

## MIDWEST AUTOMATION LLC

### INSTALLATION, TRAINING AND SERVICE POLICY

#### **INSTALLATION & TRAINING**

A. Installation and training is not included in the quotation, sales contract or purchase price unless otherwise stated in writing. When included in the price, time allocated is based on our previous installation experiences with customers who have similar machines. The actual amount of time, however, may vary depending on the degree to which management takes responsibility for the project, and the support of support and experience of the customer's personnel. Additional time required, if any, will be invoiced separately based on the published rates listed below.

B. When installation and training is provided in the sales contract, the price is based on work being scheduled on weekdays, Monday through Friday. All travel time and services scheduled on weekends and holidays will be invoiced separately based on the published rates listed below.

C. A Pre-Installation Checklist is located in the Operating Manual and will be included with the machine when it ships from the factory. It is also available via email upon request. It is the customer's responsibility to complete all items listed on this checklist before the installation is scheduled. Items not completed prior to the service technician's arrival requiring additional time will be invoiced separately based on the published rates listed below.

D. When the items on the Pre-Installation Checklist are completed, contact the Customer Service Department to schedule the installation. Although it is our intention to schedule the work as soon as possible, the actual schedule will be based on the workload in the Service Department at the time the request is received.

E. The following items will be completed during the installation:

- Position machine in permanent location, align and level.
- Complete machine assembly as required.
- Check main electrical supply and electrical connections.
- Turn machine power "ON" and verify all machine functions are operational and correct.
- Check and verify that all safety devices including guards, shields, safety interlocks, emergency stop and safety decals are in place and functioning properly.
- Set up machine and successfully produce a representative sample of Customer's product to verify that the machine is operating properly. In the case of installation outside the United States, however, safety decals and signs are the exclusive responsibility of Buyer.
- Review operating procedures with the appropriate personnel to demonstrate how to set up and adjust the various parameters of the machine such as feed speeds, temperature control, pressure, etc. *Note: It is the Customer's responsibility to determine and set the parameters for the actual application.*
- Review safety features and procedures with appropriate personnel to insure a comprehensive understanding with respect to purpose and function.
- Review preventative maintenance procedures with appropriate personnel.
- Verify receipt of Operating Manual and Safety Directions, and review with appropriate personnel to insure familiarity.

*Note: Computer software, PLC and/or HMI programming changes required by the customer after the equipment is shipped from the factory are not included in the installation and will be invoiced separately based on the rates published in this policy.*

F. At the completion of the installation, an Installation Report will be completed by the service technician and signed by the customer indicating that the equipment is ready for operation. Any unresolved issues that would not prevent the equipment from operating safely should be listed on the Installation Report and will be addressed separately under the Terms, Conditions & Limited Warranties of Sale.

## **FIELD SERVICE**

- A. To schedule a service call, contact the Midwest Customer Service Department at (800) 697-1444, or email at [service@midwestgroupone.com](mailto:service@midwestgroupone.com).
- B. A service technician will be scheduled based upon the nature of the problem and the workload in the Service Department at the time the request is received. Service calls are scheduled on a first served basis if possible.
- C. If, while performing the work, the Midwest service technician identifies safety devices or features that are either missing or not functioning properly, it is the Customer's responsibility to repair or replace any missing or malfunctioning safety device as noted on the Service Report.
- D. Parts replaced during a service call will be covered by Midwest's ninety (90) day Replacement Part Warranty, except for consumable and wear items, as defined in the Terms, Conditions and Limited Warranties of Sale.
- E. At the completion of the service work, a Service Report will be completed by the technician and signed by the customer.

## **LABOR RATES**

\$75.00 / hour:	Travel to job site and return Monday-Friday
\$125.00 / hour:	On-the-job service time – Field Service Technician Monday-Friday
\$150.00 / hour:	On-the-job service time – Senior Field Service Technician Monday-Friday
Standard Overtime:	Travel and service time more than 8 hours per day will include a 50% surcharge over basic rates.
Sundays & Holidays:	Travel and service time on Sundays and Holidays will include a 100% surcharge over basic rates.
Travel Expenses:	Cost + 15% Includes airfare, rental car, taxi, hotel, meals, and miscellaneous out-of-pocket expenses

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