

Engineering Services Terms & Conditions

Valid from 1st November 2021 until further notice

This document sets out the terms & conditions for Oracle Drive Systems Limited to hire to the Purchaser, Engineering site services in accordance with the charge rates, travel rates and expenses as set out in Paragraph 1. These services will cover project management, commissioning, upgrading, modifications, service repairs & surveys. Oracle Drive Systems Limited Standard Conditions of Sale will also apply to the provision of these services, copy available on request.

1.0 Engineering Services Visit Rates Excluding V.A.T.	U.K.	Overseas
Commissioning, Service & Travel Rate A Per Hour	£70	£85
Commissioning, Service & Travel Rate B Per Hour	£95	£117.50
Commissioning, Service & Travel Rates Bank Holidays Excluding Xmas & New Year	£120	£150
Immediate Service Charge Weekends & Bank Holidays and after 6.00 PM Weekdays	£250	£250
Engineer overnight accommodation charge	£30	£30
Flights & Hotel Expenses	At Cost +5%	At Cost +5%
Mileage Rate	50p per mile	Petrol at cost

- 1.1 Rate A applies to Monday to Friday from 08.30hrs until 16.30 hours. Travel charges would be limited to 8 hours per day.
- 1.2 Rate B applies to other times excluding U.K. public and bank holidays. Travel charges would be limited to 8 hours per day.
- 1.3 A minimum 4-hour charge will apply to all visits at the prevailing chargeable rate plus all other applicable charges.
- 1.4 The listed travel rates will apply to travel time to and from the engineer's location to the customer's premises. This location address may be his Company, home, hotel or other Company premises.
- 1.5 An immediate service charge will apply when a call out is received for same day visits where the return journey end later than 18:00 hrs weekdays, or outside of normal office hours
- 1.6 Payment terms are 30 days from Invoice date unless otherwise specified in writing.
- 1.7 Charge rates will still apply when service work access is temporarily or otherwise denied.

2.0 Expenses Excluding V.A.T.

- 2.1 Hotel and travel expenses incurred after a completed site visit may be charged to comply with applicable legislation or to reduce travel times.
- 2.2 Flights, other travel & hotel expenses will be at cost.

3.0 Warranty

- 3.1 Warranty terms & conditions are as detailed in the Oracle Drive Systems Limited Standard Conditions of Sale, copy available on request. Site warranty repairs of equipment or software will incur travel & hotel charges. Engineering rates as set out in Para 1 will incur charges for any site time not attributable to the warranty repairs.
- 3.2 Para 1 charge rates & expenses will be applied to any site visit not attributable to a warranty failure.
- 3.3 Para 1 charge rates & expenses will be applied to any site visit to modify designs previously approved by the customer.

4.0 Engineering Reports

- 4.1 The engineer will submit an engineering report for the customer's approval and authorised signature. This report will contain all relevant contract details; an invoice total and breakdown of travel time, work time, and expenses together with a summary of the work completed at the time of submitting.
- 4.2 To comply with the Contract and or applicable legislation, Oracle Drive Systems Limited. may withdraw or substitute engineers from site or sub-contract engineering services.

5.0 Exclusions

- 5.1 Engineering services not detailed in the Contract or not detailed in these standard terms & conditions.
- 5.2 Risk assessment is not included in these standard terms & conditions. EN60204 Part 1 requires customers to comply with the risk assessment needs as set out in the EN Standard.
- 5.3 Exclusions specified in Oracle Drive Systems Limited Standard Conditions of Sale, copy available on request.

6.0 Document Reference

- 6.1 Engineering Services Terms & Conditions Rev 16