



# RATES AND DELIVERY TERMS

## FIELD SERVICES (NORTH AMERICA)

### Rates effective 3/2/2025 (Subject to change)

Included in this document are the list prices and general terms and conditions of delivery for Field Services/ Callout Services. Callout services may be delivered remotely. Contact your local authorized Allen-Bradley distributor or the Rockwell Automation Call Management Center at 1-888-382-1583 for service dispatch.

| US Rates (USD)   |           |           |          |   |               |                             |
|--|-----------|-----------|----------|---|---------------|-----------------------------|
|  | Scheduled | Emergency | Travel   | Overnight                               | Expenses      | Receipts                    |
| Standard Product Support                                       | \$291/hr  | \$376/hr  | \$244/hr | \$439/nt<br>\$553/nt (Remote Overnight) | Cost +<br>10% | \$64.80/day;<br>\$296/event |
| LV Drive Startup Support                                       | \$244/hr  | \$376/hr  |          |   |               |                             |
| Medium Voltage and Independent Cart Technology Product Support | \$353/hr  | \$437/hr  |          |   |               |                             |

| Canada Rates (CAD)   |           |           |          |   |               |                          |
|--|-----------|-----------|----------|---|---------------|--------------------------|
|  | Scheduled | Emergency | Travel   | Overnight                               | Expenses      | Receipts                 |
| Standard Product Support                                       | \$295/hr  | \$376/hr  | \$244/hr | \$565/nt<br>\$712/nt (Remote Overnight) | Cost +<br>10% | \$76/day;<br>\$358/event |
| LV Drive Startup Support                                       | \$244/hr  | \$376/hr  |          |   |               |                          |
| Medium Voltage and Independent Cart Technology Product Support | \$358/hr  | \$437/hr  |          |   |               |                          |

All Callout services list prices shown exclude travel expenses, freight, customs or visa fees, taxes, or similar charges. Callout services are not to be used on fixed scope projects and contracts.

**STANDARD Rate:** Applies to all labor provided Monday through Friday between the hours of 7:00 a.m. and 6:00 p.m. local time (excluding Rockwell Automation observed holidays), up to eight hours per day.

**STANDARD PRODUCT SUPPORT:** Applies to all Allen-Bradley® and FactoryTalk® software branded products not covered in another section.

**LV DRIVE STARTUP ASSISTANCE RATE:**  
Applies to all labor to help with startup activities of a new Rockwell Automation low voltage drive. Rate does not apply on coordinated drive systems. Must be scheduled 48 hours in advance of service or emergency rates apply.

**MEDIUM VOLTAGE PRODUCT SUPPORT:** Applies when a service visit requires a Field Service Professional to perform service on a Medium Voltage product. Medium Voltage Startup, Preventive Maintenance, and Field Modifications cannot be delivered through callout services and will require a separate proposal for these services.

**INDEPENDENT CART TECHNOLOGY:** Applies when a service visit requires a Field Service Professional to perform service on an Independent Cart Technology product. Includes MagneMotion, MagneMover LITE, QuickStick, QuickStick HT and iTRAK.

**EMERGENCY:** Applies to all service requested and delivered within 48 hours of contact with Rockwell Automation Customer Care.

**OVERTIME RATE:** Charged at 1.5x the Scheduled or Emergency Rate.\* Applies to all labor provided beyond eight hours per day, Monday through Friday; to all labor provided between 6:00 p.m. and 7:00 a.m., Monday through Friday; and to all labor provided all day Saturday.

**SUNDAY/HOLIDAY RATE:** Charged at 2.0x the Scheduled or Emergency Rate.\* Applies to all labor provided on Sundays and Holidays (as recognized by Rockwell Automation).

\*1.5x and 2.0x are approximate and may be slightly above or below the exact multiple due to whole dollar rounding calculations.

