



LINEAR INDUSTRIES LTD.[®]

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(626) 303-1130 Fax (626) 303-2035

Technical Support Services

LINEAR INDUSTRIES provides programming, start-up assistance, troubleshooting and repair of electronic equipment as a courtesy to our customers.

PROGRAMMING

This service allows customers to draw upon *LINEAR INDUSTRIES* many years of motion control experience to help them program a motion controller for their particular application. Our engineers are experts in general purpose motion control in the industrial environment and not in any particular type of machine process. We will therefore normally not provide any consulting services relating to machine design or process design. Jobs will be quoted as follows:

- 1) **On a Time & Material Basis** – An engineer is assigned to your job and programming is performed with your direction. Progress payments are required and miscellaneous costs might be incurred (see below). Our hourly rate for jobs of this nature will be **\$115 / hour**.
- 2) **Per Job** - once the customer provides us with a complete written technical description of the scope of the work to be performed, along with a programming flow diagram, we will provide a firm, written quote.

Note: Linear Industries cannot guarantee any particular outcome for its programming services, nor can it accept liability for any consequences resulting from providing these programming services. The safety, reliability, and future support of the installation shall remain the sole responsibility of the customer.

START UP ASSISTANCE

Level 1: Free telephone assistance with one of our qualified application engineers.

Level 2: Free 2-3 hours of hands-on training at our *LINEAR INDUSTRIES* facility. This is intended for the customer to get acquainted with the equipment. It is not intended as a time to completely wire up and/or completely program the customers entire application.

Level 3: Verification that the equipment purchased from Linear Industries is properly installed and wired. Supervision of power-up, tuning of servos, training of customer personnel, and answering general questions on set-up and programming of equipment. This can include assisting in the development of the customers entire application. Our hourly rate for jobs of this nature will be **\$125 / hour**. There is a minimum charge of 4 hours and a daily rate of **\$1,000 (for 8 hours)**. See below for miscellaneous costs that might be incurred by the customer.

TROUBLESHOOTING AND REPAIR

Level 1: Free telephone assistance with one of our qualified applications engineers.

Level 2: (Field Service)

Troubleshooting and repair of products sold by *LINEAR INDUSTRIES*, or any other electronic motion control device, that has been working satisfactorily for some time and now no longer operates properly. Our rates for jobs of this nature are **\$150 / hour**. There is a minimum charge of 4 hours and a daily rate of **\$1,200 (for 8 hours)**. See below for miscellaneous costs that might be incurred by the customer.

MISCELLANEOUS COSTS

- * Travel and living expenses are billed at cost.
- * Saturdays and Sundays are charged at 150% of our regular rates.
- * Holidays are charged at 200% of our regular rates.
- * Linear Industries does not differentiate between “stand by or waiting times” and normal on-site