



**ALIGN PRODUCTION SYSTEMS**  
**SERVICE ENGAGEMENT AGREEMENT & RATE**  
**AUTHORIZATION**

**Action Required Before APS Performs Any Work**

To initiate any post-sale service work, Customer must:

1. Sign this Service Engagement Agreement, acknowledging acceptance of all terms.
2. Issue an open Purchase Order (“PO”) authorizing billing for labor, travel, materials, and expenses.
3. Email the signed agreement and PO to their APS representative or support@alignprod.com.

No work—remote or on-site—will be scheduled or performed until these requirements are satisfied, except as expressly noted below.

For service coordination, APS may also be reached at 217-423-6001.

**Customer Information**

Customer Name: \_\_\_\_\_

Customer Address: \_\_\_\_\_

Primary Contact: \_\_\_\_\_

Phone / Email: \_\_\_\_\_

Effective Date: \_\_\_\_\_

**1. Scope of Services**

APS will provide remote and/or in-field services, including but not limited to:

Remote Services

- Phone or video troubleshooting
- Engineering investigation and root cause analysis



- Mechanical, electrical, and controls engineering support
- PLC, HMI, and AGV programming, configuration, and diagnostics
- Review of drawings, documentation, and system data

**In-Field Services**

- On-site troubleshooting, repair, and technical support
- Installation, commissioning, and start-up services
- Calibration, upgrades, and equipment modifications
- AGV or automation system validation and training
- Operator and maintenance staff training

All services are billed under a dedicated service sales order, separate from any project work orders.

**2. Labor Rate Schedule**

Rates are valid through December 31 of the calendar year.

Remote Service Rates

<b>Role</b>	<b>Standard Rate</b>
Mechanical Engineer	\$185/hr
Electrical Engineer	\$195/hr
Controls Technician	\$140/hr
Shop Technician	\$135/hr

In-Field Service Rates

<b>Role</b>	<b>Standard Rate</b>
Mechanical Engineer	\$218/hr
Electrical Engineer	\$230/hr

<b>Role</b>	<b>Standard Rate</b>
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Controls Technician	\$164/hr
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Shop Technician	\$158/hr
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### **Minimum Billing Policies**

- Remote service: 1-hour minimum
- Field service mobilization: 4-hour minimum per day on-site
- Travel days: billed as standard 8-hour days at the applicable in-field labor rate
- After-hours or overtime work: 2-hour minimum once triggered

### **3. Engineering Preparation & Pre-Work**

APS reserves the right to bill reasonable preparation, engineering review, investigation, documentation, and planning time required prior to performing remote or field services.

Such work will be billed at the applicable remote labor rate and may occur before or after field deployment as necessary to properly support the service request.

### **4. Annual Service Contracts**

Customers with an active Annual Service Contract receive:

- A discounted labor rate on all hourly labor (remote and field)
- Easier administration through an open Purchase Order

Annual Service Contracts do not apply to travel, lodging, per diem, materials, or subcontracted services.

Contract must be active at the time service is requested.

### **5. Service Request Procedure**

All service requests must be submitted through:

- [support@alignprod.com](mailto:support@alignprod.com), or

- The APS Service Coordinator

APS will:

- Assign personnel based on skill and availability
- Confirm scope, objectives, and estimated schedule
- Coordinate IT and network access requirements

Requests submitted directly to APS personnel—including Project Managers or Engineers—do not constitute a service request and will not initiate work.

## **6. Overtime, Holiday & Emergency Service**

- Outside 8:00 AM–5:00 PM (Mon–Fri): 1.5× labor rate
- Recognized holidays: 2.0× labor rate

Emergency / Expedited Service

If Customer requests same-day or next-day dispatch:

- Emergency dispatch fees and/or labor premiums will be quoted at the time of request
- All emergency dispatches require approval from APS executive leadership (CEO, President, or COO)

## **7. Materials & Consumables**

Materials required to support service work—including incidental items purchased in the field—will be billed at:

- Purchase price + 30%

This section does not apply to APS-manufactured or spare parts, which are quoted and sold separately.

APS is not responsible for the performance or compatibility of customer-supplied parts.

## 8. Travel, Lodging & Per Diem

All field service travel expenses will be billed at actual cost plus a 20% administrative handling fee, including:

- Mileage or airfare
- Hotel lodging
- Rental vehicles
- Tolls, permits, and related travel expenses

Per diem: \$75 per day per employee

## 9. Standby Time, Delays & Idle Time

If APS personnel are on-site but unable to work due to customer-related delays—including lack of access, unprepared equipment, IT/network delays, missing materials, lack of escort, or safety compliance—full labor rates apply for all waiting time.

## 10. Cancellation & Rescheduling

- Cancellation within 48 hours: 4 hours billed
- Cancellation within 24 hours: full day billed
- Customer not ready upon arrival: full daily minimum billed
- Rescheduling within 48 hours subject to availability and fees

## 11. Customer Responsibilities

Customer must provide:

- Safe and compliant access to equipment
- Lockout/tagout procedures
- Network access, credentials, firewall whitelisting, and permits
- Authorized on-site contact to sign daily time sheets
- Required tools, equipment, and support personnel

Failure to do so may result in billable delays.

## **12. Time Tracking & Authorization**

- In-field service: Daily time sheets must be signed by an authorized Customer representative
- Remote and in-office work: Tracked and billed through APS's ERP system; no Customer signature required

## **13. Warranty Determination & Credit**

All service work is billed per this Agreement.

APS retains sole discretion in determining warranty coverage.

If work is later determined to be warranty-covered:

- Applicable labor charges will be credited
- Travel, lodging, per diem, and materials are not credited

Warranty is void due to misuse, improper installation, lack of maintenance, customer-supplied parts, or third-party modifications.

## **14. Credit Limit, NTE & Payment Terms**

- Standard Customer credit limit: \$10,000
- At 75% utilization, APS may issue interim invoices

Not-to-Exceed (NTE) Authorization

- Standard NTE limit: \$25,000, unless otherwise agreed in writing
- APS will notify Customer as billings approach the NTE limit
- Additional work requires written authorization

Payment Terms: Net 30 Days

Past-due balances may place all service and project work on hold.

## **15. Credit Card Authorization**

APS may require a completed credit card authorization form prior to commencing service, including for:

- New customers
- Emergency or expedited service
- Customers with prior payment or credit concerns

Authorized charges may include labor, travel, materials, and expenses.

## **16. Limitation of Liability**

APS's total liability arising from this Agreement shall not exceed the total service fees paid by Customer for the specific service event giving rise to the claim.

APS shall not be liable for incidental, consequential, special, or production-loss damages.

## **17. Governing Law & Venue**

This Agreement is governed by the laws of the State of Missouri.

Exclusive venue shall be St. Louis, Missouri.

## **18. Termination**

Either party may terminate with 30 days' written notice.

Customer remains responsible for all fees incurred through the termination date.



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**Authorized Signatures**

For Align Production Systems

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

For Customer

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_