



Services Available

This program provides an SOR® factory technician to install, service or train on SOR products in the field. The three types of service available are:

Start-up

Provides an SOR technician to oversee installation of SOR supported equipment, including determining application suitability, verifying mechanical and electrical connections, instrument calibration and troubleshooting/modification necessary to provide proper instrument operation. Start-up service is typically ordered at the time of original purchase, but may be ordered any time prior to installation of the equipment.

Repair

Provides an SOR technician to evaluate and repair problems associated with SOR supported equipment, including application and installment evaluation, troubleshooting, testing, repair and replacement of damage or defective parts or equipment. Issues covered by standard SOR warranties will be prorated from the invoice for Field Service as determined by SOR.

Training

Provides an SOR product expert for training on SOR produced equipment, including theory or operation, application suitability, standard operation, and product calibration and repair. Some additional charges for training materials may apply. Consult SOR for details.

Field Service Rates

Field service is provided as two different billing options, hourly and daily. Hourly service is billed as actual time worked and daily service is charged as a flat rate per calendar day. The rates for each are detailed below, along with associated expenses.

Hourly Rates (in US\$)

- \$112.00 Standard hourly rate, minimum of 4 hours per service call.
- \$168.00 Overtime rate for time charged in excess of 8 hours per day or on Saturdays.
- \$224.00 Overtime rate for time charged on Sundays or official Holidays (New Years Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day and Christmas Day)

Daily Rates (in US\$)

- \$895.00 Standard daily rate per calendar business day
- \$1342.00 Daily rate for Saturdays
- \$1789.00 Daily rate for Sundays or official Holidays (see above for list)

Travel Expenses (in US\$)

- \$89.00 Hourly travel rate portal-to-portal, billed on scheduled times per itinerary, not actual travel time. All other travel expenses (travel cost, hotel and meals) will be billed at actual cost, supported by receipts. Every effort will be made to minimize travel and living expenses.

Scheduling

Field service is scheduled by Sales management based on customer needs and technician availability. Contact SOR for field service availability.

Technical Phone Support

Technical phone support is available from SOR during normal business hours by calling your Customer Service Representative. Our Customer Service team is ready to help you with basic troubleshooting of all products. Please have your serial number ready prior to calling. This number is our best source of information about your exact product specifications.

If more advanced support is necessary, Customer Service can transfer you to more specialized technical staff for further assistance. The following Technical Service rates will apply:

Hourly Rates (in US\$)

- \$0.00 Products still under warranty
- \$56.00 Non-warranty product - Standard hourly rate, minimum of 1 hour per service call.

Note: Warranty eligibility is determined by the serial number information

