



## FIELD SERVICE

### General

Field installation assistance is available for final adjustment and commissioning of new equipment supplied by SEECO. Installation assistance typically includes technical guidance and training of field personnel in the proper methods of adjustment, maintenance and operation and, in some cases, equipment set-up, calibration and testing.

Field assistance is also available for the modification or up-fit of existing equipment in service, or the repair of equipment that has been damaged or was installed improperly by others.

Field installation assistance is not intended to replace or substitute for the installation labor of the customer's own personnel or chosen contractor, which are the responsibility of the customer. Please contact SEECO directly to confirm the scope of the work to be performed.

### Labor Charges

Field assistance is charged at \$800.00 per calendar day and is calculated from the time of departure from our facilities in Charlotte, NC until the time of return. The charge per day is pro-rated for partial days based on the actual hours of travel and/or field work relative to a standard eight hour workday.

Field assistance or travel on Saturday, Sunday and holidays is invoiced at the rate of \$1,200.00 per calendar day.

Labor and travel hours are estimated at the time of proposal based on the mode and distance of travel and the scope of work to be performed. Estimated labor charges are for planning purposes only. SEECO will invoice for actual labor time incurred.

### Expenses

Out of pocket travel expenses are estimated at the time of proposal and are for planning purposes only. Out of pocket travel expenses include (but are not limited to) airfare, auto rental, fuel, meals and hotel charges. SEECO will invoice for actual expenses incurred.

### Site Preparation and Readiness

Customers are encouraged to be fully prepared for the installation work prior to the arrival of our Field Engineering personnel. To assist customers in preparation, SEECO offers a 'virtual tailboard' for the review of erection drawings and installation instructions prior to site work. Should you have any questions pre-installation, please contact SEECO.

### Scheduling

To insure the availability of our Field Engineering personnel and to secure the most advantageous rates for travel, we request two week advance notice of your required date to be on site. Absent sufficient advance notification, the probability that we can accommodate your schedule decreases and the cost of travel will most likely increase.

### Cancellation or Delay

It is the responsibility of the customer to advise SEECO in a timely fashion of any change in readiness to conduct the work including changes caused by inclement weather or customer staffing and equipment availability. Please note that non-refundable expenses incurred by SEECO due to customer cancellation or delay are for the account of the customer and will be invoiced.

### Replacement Parts

In the event that equipment in service is being repaired outside of the original warranty or up-fitted, field service labor charges apply and are exclusive of the cost of any materials, replacement parts or conversion kits required. Customers are encouraged to contact our Engineering department early in advance of field service to discuss their objectives and to properly identify the materials required. Please contact our Quotation Desk to request a proposal for materials that you will require and to coordinate delivery with the schedule for field service.

### Extended Warranty

Field installation assistance for final adjustment and commissioning of new equipment supplied by SEECO extends the standard one year warranty to five years, subject to the following terms and limitations:

- The extended warranty applies to SEECO manufactured product only and does not include "pass through" purchased materials, such as insulators, pole structures, RTU's and radios. These materials retain the original warranty of the manufacturer.
- The extended warranty applies only to equipment where the original SEECO warranty is still in effect.
- The extended warranty is only available when SEECO is explicitly paid for the field service labor. Field service labor that is offered at no charge to the customer is not eligible for the extended warranty.

Please consult the factory for questions about the terms and limitations of the extended warranty.

### Representation of Technical Knowledge

SEECO does not represent itself as a line contractor or electrical consultant. Our area of technical knowledge is solely in the adjustment, maintenance and operation of SEECO manufactured products. We do not provide guidance, direction or recommendations on line construction methods, line design or safety procedures for personnel and equipment.

### Safety Procedures and Equipment

SEECO personnel operate under the safety policies and procedures of the customer. We rely on the customer's representatives to make us aware of any and all relevant safety requirements that we are expected to adhere to. Safety equipment requirements must be communicated to SEECO prior to our departure for scheduled field service.

### Limitation of Liability

SEECO's liability on any claim of any kind, including negligence, for any damage or loss arising out of, connected with or resulting from this contract, or from the performance or breach thereof, or from the manufacture, sale, delivery, resale, repair, or use of any equipment covered by or furnished under this contract, shall in no case exceed the price allocable to the field service provided or part thereof which gives rise to the claim. SEECO shall not be liable for any penalty or for any special or consequential damages, such as loss of profits or revenues, loss of other equipment, down-time costs, costs associated with the removal of the equipment from service or reinstallation or disassembly or reassembly, or claims of third parties against the Purchaser.