

DOMESTIC FIELD SERVICE RATES

✓ 24 Hour Emergency Parts and Service

877.906.2100

Email: service@iidm.com

Activity	Rate	Conditions
Basic Service and Weekday Travel	\$146 per hour	Up to 8 hours any workday, between the hours of 8:00 AM - 5:00 PM, Monday through Friday
Overtime Service	\$219 per hour	Outside 8:00 AM - 5:00 PM weekdays, all day Saturdays (excluding time between the hours of 12:01 AM - 6:00 AM and Sundays / Holidays*)
Overtime Travel	\$219 per hour	Outside 8:00 AM - 5:00 PM weekdays, all day Saturdays, Sundays and Holidays
Premium Service	\$292 per hour	Sundays, Holidays*, or any time between the hours of 12:01 AM - 6:00 AM
Field Application Engineering	\$160 per hour	Per time / calendar conditions listed above. Overtime and Premium rates apply.
Holdover / Standby Service	At prevailing rates (see above)	Waiting or on-call

TOTAL SERVICE TIME NOT TO EXCEED 16 HOURS PER TECHNICIAN IN ANY 24-HOUR PERIOD

Minimum Charges

Minimum Labor Charge	2 hours At prevailing rate	Includes Travel Time (not mileage)
After-hours call out	Minimum 4 hours at prevailing labor rate (includes travel time)	Applies to calls commencing outside regular 8:00 AM - 5:00 PM workday. Does not apply to service calls already in progress.

Expenses

Auto Travel	\$1.00 per mile	Portal-to-portal, personal or company car
All other expenses associated with travel or remaining on jobsite	At cost	Airfare, auto rental, lodging, meals, tips, telephone, parking, gas, tolls, laundry, etc.

*Holiday rates are effective beginning at 12:01 AM of the Holiday and continue until 8:00 AM of the next regular workday. A Monday holiday will include the entire weekend, beginning at 12:01 AM Saturday. A Friday holiday will extend until 8:00 AM Monday morning.

Payment for services shall be in United States currency. All rates are subject to appropriate taxes. Receipts are usually not provided for meals, parking, tips, etc. If such receipts are required, a \$25.00 handling fee will apply, unless the expenses charged are unusual. Major receipts (airfare, etc.) will be provided upon request without charge.

SUBJECT TO INNOVATIVE-IDM STANDARD TERMS & CONDITIONS OF SALE

SERVICE INVOICES ARE DUE NET 30 DAYS

RATES SUBJECT TO CHANGE WITHOUT NOTICE

OUR TECHS HAVE YOUR FACILITY COVERED!

Breakdown

We are on call, ready to dispatch when your equipment stops working.

Preventive

We visit your site on a predetermined schedule. You schedule the date and length of your regular maintenance. We take care of the rest.

Predictive

We evaluate your machine on an intermittent or ongoing basis. When it no longer acts the way it should, we let you know. You decide if a field service technician comes to examine your equipment.

FIELD MAINTENANCE SERVICES

Innovative-IDM service technicians can support your maintenance demands and reduce your need for new capital equipment.

- > Routine maintenance of existing equipment
- > Preventive and predictive maintenance plans
- > We travel anywhere. Local and national dispatch available from any of our service locations.
- > On-site retrofit capability
- > Programming and tuning assistance
- > Installation and start-up assistance
- > 24/7/365 availability
- > Emergency Express same-day replacement service for in-stock items available at www.innovativeidm.com



Also from Innovative-IDM

All lines may not be available in all markets.

**WE STOCK
HIGH
HORSEPOWER
DRIVES**

DISTRIBUTOR: AUTOMATION & MOTION CONTROL

AC/DC Drives, PLCs,
Pneumatics,
Machines Safety,
Vision/Sensors,
Actuators, Servos



REPAIRS: INDUSTRIAL ELECTRONICS

AC/DC Drives, PLCs,
Touch Screens,
Motion Controllers



INDUSTRIAL FIELD SERVICE

Troubleshoot,
Upgrade, Retrofit,
Start Ups,
Programming,
Preventive
Maintenance



CONTRACT MANUFACTURING

Electrical & Pneumatic
Controls, Custom
Structural Aluminum
Assemblies, Kitting,
Panel Assembly



SYSTEMS INTEGRATION

Integration specialists
for systems centered
around AC/DC drives
& Motion Control

DFW: 214.574.9500
1625 Wallace Drive, Suite 110
Carrollton, Texas 75006

Houston: 281.880.2100
13770 Hollister Road, Suite 100
Houston, Texas 77086

Memphis: 901.795.9448
2979 Kate Bond Road
Bartlett, Tennessee 38133

Tulsa: 918.254.8646
10121 East Admiral Place
Tulsa, Oklahoma 74103

Chicago: 877.906.2100
470 Mission Street, Unit 5
Carol Stream, Illinois 60188

✓ **24 Hour Field Service**

877.906.2100

EMAIL: service@iidm.com
innovativeidm.com/fieldservice

TRY US!



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3636 Sherwood Forest,
Suite 690, Office D
Baton Rouge, Louisiana 70816

Austin: 877.906.2100
Oklahoma City: 405.799.5055
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