



# On Demand Service Agreement

## FIELD SERVICE OPERATIONS

ABB's On Demand Service Agreement allows you to pre-purchase service labor hours in bulk at discounted rates. The agreement is a good choice for customers who have a history of service use or an on-going project. It reduces overall service labor costs and eliminates the need for multiple purchase orders.

To order an On Demand Service Agreement, call your service representative or our 24-Hour Customer Support Center at **1-800-HELP 365, press 1, 1.**



### ■ How the On Demand Service Agreement Works

Once the agreement is purchased, a "bank" of service hours is created for your use. The hours may be used all at once or spread out over the next 12 months. Travel and Expenses are not included, but can be deducted from the same bank of hours.

### ■ Using the Service Hours

Service hours are deducted from the total number purchased as they are used.

- Hours are deducted at time and a half for work performed over eight hours per day or on Saturdays.
- Hours are deducted at double time for work performed after 6:00 p.m. on Saturdays, Sundays, and ABB holidays.
- Please reference the ABB Field Service Pricing Sheet for additional information. A Project Manager is available during regular business hours to provide updates on banked hours.

### ■ Unused Service Hours

At the end of the one-year agreement period if you have not used all of the hours purchased, you may apply it towards a Preventive Maintenance service visit or simply renew your agreement and apply up to 50% of the unused hours towards the renewal price. If a longer agreement is requested at the beginning of the agreement, ABB will be able to accommodate your request.

Hours Purchased	Standard Rate	Less Discount	Your Price Per Hour
100	\$135	5%	\$128.25
250	\$135	10%	\$121.50
500	\$135	20%	\$108.00

### ■ Terms

- ABB Terms and Conditions ABBGTC-073101 apply.
- Length of the agreement is one year and is invoiced upon receipt of purchase order.
- Travel & expenses are invoiced at actual + 10% admin fee (not to exceed \$100)
- There is a 90 day warranty on service labor and one year warranty on ABB service parts. Warranty begins upon completion of project.



1-800-365-5  
ABB SERVICE  
HELP-365