

# SERVICES

## 2024 Field Services Rate Schedule

### FIELD SERVICE ENGINEER AND PROJECT/SOFTWARE ENGINEER

Rates	Field Service Engineer	Project/Software Engineer	Specialist
On Site Per Hour Rate	\$275.00	\$300.00	\$325.00
Travel Per Hour Rate	\$200.00	\$200.00	\$200.00

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/Carrier (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 Years Day	Memorial Day	Winter Holiday + 2*
Martin Luther King Day	Independence Day	New Year's Eve
Presidents' Day	Labor Day	
Good Friday	Thanksgiving + 1	

\*The Winter Holiday is subject to change depending upon the specific days on which Christmas Eve and Day occur.

### 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 the customer submits 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 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 +15%
Shipping	At Cost +15%
Living Expenses	At Cost +15%
Mileage	Based on the IRS rate for the year incurred +15%

### 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@carrier.com](mailto:orders.det-tronics@carrier.com). Invoices are due and payable upon receipt. International Field Service Support is by Letter of Credit or Prepaid (estimated amount).

**CANCELLATION OR CHANGE IN SCHEDULING REQUEST**

If Buyer cancels scheduled Field Services less than two (2) weeks but more than one (1) week prior to the scheduled date for those Field Services, Det-Tronics will bill Buyer a fee equivalent to fifty percent (50%) of the estimated cost of the scheduled Field Services. If Buyer cancels scheduled Field Services one (1) week or less prior to the scheduled date for those Field Services, Det-Tronics will bill Buyer a fee equivalent to one hundred percent (100%) of the estimated cost of the scheduled Field Services (each, a "Cancellation Fee"). Cancellation Fees are exclusive of and in addition to any charges to Buyer for the actual performance of the Field Services when performed. Buyer agrees that the Cancellation Fees are not a penalty, but rather a reasonable measure of damages, based upon potential inability to reschedule service technicians and rearrange travel schedules on short notice and other inefficiencies and additional work that may result to Det-Tronics from the cancellation. Det-Tronics may immediately cancel an order previously accepted if Buyer commits a material breach of these Field Service Terms and fails to remedy the breach within ten (10) business days following written notification thereof, if Buyer misuses Det-Tronics confidential information or commits a violation of the Carrier Code of Ethics, or if Buyer becomes insolvent or a petition is filed or proceedings commenced by or against Buyer relating to bankruptcy, receivership, reorganization or assignment for the benefit of creditors.

**Repair Center Services**

Refer to Customer Care/Technical Support & Repairs official web page ([www.det-tronics.com](http://www.det-tronics.com)) for RMA Services process forms, policies, terms, and repairable/non-repairable products list.

**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**

**Repair Charge \$640**  
**Test Fee \$410**

ATX10	FlexSonic Acoustic Transmitter
U9500 Infiniti	Gas Transmitter
UD10/UD20/UD30	Universal Display
Model 505	Gas Transmitter

**CLASS 2**

**Repair Charge \$1165**  
**Test Fee \$525**

EQ2100PSM	Power Supply Monitor
EQ24xxNE	EQP Component
EQ3700 DCIO	EQP Component
EQ3710 AIM	EQP Component
EQ3720 RM	EQP Component
EQ3730 EDIO	EQP Component
LS2000	Line-of-Sight Infrared Gas Detector
PIR9400	IR Detector
PIRECL	IR Gas Detector
X-Series Heads	Sensor Module
EQ37xx ASM/ASH	EQP Component

**CLASS 3**

**Repair Charge \$2100**  
**Test Fee \$700**

EQ3016	Eagle Quantum Premier (16 Node)
PIRDUCT	IR Detector
U5015	Smoke Detector
W867	(Battery Replacement) \$1705
X2200	UV Flame Detector
X3301	MIR Flame Detector
X3302	Hydrogen Flame Detector
X5200	UVIR Flame Detector
X9800	IR Flame Detector

**CLASS 4**

**Repair Charge \$3500**  
**Test Fee \$815**

AC100	FlexSonic Acoustic Sensor
EQ3001	Eagle Quantum Premier (246 Node)
R7094	IR Controller

**CLASS 5**

Gas Sensor Test Fee (all)	\$410
IR Sensor Module Test Fee	\$410
UV Sensor Module Test Fee	\$410
W8067S Bulb Replacement	\$410

