



A Division Of



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Headquarters: 175 Akron Street, Rochester, NY 14609

## Service Department:

Buffalo | Rochester | Albany

P - 585-224-7966

F - 585-224-7968

[www.siewertequipment.com](http://www.siewertequipment.com)

Serving New York Municipalities  
and Industry since 1949.

**Laser Alignment Specialists**

### EMAIL / FAX TRANSMITTAL FORM

**Date:** Wednesday, April 20, 2016

**To:** ABC Company

**Attention:** John Smith

**Fax/Email:** jsmith@abccompany.com

**Phone:** 585-555-5555

**From:** Vanessa Rainey

**Phone:** 585-224-7966

**Title:** Service and Parts Specialist

### COMMENTS

**Subject/Job:** Service Proposal

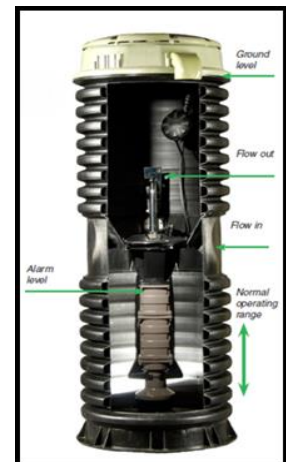
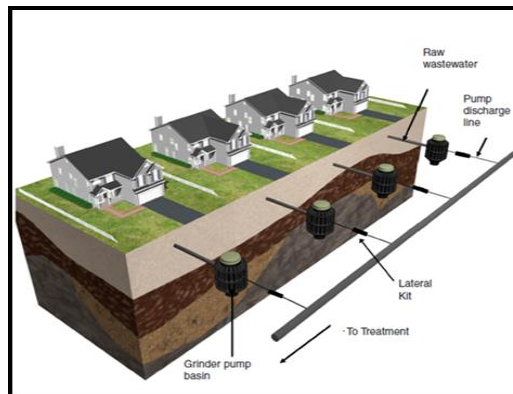
**Make/Model:** EONE "Extreme" Pump Service & Repair Training

**Serial Number:** N/A

**PO / Ref. No:**

Please find attached our service proposal for the EONE "Extreme" pump service & repair training and let us know if you have any questions. Should you choose to proceed, kindly sign the proposal and return with purchase order or credit card number as approval for us to schedule and proceed.

Thank you for choosing Siewert Equipment.



**Copy:** Kevin Conway

Total Number of Pages Including Cover:

6



## Service Proposal



## Service Department

Buffalo | Rochester | Albany

Voice: 585-224-7966

Fax: 585-224-7968

Date: **April 20, 2016**

Make/Model: EONE "Extreme"  
Pump Service &

Serial #: N/A

Proposal #:

PO #:

To: **ABC Company**  
123 Main Street  
Rochester, NY 10001

Attn: **John Smith**

Job: Service Proposal

### Work/Solution Proposed

#### **EONE Service & Repair Training:**

1.) Siewert Equipment to provide a comprehensive technical training session for EONE "Extreme" series sewage grinder pumps. The credentials of our trainer include over 20 years experience with EONE products and "Level 3 EONE Service & Repair Training" Certification that is renewed annually. Specific training topics will include:

- EONE System Overview
- Trouble-shooting
- Pump Tear-down, Inspection, Repair
- Motor & Pump Rebuild
- Electrical Controls
- Pump Testing
- Summarization



Refer to attached training abstract for full details and schedule.

The training will provide a combination of classroom/shop instruction & hands-on experience. Allow up to 8-hours.

If you have a EONE Extreme pumps in need of repair, our instructor will be prepared to oversee the repair of your pumps as part of the training. There will be no additional charge for the repair service except for the cost of parts needed for each pump repaired which will be charged separately. If no pumps are available for repair, our training instructor will bring a demo pump or pumps for the hands-on training.

All participants will receive printed I-O-M booklets. Let us know estimated number of attendees. Recommended class size is 4-10, maximum 12-15.

2.) The training agenda can be customized to suit specific needs and preferences - advance notice required to allow proper preparation.

3.) Payment terms are Net 10 days. The training is limited to one normal work day. This proposal is valid for the next 60 Days.

#### Exclusions

1.) Any work not specifically described above.