**TRAVEL RATE:** Except in cases of prior contractual agreement, the default method for billable travel will be portal to portal and will be based on the hourly Standard Travel Rate. This hourly charge will be applied to billable on-site service delivered by a Rockwell Automation Field Service Professional and shall be determined by the Field Service Professional's actual round-trip travel time calculated from point of origin to customer destination and back. If the most local resource is not available, Rockwell Automation will dispatch the nearest *qualified* Field Service Professional to respond to the request. If the customer does not wish to pay additional travel costs, Rockwell Automation will dispatch the *first available* local Field Service Professional.

**NON-LOCAL TRAVEL:** Non-local travel applies when the Rockwell Automation Field Service Professional is dispatched from outside of three hours round trip.

**OVERNIGHT CHARGE:** When non-local travel is required, a flat-rate overnight charge will be applied to all support events to cover hotel accommodations, ground transportation and meals. Receipts will not be provided when a flat rate is applied.

**REMOTE OVERNIGHT CHARGE:** When non-local travel is required north of the 55°N latitude, a flat-rate overnight charge will be applied to all support events to cover hotel accommodations, ground transportation and meals. Receipts will not be provided when a flat rate is applied.

**ACTUAL EXPENSES:** When flat-rate charge is not applicable, actual expenses will be applied. In the event the customer requires copies of receipts, an administration fee will be applied (see Receipts).

**OTHER EXPENSES:** The customer will be responsible for payment of expenses based on the actual incurred cost +10%. Other expenses may apply and include, but are not limited to, air travel, permits, tolls, customs fees and other incidentals. If receipts are supplied, an administrative fee will be charged (see Receipts).

## **ADDITIONAL TERMS AND CONDITIONS**

**WAITING TIME:** Non-working time spent waiting at the customer's request or due to circumstances beyond the control of Rockwell Automation due to job site conditions will be invoiced at the rate schedule that is applicable for the time of day and day of the service.

**MINIMUM SERVICE BILLING:** Except in cases of prior contractual agreement, when billable on-site service is delivered by a Rockwell Automation Field Service Professional, the customer will be responsible for a minimum of four hours of labor and/or travel that will be invoiced according to the labor rates applicable for the time and day the service is performed.

**MAXIMUM WORKING TIME:** For safety compliance of the Rockwell Automation Field Service Professional and the customer, at no time will a Rockwell Automation Field Service Professional work more than a maximum of 16 hours or according to local government policy - whichever is the most stringent (including travel time) during any 24-hour period.

**PARTS AND MATERIALS:** Parts and materials provided will be invoiced per Rockwell Automation standard pricing in effect at the time of services rendered, except in cases of prior contractual agreement. Rockwell Automation shall be the sole authority to determine warranty/non-warranty status of any service disputes.

**SAFETY AND SUBSTANCE ABUSE:** If the Rockwell Automation Field Service Professional deems any situation to be unsafe, Rockwell Automation may choose to refuse service. Rockwell Automation will comply with its own Substance Abuse Policy that meets the intent of the Drug Free Workplace Act and all other legal requirements regarding drug testing. A copy of this policy can be supplied upon request.

**TERMS AND CONDITIONS OF SALE:** If the callout service is purchased directly from Rockwell Automation, Rockwell Automation General Terms and Conditions of Sale (Publication 6500) are applicable. If service is purchased through an authorized Allen-Bradley Distributor, the distributor's terms and conditions of sale are applicable.

**ROHS:** Customer supplied/specified products will meet all applicable material restrictions as defined in RoHS. If it does not, the Customer will notify Rockwell Automation before shipment of the Customer supplied/specified products to Rockwell Automation. Customer will indemnify Rockwell Automation against any claim arising out of Rockwell Automation's use of Customer supplied/specified products.

**FOR MORE INFORMATION** about Rockwell Automation Field Services, contact your local authorized Allen-Bradley distributor, Rockwell Automation Sales Office or visit: [rok.auto/services](http://rok.auto/services)

[rockwellautomation.com](http://rockwellautomation.com) — expanding **human possibility**®

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ASIA PACIFIC: Rockwell Automation, Level 14, Core F, Cyberport 3, 100 Cyberport Road, Hong Kong, Tel: (852) 2887 4788, Fax: (852) 2508 1846

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