



4711 East 355th Street, Willoughby, Ohio 44094 | Office: 440.954.3500 | Fax: 440.954.3501

Bevcorp Service Terms and Conditions

Service estimates are provided based on Bevcorp's experience in completing comparable projects. Each project, however, is unique and will be invoiced at actual cost of time and travel (except meals which are charged at a per diem rate of \$52.00 US - \$60 outside the continental US.) Labor is billed per labor rates in effect at time service is performed and travel expenses are billed at our actual cost (plus 15% administrative charge). Full car rental insurance is contracted for each rental. Bevcorp makes every effort to contract the lowest airfare available (taking into consideration costs for refundable tickets, seats and baggage fees – often included in upgraded fares).

Terms of Bevcorp Supply:

- Bevcorp Service Technicians will enter their daily hours on a Field Labor Record which the Customer will review and sign upon completion of the project. Any discrepancies on this form or issues related to the project must be reported in writing to Bevcorp within 3 business days of completion of the project otherwise signature indicates time reported is correct and work was completed satisfactorily.
- Straight time hourly rates are billed for the first 8 hours weekdays (5 AM – 8PM). Overtime hourly rates are billed weekdays over 8 hours, all weekend and holiday hours, and evening shift hours worked between 8 PM and 5 AM weekdays. Travel hours are billed at a reduced hourly travel rate.
- Minimum daily charge for a service call is 8 hours (including travel time) plus expenses.
- Lay-over days (not the result of Bevcorp actions) will be billed at 8 hours per day plus expenses.
- Work performed on a holiday will incur an additional holiday surcharge of \$250.00 per day.
- Bevcorp technicians are not required to work beyond 12 consecutive hours (for safety reasons). If around the clock service is required, additional service personnel (Bevcorp or plant personnel) will be required.
- Bevcorp technicians are provided two separate 15-minute paid breaks and one unpaid 30-60 minute meal period during a normal 10-12 hour day.
- Bevcorp requires a minimum of 4 hours per product package for proper start-up (valves, handling equipment may require more time for evaluation/adjustment). If technician is released by the plant prior to this period, Customer will be responsible for the cost of any follow-up visits required.
- Bevcorp technicians are not permitted to operate any plant fork lift equipment.
- Bevcorp technicians are not authorized to run conduit, install circuit breakers, disconnect switches or perform any building or plant wiring other than equipment supplied by Bevcorp.
- Bevcorp will schedule the pick-up of any return parts or tooling upon completion of the project. Return freight charges will be invoiced to Customer. We will make two attempts to pick up parts after which Customer will be charged for unreturned tooling or installation items that have not previously been billed.
- If Customer requires additional service assistance beyond original scope of project, Bevcorp will accommodate as much as possible but may need to replace existing service technician with another technician or additional technicians (due to prearranged scheduling) in which case Customer will be responsible for any additional travel costs in addition to standard labor rates.
- Filler audits:
 - Bevcorp recommends production lines shut-down a minimum of 8 hours per line for filler audits plus one hour of observation with machine running.
 - With approval from Customer, pictures will be taken to identify unique areas of filler to aid in identifying proper replacement parts and service for Customer's equipment, as needed. These photos will strictly be used for Bevcorp's internal files and are not for public use. Photos may be used in audit report to Customer to demonstrate specific issues observed that may require attention.
 - Since machines are not completely disassembled, audits are based on what can be observed and measured without complete disassembly.
 - Audits are based on observations at time of audit. It is understood that certain circumstances (lack of oil, filler crash, etc.) can dramatically change filler condition at any time.

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- Troubleshooting the causes of can wrinkling/denting is multifaceted and often requires multiple visits from Bevcorp filler technicians plus seamer support to diagnose and resolve issues. Because multiple factors can contribute to can wrinkling, troubleshooting starts with a process of elimination that begins with correcting filler deficiencies most likely to contribute to wrinkling. While individual filler improvements may or may not immediately resolve the problem – they do improve efficiency and life of the filler and generally contribute to the ultimate resolution. Bevcorp will address the most obvious and common contributors first and address more complex issues until the problem is resolved.
- Prices quoted do not include any tax or freight and are valid for 90 days.

Terms of Customer Responsibilities:

- Machine and surrounding area need to be completely cleaned of grease and other dirt and debris prior to the start of Bevcorp service. Our quote is based on this assumption. A work area that is dirty and greasy is not a safe working environment. At least 4 hours should be allowed for this work prior to Bevcorp Service Technician arrival.
- Customer is responsible for removing any guarding/locks on equipment prior to service work and reinstall after completion of service work following OSHA required lockout/tagout procedures.
- Customer to supply plant lockout/tagout procedure manual to ensure that all lockout points are identified and locked prior to work and will make a plant person available who is responsible for this procedure.
- Customer to supply engineering drawings and bottle/can samples of all packages to run on line being serviced. A minimum of 4 hours should be allotted for start-up evaluation of each package.
- Customer will be responsible for procuring all necessary approvals, permits, and documentation to ensure that Bevcorp onsite personnel comply with all local work permit regulations.
- If Customer prefers to utilize plant personnel to do service work, instead of Bevcorp servicemen, Bevcorp will act as supervisor but is not responsible for mistakes in workmanship made by Customer's employees.
- Customer will indemnify and save harmless Bevcorp from and against any all claims for injury or death to persons or damage to property (including cost of litigation and attorney's fees), in any manner caused by, arising from, incident to, connected with, or resulting out of the work to be performed hereunder. Furthermore, Bevcorp shall not be liable for consequential damages arising from performance of the policy (including lost product or productivity.)
- At least one Customer employee is required to be in attendance with Bevcorp service technician(s) at all times while in Customer's facility. Customer is to provide at least one mechanic to work with Bevcorp technician(s) for the duration of all machine audits.

Customer agrees to above terms unless exceptions are notified in writing prior to start of service.

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