

Lenze Americas Field Service Rates

Type	Charge	Part #
Hourly labor rate (Mon - Fri - Business Hours 8:00 am - 5:00 pm)	\$180/hour	13338358
Hourly labor rate (Overtime and Saturdays)	\$270/hour	13338359
Hourly labor rate (Sundays and Holidays)	\$360/hour	13338360
Hourly travel (Portal to portal; Mon - Fri - Business Hours 8:00 am - 5:00 pm)	\$110/hour	13338361
Hourly travel (Portal to portal; Overtime and Saturdays)	\$170/hour	13338362
Hourly travel (Portal to portal; Sundays & Holidays) • Includes delays and / or stand-by time	\$220/hour	13338363
Meals (per day)	\$70/day	13338356
Mileage (per mile)	0.85/mile	13338347
Travel related charges (as applicable) • Includes, but is not limited to, transportation, tolls & parking, misc.	at Actual	13338357
Rental car	at Actual	13338348
Rental car fuel	at Actual	13338346
Airfare and associated fees	at Actual	13338345
Lodging	at Actual	13338355
Parts / product or materials (as required)	published price*	as Applicable
Shipping cost of parts / product / material	TBD	TBD

Lenze Americas Remote Service Rates

Type	Charge	Part #
Hourly labor rate for remote support (Mon - Fri - Business Hours 8:00 am - 5:00 pm)	\$180/hour	13472080
Daily (flat) labor rate for remote support (Mon - Fri - Business Hours 8:00 am - 5:00 pm)	\$500/day	13472133

To schedule field service:

Phone: (800) 217-9100

Email: techsupport.us@lenze.com

Important notes:

- A purchase order or credit card number is required prior to scheduling a field service job.
- Lenze Americas standard Terms & Conditions of sale apply to field service.
- (*)Discounts do not apply on parts used for field service.
- This document is subject to change without notice.

Effective date:

The effective date of these rates is May 1, 2019.