



WHITE MOUNTAIN PROCESS
MIXERS, AGITATORS & BLENDERS 800-737-9619

WMP - 2017 Field Service Policy

Onsite Service

White Mountain Process, LLC (WMProcess) strives to make its equipment easy to install, start-up, and maintain. Should field service assistance be desired, our field service personnel are available for consultation in the service, installation, and start-up of WMProcess supplied components. This service is provided with the understanding that WMProcess personnel or their representatives, will function as technical consultants and coordinators in an advisory capacity, and shall have no responsibility for the supervision or the quality of the workmanship of such an installation, and/or start-up. Such responsibility will be that of the customer. WMProcess will accept the responsibility of the quality of workmanship for any services done on the equipment itself, by its field service personnel, subject to restrictions noted below.

Service Rates (rates/pricing are in US currency)

Service rates are applicable for all time the field service employee spends on the job; this includes traveling to, or from either our designated plant or point of residence of the employee. Any holdover time, i.e. time where the employee is required to stay on the job site because time does not permit travel home, or for the convenience of the customer, shall be at regular rates listed below.

	DOMESTIC RATES	INTERNATIONAL RATES
Monday-Friday*	\$1200 per 8-hour day	\$1,500 per 8-hour day
Overtime Monday-Friday	\$200/hr	\$250/hr.
Saturday*	\$200/hr	\$250/hr.
Sunday & Holidays*	\$250/hr	\$300/hr
Travel / Holdover	\$600/day	\$750/day
*Minimum charge- 4 Hours		

Other Service Considerations

Because our field service employees are away from home extended periods of time most of the year we feel they should be with their families over the Thanksgiving, Christmas & New Year's holidays. Except for breakdowns or comparable and equally critical service requirements, our personnel are not available at these times.

It is required that our field service personnel have single rooms in good quality hotel or motel accommodations. The charges for all living expenses will be for the account of the customer.

Travel, if by public conveyance or rented automobile will be at cost. Travel, if by employee-owned or company owned automobile will be at the rate of \$0.535 per mile plus all toll and parking charges.

It is the responsibility of the customer to provide for all necessary permits, clearances, visa, and other pertinent information required of our personnel to travel to the job site. In the event that public facilities are not available near the job site, it is the customer's responsibility to provide equivalent of reasonable facilities in single rooms for our personnel at the site.

Service Requirement Notification

Our objective is to provide the best service possible. Experience has proven that one of the best ways to accomplish this is for our employees to arrive on the job site when they are needed-but not before. Our personnel are in high demand from time to time and personnel with the special skills you may require may not be available on short notice. We request, therefore that for projects requiring extended service (in excess of three (3) days) and/or special skills, WMPProcess be given at least a 10 days' notice as to when field service personnel are required on site. We also ask that this be confirmed within three (3) days of the start of their services. In other instances, for a shorter duration of service, we request that at least a minimum of five (5) days' notice be given prior to requirement of our service personnel. After receipt of such advance notice, while we endeavor to comply with all requested time schedules, customer should be aware that on rare occasions we may not be able to meet all demands immediately.

Negotiations will continue until the best schedule is attained. In the event that emergencies arise, we will work to meet the customers' needs as quickly as and as completely as possible. A copy of a purchase order to cover the expected cost of visit is to be issued to WMPProcess prior to reserving the dates for visit.

Please Note: If time is scheduled and the customer must cancel on a short notice, there is no guarantee of immediate availability of field service personnel for rescheduling.

Insurance & Warranty

WMPProcess service personnel are fully covered by Workers Compensation Insurance.

WMPProcess makes no warranty, either expressed or implied, by trade usage in connection with the services of its field personnel and shall have no liability direct or indirect or for any loss, damage, injury or expense resulting from or arising out of their service other than by reason of negligence, and in no event for consequential injury or damages or for any amount in excess of the cost of repair or replacement of specific part damaged by their negligence.