

Gerber Service Rates List

Prices Effective 01/22/07

PRODUCT	Service Offered	Cost
➤ Hardware		
FasTrack™ 650 & 1300 (<i>Limited Repair</i>)	Parts & Labor	<u>Parts & Labor Standard Costs:</u> Evaluation Fee: \$ 80. Fee is waived if repair is done. Parts: Actual cost of parts required Labor: \$ 180/hour Shop Expense: 10% of total cost of parts
GERBER EDGE® LE / SR1500 / GERBER EDGE 2	Parts & Labor	
Gerber enVision™ 375	Parts & Labor	
Gerber enVision 750	Parts & Labor	
GS15 ^{PLUS} ™	Parts & Labor	
GS750 ^{PLUS} ™	Parts & Labor	
GSx ^{PLUS} ™	Parts & Labor	
HS15 ^{PLUS} ™	Parts & Labor	
HS750 ^{PLUS} ™	Parts & Labor	
ODYSSEY™/ODYSSEY XP	Parts & Labor	
Select 15™	Parts & Labor	
➤ Note All Parts & Labor Repairs are subject to Part(s) availability		
Hardware Premium Service Call Plan	Hardware Support	\$ 199 per year/12 cases
Billable Calls: older equipment no longer sold, or not covered under Warranty / Service Plan	Hardware Support	\$ 60 per case
➤ On-Site Service Visit		
Travel Labor, weekdays, Round Trip	On-site Repair	\$ 180/Hour
Travel Labor, weekends, Round Trip	On-site Repair	\$ 270/Hour
On-Site Labor, weekday – 2-hour minimum	On-site Repair	\$ 180/hour
On-Site labor, weekends – 2 hour minimum	On-site Repair	\$ 270/hour
Travel expenses if overnight stay is required	On-site Repair	\$ 190/Day
Airfare, if required	On-site Repair	Actual Expense
Parts required	On-site Repair	Suggested Trade Price
Parts Shipping Costs	On-site Repair	Actual expense
➤ Software		
Support First Omega 2.0 & subsequent versions	Software Support	\$ 365 per year
Billable Calls: ALL Software * See Note below	Software Support	\$ 60 per case (Effective 01/22/07)
* NOTE: Customers will receive free support for the ninety days following installation of their Software. The Billable call charge for will apply on the 91st day after Installation.		

NOTE: All Orders for parts that need to be shipped out same day, must be received no later than 3:00PM EST

- **Parts & Labor Repairs:** Systems out of warranty or not covered under a Service Plan will be repaired at the factory under Gerber's Parts and Labor Evaluation. *The customer is responsible for freight charges both ways.*
- **On-site repairs, where applicable, will be quoted per incident.**

For Service Plan Pricing, please refer to Gerber Service Plan Price List -- FastFacts Document #2008