

# Customer Support Program

Lincoln Electric Automation, Fort Collins, CO



## We're here when you need us.

Lincoln Electric Automation, Fort Collins offers an assortment of comprehensive services and peripheral equipment to improve your current operation including:

- » Preventive Maintenance packages
- » Spare parts & consumables
- » Mechanical retrofits & refurbishments
- » Operator & programmer training
- » Component & technology upgrades

### Dispatch Policy

1. We require a purchase order upon request for service work. Billing per Lincoln Electric Automation standard terms.
2. The rates quoted herein are subject to change without notice. Rates for services performed are the rates prevailing at the time of service. All service performed is subject to our General Conditions for Customer Support Engineers and payable in U.S. Dollars. Minimum billing time is four hours.
3. Customer is responsible for all travel from point-to-point including any travel delays including weather problems at the standard rate.
4. Fixed weekly rate only applicable to continental US, Canada is an additional charge of \$750. All other international service calls will be quoted specifically for that location.

### Cancellation/Schedule Change Policy

1. Cancellation must be communicated to us within twelve hours of the scheduled arrival time. Failure to meet this requirement will result in a four-hour minimum service charge.
2. Additional fees for non-refundable travel arrangements, travel services, and project materials due to customer schedule changes will be the responsibility of the customer and will be added to the invoice.

FEE SCHEDULE	Hourly Rate
6:00 AM to 6:00 PM Monday through Friday	\$180
After Hours, Saturdays, Sundays & Holidays	\$260
Offline Programming	\$150
After Hours Call-Out Fee	\$500
Travel Time	\$95
Older robots (S4C+ or older vintage)	+20% premium

FIXED WEEKLY RATES (Onsite)	Weekly Rate
40 hours	\$9,950*

\*Additional charge for Canada +\$750

FEE SCHEDULE	Rate
Travel, Hotel & Meal Expenses	Actual +10%
Mileage (IRS Rate)	\$0.575

\*Based on foreign per diem rates of GSA

FEE SCHEDULE	Rate
Project Management	\$200
Engineering (Mechanical, Electrical, Tooling)	\$200
Software Engineering	\$240

## 24/7 Service Support

+1 866-WOLF-911 TOLL FREE  
+1 970-225-7600 PHONE  
+1 970-225-7700 FAX



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## CUSTOMER ASSISTANCE POLICY

The Lincoln Electric Company is manufacturing and selling high quality welding equipment, consumables, and cutting equipment. Our challenge is to meet the needs of our customers and to exceed their expectations. On occasion, purchasers may ask Lincoln Electric for information or advice about their use of our products. Our employees respond to inquiries to the best of their ability based on information provided to them by the customers and the knowledge they may have concerning the application. Our employees, however, are not in a position to verify the information provided or to evaluate the engineering requirements for the particular weldment. Accordingly, Lincoln Electric does not warrant or guarantee or assume any liability with respect to such information or advice. Moreover, the provision of such information or advice does not create, expand, or alter any warranty on our products. Any express or implied warranty that might arise from the information or advice, including any implied warranty of merchantability or any warranty of fitness for any customers' particular purpose is specifically disclaimed.

Lincoln Electric is a responsive manufacturer, but the selection and use of specific products sold by Lincoln Electric is solely within the control of, and remains the sole responsibility of the customer. Many variables beyond the control of Lincoln Electric affect the results obtained in applying these types of fabrication methods and service requirements.