



On-Site Service Rates & Policy

Effective October 1, 2026

Thank you for trusting Kval with your on-site service needs. By choosing the Kval Field Service Department, you are partnering with industry experts backed by a legacy dating back to 1947 in designing, manufacturing, installing, and supporting the finest door machinery in the industry.

Our on-site service technicians are highly experienced and demonstrate professionalism at every step. They bring a wealth of expertise, ensuring your machinery receives precise, high-quality service.

All-Inclusive Labor Rates

Kval's field service labor rates are fully inclusive of travel time and travel-related expenses. This means there are no separate charges for airfare, hotels, rental vehicles, per diem, or standard travel time, everything is built into the hourly rates below.

PREVENTATIVE MAINTENANCE, INSTALLATION, AND REPAIR

STANDARD TIME

\$220/hour

OVERTIME

\$275/hour

PREMIUM TIME

\$295/hour

MACHINERY UPGRADES AND PROGRAMMING

Includes required Engineering support

\$275/hour

Rate Definitions

- › **Standard Time:** Based on an 8-hour workday
- › **Overtime:** Applies to hours worked beyond 8 hours, up to 10 hours in a single day
- › **Premium Time:** Applies to weekends, and holidays

Service & Billing Structure

- › Billing is based on actual hours worked on-site, all at the rates listed above
- › Minimum charge: 4 service hours per trip

Scheduling & Work Conditions

- › Technicians work up to 8 hours per day unless overtime is requested by the customer and approved in advance
- › For safety, total work time may not exceed 10 hours per day
- › Customers must provide access to machinery during the scheduled service window
- › Any delays or lack of access resulting in standby time will be billed accordingly

Expedited Service

- › **Emergency Travel Fee:** \$500 applies to service scheduled with fewer than 7 calendar days' notice to accommodate expedited travel arrangements

Important Notes

- › Kval technicians are authorized to service Kval equipment only
- › Non-standard modifications, third-party components, or unapproved changes may limit or prevent service
- › Kval reserves the right to evaluate equipment prior to performing work
- › Parts may be ordered by Kval technicians without a purchase order (PO) when necessary to avoid service delays; if a PO is required, an authorized contact must be available for real-time approval. By authorizing service, the customer agrees that required parts may be ordered and billed regardless of PO status.

Cancellations

- › Service trips may be canceled up to 14 days in advance to avoid additional fees
- › Customers are still responsible for any non-refundable expenses already incurred
- › Cancellations within 14 days of the scheduled service date will incur applicable administrative fees

Thank you for choosing Kval! We appreciate the opportunity to support your operations.