## SERVICES

### NON-REPAIRABLE ITEMS

006148-002 Network Extender	1100 Gas Controller	DE6000-001 IR Module	PM-6 Flame Detector	TXL Gas Detector
006605-xxx U7602 E-Pkg	2000 Gas Controller	EA 2000 CG Gateway	PM-6M, MX Flame Detector	U7099 Flame Detector
006598-001 E-Mod	2100 Gas Controller	EAGLE 2000	PM-9 Flame Detector	U7600 A/B/C Flame Det.
30-2056B IR Detector	8000 Gas Controller	EQ2101MR Gen. Assy. Cage	PSS Test Lamps	U7602 Flame Det/Controller
30-3003/D Smoke Det.	8100 Gas Controller	EQ2220GFM	PW9200 PathWatch	U7652 Flame Detector
400 Gas TX	Air Dilution Kit	GTS Gas Module	R5010 Controller	U7698 A-D Flame Det./Controller
405 Gas TX	C7050 Flame Detector	GTX Gas Transmitter	R6001 Zone Unit	U7698 Flame Det./Controller
410 Gas TX	C7052 Flame Detector	K-Series TX	R6003 Zone Unit	U5005/6 Smoke Detector
415 Gas TX	C7061C Gas Detector	Laser Aimer	R7300 Flame Detector	U8700 Gas Detector
500 Gas TX	C7064E Sensor/Transmitter	MIR1 Gas Detector	R730X Flame Controller	U8800 Gas Detector
700 Transmitter	C7065 Sensor/Transmitter	MIR2 Gas Detector	EQ22XX DCU, IDC	U8810 Gas TX
704 Transmitter	C7093D & E Flame Detector	MIR3 Gas Transmitter	EQ25XX SAM, ARM	U-Series Flame Detector DExxxx IR modules
710 Gas Controller	C7098B Flame Detector	Model HD Heat Detector	R73XX Controller Brd	UD10 NTMOS Interface Bd.
740 Gas Controller	CGS	NTMOS Gas Detector	R74XX Flame Controller	UV Tube Module
800 Transmitter	DE2020 Camera	NTMOS H2S Gas Sensor	R1425 Detonator Module	W866 Test Lamp
808 Transmitter	DE4161-001 Electronic Mod	OPECL (RX/TX modules only)	R6006 Relay Module	W868 Test Lamp
810 Gas Controller	DE4960-001 Electronic Mod	PIRVOL IR Gas Detector	R8460 Gas Controller	W1212 Battery
820 Gas Controller	DE5203 Circuit Brd. Rpl.	PM-5CX Flame Detector	R8466 Gas Controller	W8066 UV Lamp
880 Gas Controller	DE5500-001 E-Mod	PM-5CXJ Flame Det.	SW9200 SlickWatch	W8067B Test Lamp
1000 Gas Controller	DE5994-003 E-Mod	PM-5MP, MPX Flame Det.	THZ Gas Detector	X3300/Pulse Flame Det

### FACTORY REPAIR PRICING POLICY

Det-tronics Factory Repair Center utilizes standardized repair service pricing that characterizes product repair and testing fees by product class (groupings of similar products) for approved Repair Material Authorization (RMA) returns.

An authorized purchase order for the amount of the standard product class pricing is required prior to the Repair Center issuing an RMA identification number. All equipment returned within an approved RMA is to be shipped freight pre-paid to the Repair Center, and equipment return freight costs and any required sales tax will be added to invoice when applicable at actual cost.

Testing fees apply to non-warranty products tested and not repaired, or products subsequently found compliant with factory manufacturing quality & test parameters, eg no problem found. Testing fees will be waived if the customer property is repaired or a replacement item is purchased as part of the same transaction. All equipment requiring major component/assembly replacement such as pc boards or sensor modules will be invoiced at actual time and material cost as required to repair the product.

Typical equipment repair turn-around time ranges from one to four weeks after receipt at Repair Center, contingent upon prior RMA approval and provision of an accurate, concise description of the product problems or symptoms observed by the customer

Customer property returned to the Repair Center without an RMA identification number, authorized purchase order, or without any description of the product problem or symptoms will be handled on a case by case basis and special handling charges may apply.

Customer approval will be sought before proceeding if the repair costs fall out of our standard product class repair cost guidelines. Products returned for repair that do not fall into one of the defined product classes will be charged at 40 percent of the current list price for that item.