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To: All Cutting Machine Repair, Inc Customers

RE: Labor rate changes

Effective date: February 1, 2025

Cutting Machine Repair, Inc. has started working with a couple of other Waterjet repair companies in the Houston area. We ARE NOT merging our companies, We ARE NOT consolidating our assets or combining our businesses in any way, shape or form. We are all customer focused businesses and are helping each other out to keep our customers down time to a minimum. If either of us are busy we will check with the other to see if they are available to assist with repairs. We have checked the rates of the local service companies and we will be adjusting our rates to be more inline with the other local service groups or slightly below their rates. Our rates are still considerably less than the OEM service rates.

What this means to our customers. If a Cutting Machine Repair direct employee is dispatched, then all pricing will be as listed below. If a contracted individual from another company is dispatched, then pricing will be slightly higher as listed below, highlighted in yellow. No contracted individual will be sent without authorization from the customer. **This only applies to customers with Flow Waterjet machines at this time.**

If you have any concerns or questions please feel free to contact us.

New rates are as follows:

Travel time: \$90.00/hour

Per Diem: \$50.00/Day

Onsite service time \$170.00/hour \* 2 hour minimum charge for onsite service time

Onsite Contractor \$180.00/hour \* 2 hour minimum charge for onsite service time

Weekend and Holiday Service time \$255.00/hour

Weekend Service Contractor \$270.00/hour Please note travel will be billed at 1.5 times normal rate as well

Holiday Service Contractor \$360.00/hour Please note travel will be billed at 2 times normal rate as well

Standard shop rebuild time \$170.00/hour

Overnight stay \$150.00/night \*\*

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**Overnight/ Contractor**

\$165.00/night

\*\* If a service call or machine install requires an overnight stay due to being scheduled for two or more days based on the amount of work needed to be done, work cannot be completed in the number of scheduled days and an overnight stay is required, we need to wait for parts to be delivered the following day or we are requested by the customer to stay the night and return the next day this fee will apply.

If we need to travel more than 5 hours driving time one way to be onsite or are required to fly to get to the customer's location, then the overnight stay charge will be billed for all overnight stays.

If in the event of a natural disaster such as, but not limited to, a hurricane, flood, tornado, etc... or due to a scheduled convention or other event, and hotel prices are inflated due to demand and availability, then overnight hotel stay charges may be billed at the actual incurred charges instead of the normal overnight stay charge. Hotel charges that exceed our normal overnight stay charge will be substituted for our overnight charge at the billed rate.

All charges and/or fees are subject to change without notice.

Regards,

Dave Mercer  
Cutting Machine Repair  
281-757-2323