

# Stolle Global Field Service

One Great Service – One Simple Price

We constantly ask customers how we can improve our quality equipment and service. And the answer came back: “Give us consistent, easy-to-understand pricing that works for anything your field service techs do for us – can or end.” Sounded like a great idea to us – so we did.

Stolle’s new pricing structure is simple – one daily rate for anything. And it covers our specialized Field Service Technicians from our many Stolle global locations listed on the following page. You still get an associate that’s trained in every aspect of the assembly, operation and maintenance of our products and systems. Since most of our field technicians also assemble the original machinery, they are uniquely qualified to assist you with new equipment start-ups, product or size changeovers, troubleshooting, major system overhauls and rebuilds or technical reviews and consultation.

And you still get an associate that’s backed by the Stolle’s unique blend of leading technology and superior OEM parts. And you still get these associates and parts when you need them – anytime 365 days a year. You just get all of this in a simple to understand format that makes it easy to budget and schedule.

Experience has proven that it’s a wise decision to have your equipment maintained by the people who know and understand it best – and now it’s simpler to get that done.

Stolle – listening to you.



Stolle Field Service Technicians are:

- Uniquely qualified
- OEM trained and certified
- Available 24/7
- Aware of the latest upgrades and features
- Available for troubleshooting, consultation, changeovers, start-ups or reviews

Call and schedule any of our superb field service team today – you’ll be glad you did!

*Field Service billing rate schedule and global facilities contact information on following page*



**STOLLE MACHINERY**

[www.stollemachinery.com](http://www.stollemachinery.com)

A constant flow of innovations, technology, and new ideas to benefit customers

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# STOLLE FIELD SERVICE BILLING RATE SCHEDULE

## FOR EQUIPMENT INSTALLATION AND RELATED SERVICES

ALL BILLING RATES ARE IN U.S. DOLLARS, ALL PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE

### FIELD SERVICE COST CALCULATION:

(Daily Rate x number of days) + (Overtime x number of hours) + Airfare + Hotel + Per Diem + Transportation + Any Additional Charges = Total Charge

### DAILY RATE:

- The Daily Rate applies from the time the Stolle Field Service Technician leaves their respective home base of operations until their return.
- International Per Diem Rates are established by the U.S. Department of State.
- Domestic Per Diem Rates and personal mileage rates are established by the U.S. Internal Revenue Service.
- Hotel, airfare, train, taxi and all other expenses not covered by per diem are billed at actual cost.
- The Daily Rate is charged for all days while the Stolle Field Service Technician is on a field service trip, including non-working days as determined by the Customer (this includes holidays when the Field Service Technician is required to remain on-site but not work).

#### MONDAY THROUGH FRIDAY:

Minimum Billing – 12 hours or less working or traveling . . . . . \$1660.00/day  
 Overtime Hours (Over 12 hours) . . . . . \$152.00/hour

#### SATURDAY:

Minimum Billing – 12 hours or less working or traveling . . . . . \$1815.00/day  
 Overtime Hours (Over 12 hours) . . . . . \$152.00/hour

#### SUNDAY:

Minimum Billing – 12 hours or less working or traveling . . . . . \$2472.00/day  
 Overtime Hours (Over 12 hours) . . . . . \$205.00/hour

#### HOLIDAYS:

Minimum Billing – 12 hours or less working or traveling . . . . . \$5232.00/day  
 Overtime Hours (Over 12 hours) . . . . . \$412.00/hour

**Holidays rate:** Holiday rate will be charged to Customers for any day deemed an observable holiday by the Stolle Machinery office providing support services.

### Stolle Machinery Company, LLC

[www.stollemachinery.com](http://www.stollemachinery.com)

#### Stolle Asia Pacific

24.01A - 24th Floor, Tower A,  
 Viettel Building 285 CMT8 Street,  
 Ward 12, Dist. 10, HCMC, Vietnam  
 Phone: +84 (123) 456789

*Bodymakers, Trimmers, Decorators,  
 End Liners, Light Testers, Conversion  
 Systems, Shell Systems, Neckers*

#### Stolle Brazil

Alameda Vênus, No 104  
 American Park Empresarial NR  
 CEP.13.347-659 Indaiatuba, SP, Brazil  
 Phone: +84 (123) 456789

*Cupping Systems, Bodymakers,  
 Conversion Systems, Coolant  
 Filtration Systems, Washers,  
 Ovens, End Liners, Decorators*

#### Stolle Canton

4337 Excel Street NW  
 North Canton, Ohio 44720 USA  
 Phone: +1-330-493-0444  
 Fax: +1-330-453-2218

*Shell and End Systems,  
 Cupping Systems, Draw-Redraw  
 Canmaking Systems*

#### Stolle Centennial

6949 South Potomac Street  
 Centennial, Colorado 80112 USA  
 Phone: +1-303-708-9044  
 Fax: +1-303-708-5079

*Bodymakers, Decorators and  
 Basecoaters, Inside Spray Machines,  
 Light Testers, Registered Embossers,  
 MicroFlex Canmaking Systems*

#### Stolle China

Stolle Machinery (Guangdong) Co.,Ltd.  
 No. 5 Xing Ye 14th Road, Guang Long  
 Industry Garden, Chen Cun Town,  
 Shun De District, Foshan City,  
 Guangdong Province, China  
 Phone: +86 (0) 757 29271018

*Cupping Systems, Bodymakers, Trimmers,  
 Decorators, Inside Spray Machines*

#### Stolle EMS

Unit 3B Barnfield Way  
 Altham Business Park  
 Altham, Accrington  
 Lancashire, BB5 5WJ, UK  
 Phone: +44 1282 858 9300

*Washers, Ovens, Neckers*

#### Stolle Europe

Kingstown Broadway  
 Kingstown Industrial Estate  
 Carlisle, CA3 0HA, UK  
 Phone: +44 1228 818 125  
 Fax: +44 1228 514 720

*Cupping Systems, Bodymakers,  
 Trimmers, Conversion Systems, End  
 Liners, Neckers, Decorators, Light  
 Testers, Embossers, Shell Systems*

#### Stolle Sidney

2900 Campbell Road  
 Sidney, Ohio 45365 USA  
 Phone: +1-937-497-5400  
 Fax: +1-937-497-5458

*Beverage and Food EOE  
 Conversion Systems, End Liners,  
 PostOp Score Repair System*

A constant flow of innovations, technology, and new ideas to benefit customers