



On Site Service Information

Category	Rate	Description
Regular Time	1 X Rate	Up to 8 hours in any one work day between hours of 7AM - 5PM Monday - Friday
Overtime	1.5 X Rate	Time in excess of 8 hours M-F, Saturdays up to 8 hours 7AM – 5PM
Premium Time	2.0 X Rate	Sundays, Holidays and time in excess of 12 hours M-F. Time in excess of 8 hours on Saturday. After 12AM or before 7AM
Scheduled Service	\$157.50/Hour	Service scheduled not less than 24 hours in advance of requested on site start time.
Emergency Service	\$177.50/Hour	Service scheduled within 24 hours of customer request
Cancellation Charge	2 Hours Charged, at customer agreement rate, for every day being cancelled	To avoid a cancellation fee, you must call more than 1 working day prior to the start time of a 1 day service call; more than 2 working days prior the start time of a 2 day service call
Minimum Billing	4 Hours at appropriate rate	Charge of 4 hours on-site plus travel time and mileage for each service call.
Service Technician	\$110.00/Hour	Mechanical field installation, field wiring support, mechanical assembly, on site panel wiring.
Premium Engineer	+ \$10.00/Hour to rate. Applies only if engineer is requested.	Advanced Electrical Engineer
Yaskawa Factory Trained Technician	\$170.00/Hour	A local Yaskawa factory trained service technician will be utilized upon request.
Emerson CT Factory Trained Technician	\$184.00/Hour	An Emerson CT factory trained service technician will be utilized upon request.
Travel Time	Applicable service rates apply	Time from RT engineering to job site and return.
Hold Over or Stand-By Time	Applicable service rates apply	Includes weekends and on call time at job site
Travel Cost	At Cost	All travel including; air, car, taxi, rail and lodging.
Mileage	\$0.75/Mile	Mileage in a personal or company vehicle. Billed from RT to job site and return.
Per Diem	\$50.00/Night	Billed for each night Service Engineer requires lodging.
Progress Billing	Service exceeding five (5) days or 40 hours will result in progress billing.	
Warranty Billing	Service charges are not covered by the warranties of products sold by RT Engineering and will be billed at the above rates.	

RT Service Rate are 10% - 30% Below Manufacturing Rates. Same Training, Less Cost!