**PRICE PER TRAINING SESSION:**

**\$2,500**

~ Lead Time:

2-3 Weeks

**\*\* PLEASE INDICATE ACTION(S) REQUIRED BY CHECKING ASSOCIATED BOXES AND SIGNING BELOW \*\***

Proceed with Work

This proposal is hereby accepted and SECO is authorized to proceed with the work; subject, to credit approval by Siewert Equipment Co., Inc.

Tax Exempt:

No

Yes

\* Fax copy of tax exempt cert. if applicable

Purchase Order Number:

Credit Card: (✓ one) MasterCard

Visa  American Express

Card #

Expiration

Security Code

**John Smith**

**ABC Company**

**Siewert Equipment Co. Inc.**

*Vanessa Rainey*

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Name: **Vanessa Rainey**

Title: \_\_\_\_\_

Title: **Service and Parts Specialist**

Date: \_\_\_\_\_

Date: **4/20/2016**

## PROGRAM ABSTRACT

**Program:** Environment ONE Extreme Series "Service & Repair" Training

**Venue:**

**Presenter:** Brett Hess  
EONE Level 3 Certified Trainer

**Estimated time:** 8 Hours

***System Overview***

***(1 hr)***

- ***Dry Well & Wet Well Pumps***
- ***Hardwired Level Sensor***
- ***Equalizer & Equalizer Tube***
- ***Cables & EQDs***
- ***Alarm Panel***
- ***Tanks***

***Break***

***(10 minutes)***

***Field Troubleshooting***

***(2 hrs)***

- ***Customer Service***
- ***Wire Identity***
- ***Voltage Checks***
- ***Continuity Checks***
- ***Cable Meg Test***
- ***Amperage Checks***

***Lunch***

***(30 minutes)***

***Pump Tear Down, Inspection & Repair***

***(1.5 hrs)***

- ***Controls***
- ***Pump & Grinder End***
- ***Motor Cavity***
- ***Top Housing Removal***
- ***Level Sensor Removal & Repair***
- ***Control Compartment***
- ***Operation & Troubleshooting***

- **Stator**
  - **Removal**
  - **Inspection**
- **Rotor**
  - **Inspection**
  - **Removal / Replacement**

**Break** **(10 minutes)**

**Motor & Pump End Rebuild** **(45 minutes)**

- **Motor Cavity**
- **Mechanical Seal**
- **Motor Cavity Leak Test**
- **Pump End Reassembly**

**Controls Installation** **(45 minutes)**

- **Control Housing (Cable Replacement)**
- **Control Bracket Wiring & Installation**
- **Control Housing Installation**
- **Top Housing Installation**
- **Check Valve Installation**
- **Run Test**

**Final Testing** **(15 minutes)**

- **Amperage readings**
- **Estimating flow & pressure**

**Summarization** **(30 minutes)**

- **System Overview**
- **Field Troubleshooting**
- **Pump Tear Down, Inspection & Repair**
- **Motor & Pump End Rebuild**
- **Controls Installation**
- **Final Testing**



## TERMS AND CONDITIONS

By accepting this proposal, Purchaser agrees to be bound by the following terms and conditions

