



**Control Techniques**  
 Division of Nidec Motor Corporation  
 7078 Shady Oak Road Eden Prairie, MN  
 55344-3505 USA

### FIELD SERVICE REMOTE SUPPORT REQUEST FORM

<b>Fill out sections</b>			
<b>Scan and return to <a href="mailto:fieldservice.cta@mail.nidec.com">fieldservice.cta@mail.nidec.com</a> or fax to 952-995-8020</b>			
<b>Requestor Information</b> Today's Date: _____			
Requested Date for Service:			
Person Requesting:			
Company Name:			
PO Box:			
Address:			
City, State, Zip:			
Phone and Fax:			
Email:			
Product Family:	Model #:	Application:	
<b>Description of Service to be Performed:</b>			
<b>Site where service is to be performed:</b>		<b>Bill to:</b>	
Company Name:		Company Name:	
PO Box:		PO Box:	
Address:		Address:	
City, State, Zip:		City, State, Zip:	
Contact Name:		Contact Name:	
Phone and Fax:		Phone and Fax:	
Email:		Email:	
<b>Purchase Order Number:</b>			
<b>**PLEASE FAX OR EMAIL ANY ACCESS OR CLEARANCE PAPERWORK THAT WE MUST SIGN. **</b>			
<b>Please read and sign below</b>			
<p>THE UNDERSIGNED HAS READ, UNDERSTANDS, AND AGREES TO THE FIELD SERVICE RATE INFORMATION PROVIDED WITH THIS FORM. SERVICES PROVIDED ARE SUBJECT TO NIDEC INDUSTRIAL AUTOMATION LLC STANDARD TERMS AND CONDITIONS. IF YOU DID NOT RECEIVE FIELD SERVICE RATE INFORMATION WITH THIS FORM PLEASE CALL 952-995-8000 AND ASK FOR FIELD SERVICE SCHEDULING.</p>			
SIGN	POSITION	DATE	

**Email Form**



### FIELD SERVICE ON LINE SUPPORT RATES

Service Time	Definition	HP Service Engineer
Straight Time	8 Hours per day occurring between: 7:00 AM - 6:00 PM Monday through Friday	\$124.00/hr
Weekday Overtime	Greater than 8 hours per day or hours before 7:00 AM or beyond 6:00 PM	\$186.00/hr
Saturday Overtime	6:00 PM Friday to Midnight Saturday	\$186.00/hr
Sunday & Holiday Overtime	12:01 AM to 11:59 PM	\$248.00/hr

1. The minimum charge for Field Service is four (4) hours on line time at the appropriate rate. Hours may not be banked or rolled over.
2. For each hour of standby, there will be a charge at the appropriate rate.
3. The hours of operation defining straight, premium, and holiday time is based on the location of the Field Service Engineer who will be performing the online support.

The following terms and conditions apply to all service which Control Techniques provides. The customer understands that the terms and conditions set below shall be controlling, and any other or additional terms and conditions signed or unsigned can have no effect. Service will be provided under these terms and conditions only.

#### **PRICE/PAYMENT/TAXES**

The price for service will be at the rates published currently by Control Techniques and in effect at the time the service is performed. Terms are cash net 30 days. Control Techniques has no obligation to provide service to customers with a past due balance. Taxes as required will be added to invoices, all service rates do not include taxes or fees.

#### **IN ADDITION TO NIDEC STANDARD TERMS AND CONDITIONS: THE FOLLOWING "SERVICE" TERMS AND CONDITIONS APPLY ON THE SALE OF SERVICES**

1. Service is sold on a "best effort" only basis. There is no guarantee that a service engineer will fix the problem: time and expenses are still due.
2. Customer has system responsibility to define how they want their system to work and to test to confirm it does what they want.
3. The purchaser of the Service has to provide all of the necessary labor, parts, tools, instruments, materials, and whatever else is necessary to do the startup, maintenance, or service that is being requested. Control Techniques will only provide technical assistance under the above conditions.
4. Parts, materials, supplies, test instruments, or rentals supplied by Control Techniques, for the service to be performed are billable to the user at the prevailing rates published at the time.
5. Control Techniques provides no warranties either implied or expressed in conjunction with service.
6. Any changes in these terms and conditions must be in writing by an officer of Control Techniques and the buyer prior to the sale of the equipment. If there is none, then the standard terms and conditions prevail.



All for dreams

7. Control Techniques, in no event will be liable for any special or ordinary liabilities and or damages incidental or penal, arising from this service, be it as a result of breach of contract, warranty, test, (including negligence), strict liability or otherwise.
8. Control Techniques, will not be made liable for any gratuitous information or assistance whatsoever given by any of its field engineers or contracted third party service people, concerning parts, products, or service supplied by them.