

SERVICES

2019 Field Services Rate Schedule

Field Service Engineer and Project/Software Engineer

Rates	Field Service Engineer	Project/Software Engineer	Specialist
On Site Per Day Rate	\$1,560.00	\$1,768.00	\$2,080.00
On Site Per Hour Rate	\$195.00	\$221.00	\$260.00
Time and One-Half	\$292.50	\$331.50	\$390.00
Double Time	\$390.00	\$442.00	\$520.00
Travel Per Hour Rate	\$124.80	\$156.00	\$182.00

1. Time and one-half applies to all work / travel performed after 8 hours per day or on Saturday.
2. Double time applies to all work/travel performed on Sundays, holidays, and work after 12 continuous hours.
3. Det-Tronics personnel are not required to work more than 12 hours in any 24-hour period.
4. All weekday or weekend travel time is chargeable per the above notes.
5. Eight-hour minimum charge for all one-day service calls with four-hour minimum per day thereafter.
6. Requests for service work at locations deemed to be hazardous by Det-Tronics/UTC (offshore platforms, dangerous chemical exposure, political unrest, etc.) or to be performed in a Travel Warning/Travel Alert location may be subject to additional charges, subcontracted, delayed, or cancelled.

Det-Tronics Factory Holidays*

New Year	Memorial Day	Christmas + 1
Martin Luther King Day	Independence Day + 1	New Year's Eve
Presidents' Day	Labor Day	
Good Friday	Thanksgiving + 1	

*Check with factory for a list of 2019 holidays.

Workday Defined

The above charges are for a normal eight-hour working day with time and one-half charged for Saturdays, and time over eight (8) hours for a weekday; Sundays and holidays and work after twelve (12) continuous hours will be charged at double time. In addition, the travel and living expenses will be billed at cost, plus 10%. Det-Tronics will supply receipts and documentation for the substantiation of reasonable travel and living expenses. These shall include (1) air travel receipt if used, (2) hotel receipt if used, and (3) car rental receipt if used. No other receipts for living expenses will be furnished unless specifically requested by the purchaser in writing prior to the start of the assignment.

Time Sheets

Before the work commences, satisfactory arrangements must be made with Det-Tronics to review and sign Daily Time Sheets. It is suggested that customer submit a written document to Det-Tronics stating whether the customer or their authorized representative will be signing the time sheets. Disputes of any nature should be immediately reported, in writing, to Det-Tronics. Approval and acceptance of the work will be assumed that if no arrangements have been made to sign the time sheets and invoicing will be submitted accordingly. Once signed, the time card is considered as acceptance of the work performed.

Expenses

Expense	Rates
Travel	At Cost +10%
Shipping	At Cost +10%
Living Expenses	At Cost +10%
Mileage	Based on the IRS rate for the year incurred +10%

Terms of Payment

Purchase Orders must be received prior to shipping equipment and/or scheduling service. Fax to 952-829-8750 or email: Orders@Det-Tronics.com. Invoices are due and payable upon receipt. International Field Service Support is by Letter of Credit or Prepaid (estimated amount).

Repair Center Services

Refer to Customer care/technical support & repairs official web page (www.det-tronics.com) for RMA Services process forms, policies, terms, and repairable/non-repairable products list.

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Repairs

REPAIR CENTER

Available only for active models listed in this price schedule. Before returning equipment for repair, contact Detector Electronics Customer Service Department to obtain a Return Material Authorization (RMA) number that will be reserved for your specific return order, and referenced in all documentation. Pack the return shipment carefully to avoid damage in transit. Place the RMA number, with your name and address as sender, plainly on the outside of the package.

CLASS 1		CLASS 3	
Repair Charge	\$550	Repair Charge	\$1800
Test Fee	\$350	Test Fee	\$600
ATX10	FlexSonic Acoustic Transmitter	EQ3016	Eagle Quantum Premier (16 Node)
U9500 Infiniti	Gas Transmitter	PIRDUCT	IR Detector
UD10/UD20/UD30	Universal Display	U5015	Smoke Detector
		W867	(Battery Replacement) \$1550
		X2200	UV Flame Detector
		X3301	MIR Flame Detector
		X3302	Hydrogen Flame Detector
		X5200	UVIR Flame Detector
		X9800	IR Flame Detector
CLASS 2		CLASS 4	
Repair Charge	\$1000	Repair Charge	\$3000
Test Fee	\$450	Test Fee	\$700
DE4161-001	Electronic Module	AC100	FlexSonic Acoustic Sensor
DE4933-001	Electronic Module	EQ3001	Eagle Quantum Premier (246 Node)
DE5400-001	Electronic Module	R1425	Detonator
EQ2100PSM	Power Supply Monitor	R6006	Relay output Module
EQ22xxDCU	EQP Component	R7094	IR Controller
EQ22xxDCUJEX	EQP Component	R7404	UV Controller
EQ22xxIDC	EQP Component	R7484	IR Controller
EQ22xxIDCGF	Ground Fault Monitor	R7494	UVIR Controller
EQ24xxNE	EQP Component		
EQ25xxARM	EQP Component		
EQ25xxSAM	EQP Component		
EQ3700 DCIO	EQP Component		
EQ3710 AIM	EQP Component		
EQ3720 RM	EQP Component		
EQ3730 EDIO	EQP Component		
EQ3740 IPM	EQP Component		
LS2000	Line of Sight Infrared Gas Detector		
OPECL (RX/TX modules only)	IR Detector		
PIR9400	IR Detector		
PIR9600	IR Detector		
PIRECL	IR Gas Detector		
R6007	Relay Module		
U7652 IR Module	IR Module		
X-Series Heads	Sensor Module		
CLASS 5 (TEST FEES)			
		Gas Sensor (all)	\$350
		IR Sensor Module	\$350
		UV Sensor Module	\$350
		W8067S Bulb Replacement	\$350