- 1. SCOPE OF WORK.** This proposal is based upon the use of straight time labor only. Plastering, patching, and painting are excluded. "In-line" duct and piping devices, including, but not limited to, valves, dampers, humidifiers, wells, taps, flow meters, orifices, etc., if required there under to be furnished by Siewert Equipment shall be distributed and installed by others under Siewert Equipment's supervision but at no additional cost to Siewert Equipment. Purchaser agrees to provide Siewert Equipment with required field utilities (electricity, toilers, drinking water, project hoist, elevator service, etc.) without charge. Siewert Equipment agrees to keep the job site clean of debris arising out of its own operations. Purchaser shall not back charge Siewert Equipment for any costs or expenses without Siewert Equipment's written consent. Unless specifically noted in the statement of the scope of work or services undertaken by Siewert Equipment under this agreement, Siewert Equipment's obligations under this agreement expressly exclude any work of service of any nature associated or connected with the identification, abatement, clean up, control, removal, or disposal of environment Hazards or dangerous substances, to include but not be limited to asbestos of PCB's, discovered in or on the premises. Any language or provision of the agreement elsewhere contained which may authorize or empower the Purchaser to change, modify, or alter the scope of work or services to be performed by Siewert Equipment shall not operate to compel Siewert Equipment to perform any work relating to Hazards without Siewert Equipment's express written consent.
- 2. INVOICING & PAYMENTS.** Siewert Equipment may invoice Purchaser monthly for all materials delivered to the job site or to an off site storage facility and for all work performed on - site and off - site. Purchaser shall pay Siewert Equipment at the time purchaser signs this agreement an advance payment equal to 10% of the contract price, which advance payment shall be credited against the final payment (but not any progress payment) due there under and purchaser agrees to pay Siewert Equipment additional amounts invoiced upon receipt of the invoice. Waivers of lien will be furnished upon request, as the work progresses, to the extent payments are received. If Siewert Equipment's invoice is not paid within 10 days of its issuance, it is delinquent.
- 3. MATERIALS.** If the materials or equipment included in this proposal become temporarily or permanently unavailable for reasons beyond the control and without the fault of Siewert Equipment, then in the case of such temporary unavailability, the time for performance of the work shall be extended to the extent thereof, and in the case of permanent unavailability, Siewert Equipment shall (a) be excused from furnishing said materials or equipment, and (b) be reimbursed for the difference between the cost of the materials of equipment permanently unavailable and the cost of a reasonably available substitute therefore.
- 4. WARRANTY.** Siewert Equipment warrants that the equipment manufactured by it shall be free from defects in material and workmanship arising from normal usage for a period of 90 DAYS from delivery of said equipment, or if installed by Siewert Equipment, for a period of 90 DAYS from installation. Siewert Equipment warrants that for equipment furnished and/or installed but not manufactured by Siewert Equipment, Siewert Equipment will extend the same warranty terms and conditions which Siewert Equipment receives from the manufacturer of said equipment. For equipment installed by Siewert Equipment, if Purchaser provides written notice to Siewert Equipment of any such defect within thirty (30) days after the appearance of discovery of such defect, Siewert Equipment shall, at its option, repair or replace the defective equipment. For equipment not installed by Siewert Equipment, if purchaser returns the defective equipment to Siewert Equipment within thirty (30) days after appearance or discovery of such defect, Siewert Equipment shall, at its option, repair or replace the defective equipment and return said equipment to Purchaser. All transportation charges incurred in connection with the warranty for equipment not installed by Siewert Equipment shall be borne by Purchaser. These warranties do not extend to any equipment which has been repaired by others, abused, altered or misused, or which has not been properly and reasonably maintained. **THESE WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THOSE OF MERCHANTABILITY AND FITNESS FOR A SPECIFIC PURPOSE.**
- 5. LIABILITY.** Siewert Equipment shall not be liable for any special, indirect or consequential damages arising in any manner from the equipment or material furnished or the work performed pursuant to this agreement.
- 6. VIDEO & AUDIO RECORDING.** Video and Audio recording of any service, warranty or other work performed by Siewert Equipment is strictly prohibited.
- 7. CONFIDENTIALITY.** The parties anticipate that the Purchaser may learn Confidential Information of Siewert Equipment as a consequence of the performance by Siewert Equipment of service or warranty work on behalf of the Purchaser. Confidential Information means all information that Siewert Equipment discloses to the Purchaser during the course of the performance by Siewert Equipment of service or warranty work on behalf of the Purchaser. Confidential Information includes, without limitation, specifications, methods, processes, drawings, schematics, know-how, notes, models, reports, and samples. Confidential Information may be in written, graphic, oral, visual or other tangible or intangible forms. The Purchaser agrees, on behalf of itself, its agents, employees, parents, subsidiaries, officers, directors, and all other persons acting on or for its behalf that they will not (a) use any of Siewert Equipment's Confidential Information for any purpose other than as necessary for the performance by Siewert Equipment of service or warranty work on behalf of the Purchaser; and (b) disclose any Confidential Information, either directly or indirectly, to any third party. In order to deal with the issue of the purchaser "slipping" in things that you don't like on the back of their PO, you can add this language to your contract: Any and all previous agreements, terms on the backside of a purchase order, quotation, acknowledgment or invoice, or understandings which are inconsistent with any of the various terms and conditions herein set forth are hereby canceled and rendered null and void to the extent of such conflict and/or inconsistency. The invalidity in whole or in part of any other provision hereof shall not affect the validity of any other provision.
- 8. TAXES.** The price of this proposal does not include duties, sales, use, excise, or other similar taxes, unless required by federal, state or local law. Purchaser shall pay, in addition to the stated price, all taxes not legally required to be paid by Siewert Equipment or, alternatively, shall provide Siewert Equipment with acceptable tax exemption certificates. Siewert Equipment shall provide Purchaser with any tax payment certificate upon request and after completion and acceptance of the work.
- 9. DELAYS.** Siewert Equipment shall not be liable for any delay in the performance of the work resulting from or attributed to acts or circumstances beyond SECO's control, including, but not limited to, acts of God, fire, riots, labor disputes, conditions of the premises, acts or omissions of the Purchaser, Owner, or other Contractors or delays caused by suppliers or subcontractors of Siewert Equipment, etc.
- 10. COMPLIANCE WITH LAWS.** Siewert Equipment shall comply with all applicable federal, state and local laws and regulations and shall obtain all temporary licenses and permits required for the prosecution of the work. Licenses and permits of a permanent nature shall be procured and paid for by the Purchaser.
- 11. DISPUTES.** All disputes involving more than \$15,000 shall be resolved by arbitration in accordance with the rules of the American Arbitration Association. The prevailing party shall recover all legal costs and attorney's fees incurred as a result. Nothing here shall limit any rights under construction lien laws.
- 12. INSURANCE.** Insurance coverage in excess of Siewert Equipment's standard limits will be furnished when requested and required. No credit will be given or premium paid by Siewert Equipment for insurance afforded by others.
- 13. INDEMNITY.** The Parties hereto agree to indemnify each other from any and all liabilities, claims, expenses, losses or damages, including attorneys' fees, which may arise in connection with the execution of the work herein specified and which are caused, in whole or in part, by the negligent act or omission of the Indemnifying Party.
- 14. OCCUPATIONAL SAFETY AND HEALTH.** The parties hereto agree to notify each other immediately upon becoming aware of an inspection under, or any alleged violation of, the Occupational Safety and Health Act relating in any way to the project or project site.
- 15. ENTIRE AGREEMENT.** This proposal, upon acceptance, shall constitute the entire agreement between the parties and supersedes any prior representations or understandings.
- 16. CHANGES.** No change or modification of any of the terms and conditions stated herein shall be binding upon Siewert Equipment unless accepted by Siewert Equipment in writing.



