheduled flight and ends upon technician arriving on site.

Travel time starts upon technician leaving site and ends upon technician arriving at his port of origin.

Labor

Labor time (up to 8 hrs/day, excluding Sat/Sun/Holidays)	\$155.00/hour
Labor time (overtime) (in excess of 8 hrs/day per weekday and Sat)	\$230.00/hour
Labor time (Sunday & Holidays)	\$260.00/hour

Labor time starts upon technician arriving on site and ends upon technician departing.

In case of idle time of technician due to customer issues, customer will be billed for these hours up to a maximum of 8 hrs/day.



*World Class
Service for your
future:*

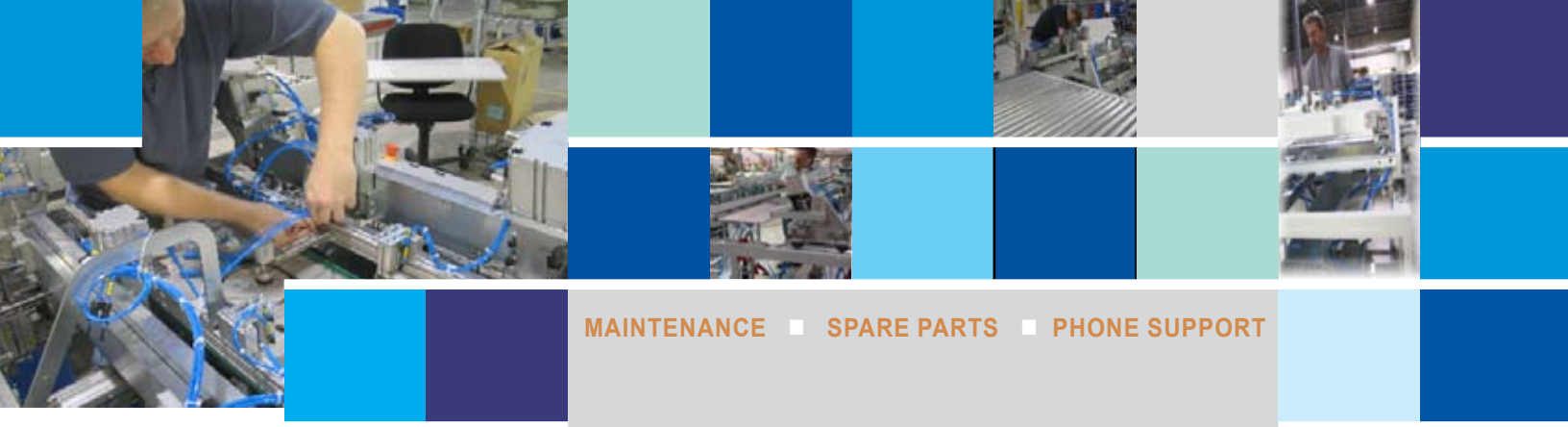
Peace of mind any day,
any night all year long

Keeps your equipment
maintained and taken care for
the years to come

Several options to fit
your needs and operation

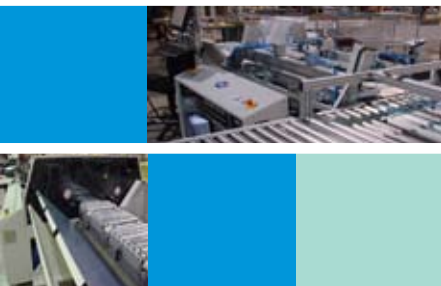


CALL TODAY TO ENQUIRE
ABOUT OUR PLANS:
1-888-407-4808



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Phone Support

Weekdays between 8:00am & 5:00pm CST	\$75.00/hr
Initial diagnosis free (up to 30 min.)	
Weekdays before 8:00am and after 5:00pm CST	\$100.00/hr
plus 24 hours on week end (Sat.&Sun.) and holidays	

Coordinate Measuring Machine (CMM)

CMM time	\$140.00/hr
Appointment required. Available only on weekdays between 8.00am and 5.00pm CST	

Training

Training packages are priced based on time and location. Training can be performed on customer site or at NELA facility in Oakdale, MN. Please call service for quote.

For any service request or inquiries, please call our Service Department at 1-888-407-4808 and ask for Carl Jones.



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