



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

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

**Rates are subject to change.*

Additional Fees & Expenses

Mileage	\$ 0.99/mile US
	\$ 1.39/mile Canada
Travel and Other Expenses	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).