## Siewert Certified Service 2015 Labor Rates

HOURLY RATES	Straight Time	Overtime	Holidays & Sundays
Shop Repair Labor	\$108.00	\$162.00	\$216.00
Field Service Labor	\$108.00	\$162.00	\$216.00
Public Works Projects*	\$135.00	\$175.00	\$225.00
Vibration Specialist**	\$145.00	\$185.00	N/A
Reliability Engineer**	\$175.00	\$225.00	N/A



## Terms & Definitions

- **Straight Time:** Business hours of 7:00 a.m. to 4:00 p.m., Monday through Friday.
- **Travel Time:** Travel time is billed as service labor and Vehicle Charge is \$1.25 per mile (portal to portal).
- **After Hours Service:** Overtime rate applies. Minimum 4-hour billing.
- **Emergency Service:** A charge of \$175 applies to same-day and next-day service.
- **Overnight Travel:** A per diem allowance of \$220 per technician will be charged for overnights.
- **Material:** Material will be billed at the manufacturer's current list pricing.
- **Specialty Tools & Services:** Charges apply as follows:
 

Oil/Waste Disposal:	\$30 per pump/machine	Flatbed Truck & Crane:	\$225 per trip
Laser Alignment:	\$195 per pump	Portable Gantry Crane:	\$200 per trip
Vibration Equipment:	\$195 per day	Roto-Jet Service:	\$195 per pump
Confined Space Equipment:	\$195 per station	E/One Loaner Pump:	\$25 per day
		Shop Storage:	\$10 per day after 30 days
- **Repair Warranty:** 90-day warranty on materials and workmanship.
- **\*Public Works Projects:** Prevailing Wage rates apply to all on-site Public Works Projects, in accordance with Article 8, Section 220 of the New York State Labor Law.
- **\*\*Reliability Engineering and Vibrations Services** include an electronic report of findings, quantitative analysis, and recommendations.

Rev.6/24/15

**Call 800-333-0598**  
or visit [SiewertEquipment.com](http://SiewertEquipment.com)



### SERVICE CENTERS:

**ROCHESTER**  
175 Akron Street  
Rochester, NY 14609  
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P: (518) 272-3431  
F: (518) 272-4406

*Everything you need to Go with the Flow.*