

## Engineering Services Terms & Conditions

**Valid from 1<sup>st</sup> Jan 2025 until further notice**

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

UK Mainland Engineering Services Visit Rates Excluding V.A.T	U.K Mainland
Standard Engineering Rate A Per Hour	£80
Standard Engineering Rate B Per Hour	£120
Standard Engineering Rates Bank Holidays Excluding Xmas & New Year Per Hour	£160
Standard Instrument Rate A Per Hour	£60
Standard Instrument Rate B Per Hour	£90
Call out charge	£250 one off charge
Breakdown Engineering Rate A Per Hour	£95
Breakdown Engineering Rate B Per Hour	£130
Breakdown Instrument Rate A Per Hour	£75
Breakdown Instrument Rate B Per Hour	£100
Engineer overnight accommodation charge	£30
Subsistence Expenses	At Cost +10%
Mileage Rate	70p per mile

Overseas & Non UK Mainland Engineering Services Visit Rates Excluding V.A.T	Overseas & Non UK Mainland
Standard Engineering Rate A Per Hour	£95
Standard Engineering Rate B Per Hour	£140
Standard Engineering Rates Bank Holidays Excluding Xmas & New Year	£160
Call out charge	£250 per call out
Breakdown Engineering Rate A Per Hour	£100
Breakdown Engineering Rate B Per Hour	£145
Engineer overnight accommodation charge	£30
Subsistence Expenses	At Cost +10%
Mileage Rate (For Travel in the UK to airport etc) overseas travel under subsistence	70p per mile

### 1.0 Terms of Service

- 1.1 Rate A applies to Monday to Friday from **08.30hrs** until **16.30 hrs**. Travel charges would be limited to **8 hrs** per day.
- 1.2 Rate B applies to other times excluding U.K. public and bank holidays. Travel charges would be limited to **8 hrs** 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 Travel charged at the appropriate Engineering rate will apply to travel time to and from the engineer's location to the customer's premises. This location address may be the engineers Company, home, hotel or other Company premises.
- 1.5 A call out charge will apply for any unscheduled engineering needed within **24 hrs** or if the engineers return time is after **18:00 hrs**
- 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.
- 1.8 Xmas and New year holiday rates variable and subject to contract.

## 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.

## 3.0 Warranty

- 3.1 Warranty terms & conditions are as detailed in the Oracle Drives & Automation Limited Standard Conditions of Sale, copy available on request. Site warranty repairs of equipment or software will incur travel & hotel charges.
- 3.2 Engineering rates will incur charges for any site time not attributable to any warranty repair.
- 3.3 Charge rates & expenses will be applied to any site visit not attributable to a warranty failure.
- 3.4 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 work carried out. 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 Drives & Automation 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 Drives & Automation Limited Standard Conditions of Sale, copy available on request.

## 6.0 Document Reference

- 6.1 Engineering Services Terms & Conditions Rev 19