



**Swisslog Healthcare NA**  
11325 Main Street  
Broomfield, CO 80020  
USA

Phone 800-396-9666

To Whom It May Concern:

Effective January 1, 2023, standard business hours and service rates for Swisslog Healthcare are as follows:

**Standard Business Hours**

Standard business hours are 8:00 AM to 5:00 PM (MT) Monday through Friday, excluding holidays.

**Hourly Service Rates**

<b>Labor</b> <i>Standard business hours</i>	\$220.00*
<b>Overtime</b> <i>After standard hours, weekdays &amp; Saturdays</i>	\$325.00*
<b>Double-time</b> <i>Sundays &amp; holidays</i>	\$385.00*
<b>Software Support (Tier 2)</b>	\$265.00
<b>Software Engineer (Tier 3)</b>	\$365.00

*\*Rates are subject to change.*

**Additional Fees & Expenses**

<b>Mileage</b>	\$ 0.99/mile US
	\$ 1.39/mile Canada
<b>Travel and Other Expenses</b>	Actual Cost

All service visits will be invoiced for a minimum of four (4) hours (portal-to-portal) plus fees and expenses.

PO or email authorization is required to dispatch Field Service Engineers for all billable service requests. Authorization or PO is to be [sent to: servicerequest.na@swisslog-healthcare.com](mailto:servicerequest.na@swisslog-healthcare.com).