

Service Rates and Terms

Effective June 1st 2026

Field Service Rates

Standard Weekday Rate: \$1,350 per technician per day (covers up to 10 hours on-site and travel time).

Overtime Rate: \$200 per hour for time worked beyond 10 hours in a single calendar day.

Weekend Rate: 2× the standard day rate for any work or travel incurred on a Saturday or Sunday.

Holiday Rate: 3× the standard day rate for any work or travel on US Federal holidays.

Remote Support Rates

Excessive Phone Support: For extensive support calls exceeding 60 minutes, we may apply a support fee of \$160 per hour, billed in 30-minute increments. The application of this fee is at our discretion based on the nature of the troubleshooting required.

Paging a Tech After Hours:

7–11 PM ET: \$250 fee (includes first 30 min); then \$250/hr., billed in 30-min increments.

11 PM–7 AM ET: \$500 fee (includes first 30 min); then \$500/hr., billed in 30-min increments.

Billing

Billing Approach: All field service work is billed using a fixed daily rate per technician. There is no hourly billing unless the total time worked by a technician exceeds 10 hours within the same calendar day.

Overtime Billing: Overtime charges apply only after 10 total hours of work (including travel and on-site time) are logged in one day.

Daily Hour Calculation: Hours in a workday include time from when the technician departs their home and/or hotel until they return. BACA is not responsible for hours lost due to flight delays, traffic, or other travel disruptions beyond its control.

Overtime Billing Increments: Overtime is billed in one-hour increments, rounded up to the next full hour. For example, 10 hours and 47 minutes of work will be billed as 1 standard weekday plus 1 hour of overtime.

Travel & Living Expenses: All travel-related expenses (airfare, meals, lodging, vehicle, tolls, etc.) are billed at cost plus 17%.

Expense Management: BACA Systems technicians will make reasonable efforts to minimize costs. BACA Systems uses [GSA rates](#) to calculate per diem.

Payment Requirements: A full prepayment deposit (or valid payment method with authorization on file for potential warranty work) is required prior to dispatch, and once final billing is completed, any overage will first be applied to any open invoices and then refunded or credited toward future services or parts, while any amount due beyond the prepaid balance will be billed per the customer's credit terms.

Parts, Materials & Return Visits

Parts and Materials: All parts, materials, and associated shipping charges are billed per BACA Systems' standard parts pricing schedule.

Return Visits: If a follow-up trip is required due to part availability or customer-caused delays, standard service rates will apply for all subsequent visits.

Additional Work Requests: If non-warranty or additional work is requested during a warranty or PM visit, BACA will bill only for incremental expenses and labor that would not have been incurred otherwise. For example, if the extra work fits within the original schedule, only the applicable labor will be billed; if it requires extending the stay, additional hotel, vehicle, and day-rate charges may apply.

Technician Work and Rest Policies

Maximum Hours: No technician may work more than 14 hours consecutively.

Rest Requirement: Each technician must have a minimum of 10 hours off between work shifts. Technicians will not work more than 6 consecutive days without a full day off.

Emergency Service: Emergency 24-hour service may be provided at 2× the standard rate, subject to availability.

Health & Safety Requirements

Customer Responsibility: Customers must maintain a safe, hazard-free environment for BACA personnel at all times.

Silica & Hazardous Conditions: Technicians will not perform work in environments where silica dust or hazardous materials are present.

Site Support: Customers are expected to provide reasonable on-site assistance when required, such as operating remote devices or forklifts, moving material, or controlling access areas.

Travel and Transportation

Ground Transportation: Billed at the GSA mileage rate for the use of a personal vehicle. Incidental costs such as fuel, tolls, parking, or rentals will be included on the invoice.

Air Transportation: Technicians fly main class within the U.S..

Travel Restrictions: Technicians will not be dispatched to any country under a U.S. State Department travel warning.

Cancellations & Rescheduling

If a confirmed service trip is canceled or rescheduled by the customer, all non-refundable expenses already incurred (e.g., airfare, lodging, vehicle, restocking fees) will be billed.

Rescheduling requests made less than 48 hours before departure are subject to additional charges.

Quotes and Estimates

Service Quotes: Quotes provided by BACA Systems are estimates intended for planning purposes only. Final invoicing will reflect the actual labor, travel, parts, and expenses incurred, consistent with the current BACA Systems Field Service Rates and Terms

Minimum Scheduling Notice: For non-emergency preventative service, at least one week's notice is required to ensure technician availability.

Purchase Orders: A valid PO or written authorization is required before a technician is dispatched.

Changes: All published rates and terms are subject to change without notice, and the rates in effect at the time of service will apply.

Definitions

Day Rate: The fixed daily billing rate per technician that covers up to 10 hours of combined travel and on-site time within a calendar day.

Overtime: Any hours worked by a technician beyond 10 total hours in one calendar day, billed at the published overtime rate.

Workday: The continuous period starting when a technician departs their home or hotel and ending upon return to that same location.

Calendar Day: A period starting at 12:00 AM and ending at 11:59 PM, all days are based on Eastern Time regardless of where the work is performed.

Flat Rate: A predetermined charge for specific warranty or preventive maintenance (PM) work, covering defined labor and travel costs within scope.

Prepayment Deposit: The amount required prior to service dispatch, applied against total service charges once completed.

Return Visit: A subsequent service trip required after the initial visit due to parts availability or customer-caused delays.

Emergency Service: Service requested outside of normal scheduling that requires immediate technician dispatch, billed at the emergency service rate.

Rest Period: The minimum off-duty time required between technician work shifts, typically 10 consecutive hours.

Holiday: Any U.S. Federal holiday recognized by BACA Systems for which the holiday rate applies.

Incremental Expenses: Additional costs directly resulting from extended work or travel required by customer-requested, non-covered, or unscheduled work.

Technician: A qualified BACA Systems service or support professional assigned to perform on-site or remote service.

Non-Refundable Expenses: Charges such as airfare, lodging, or rental fees that cannot be recovered after booking.

Travel Time: Time spent traveling to or from a customer location, which is included as part of the daily work hours.

Customer: The company or individual contracting BACA Systems for field service, responsible for payment and site safety.

Silica: Crystalline silica is a mineral found in materials such as stone, concrete, and quartz. When cut or ground, it produces fine dust that can cause serious lung disease when inhaled. BACA Systems prohibits any technician from working in areas where airborne silica dust or similar respirable hazards are present.

After-hours Paging: Our call center can attempt to page a technician for after-hours support for a fee. We cannot guarantee a technician will be available, and you are only charged if one accepts the call, if no one is available, there is no cost.

Terms and Conditions: The overarching contractual policies governing all service work, accessible at bacasystems.com/toc.