

Suppliers of quality assured, LED programmable displays

Schedule of Standard Callout and Service Fees (prices excl. GST)

Call Out Fee	\$168	Includes first hour of labor
Labor – On site	\$105	Hourly rate, Mon-Fri , 09h00 to 17h00. Work carried outside of our standard working hours may attract a 30% surcharge
Labor - Workshop	\$75	Hourly rate, Mon-Fri , 09h00 to 17h00
Traveling Fee (per hour)	\$45	Based on 1 hour per 100Km in transit to and from our base (Baulkham Hills, 2153) and the sign’s location. Minimum charge of 1 hour.
Fuel Surcharge (per Km)	\$0.25	Based on a level of up to \$1.65 per ULP litre. We reserve the right to adjust the fuel surcharge in accordance with market trends,
¹ Internet based remote software support	\$200	A once off ‘pre-paid’ subscription which will make our Remote Service option available to you for 24 months (unlimited occurrence).
	\$100	Fee charged <u>per occurrence</u> (no subscription in place).
Parts	As per price list	
Accommodation	Signs located in excess of 300 km from our offices (2153 NSW) will incur an accommodation fee, which will be on billed to the client at cost.	
Access Equipment	If special ‘Site Access Equipment ‘ is required to access the system for repairs, the fee for the hire of such equipment will be on billed to the client, at cost. ²	

Should it be necessary to lodge a further call out for a re-occurrence of a previously repaired fault (same type & exact location), **within 3 months of the initial repair**; the call out fee will be waived and the labor will be charged at 75% of the going rate.

As most signs are custom made to order, no replacement system will be available during the period that the system is under repair.

¹ Enables us to provide training, certain software support, investigate, diagnose a fix issues that arise with the driving software for the LED signs and its use within the clients environment, without having to travel to-site. For more information on the remote access software, an explanation of the advantages and the terms & conditions please visit our website: www.pedsigns.com.au > Warranty & Services > Remote Software Support.

² Site Access Equipment: includes but is not limited to such items as scaffolding, cherry pickers, cranes, as well as road closures council permits, riggers, electricians and abseilers.

To book an on-site service, please email your order number to: admin@pedsigns.com.au
 Kindly include a brief description of the fault, low resolution pictures of the fault (if possible),
 and your contact details.