



## CUSTOMER EQUIPMENT SERVICE

CHARGEABLE LABOR PRACTICES AND RATES (EFFECTIVE 1-1-2024)

The following is a summary of the “Chargeable Labor Practices and Rates” for work performed by Silgan Containers’ field service representatives for both can and non-can customers.

### CLOSING MACHINE AUDITS

Per customer request, any work to evaluate machine performance, which may include developing a recommended parts list based on audit results.

### SCHEDULED REPAIRS AND OVERHAULS

Per customer request, and generally due to the results of a “Closing Machine Audit,” any work associated with repairing / overhauling customer closing machines.

### EMERGENCY SERVICES

Per customer request, any work due to the mechanical breakdown of a customers’ closing machine. (Not can or end related).

### CHANGEOVERS

Per customer request, any work to change-over or assist to changeover a closing machine from one container size to another.

## ABOUT US

Our Customer Equipment Service (CES) and Technical Service Representative (TSR) Groups are dedicated to serving our customers’ equipment and technical needs.

For more information about our technology and equipment services scan the QR Code or visit:

[www.silgancontainers.com/customer-support](http://www.silgancontainers.com/customer-support)



### Silgan Technology Center

1190 Corporate Center Drive,  
Oconomowoc, WI 53066  
[SilganUCTS@Silgancontainers.com](mailto:SilganUCTS@Silgancontainers.com)

### Silgan Equipment Center

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## CUSTOMER EQUIPMENT SERVICE AND TECHNICAL SERVICE



# CUSTOMER TECHNICAL SERVICE

CHARGEABLE LABOR PRACTICES AND RATES (EFFECTIVE 1-1-2024)

The following is a summary of the “Chargeable Labor Practices and Rates” for work performed by Silgan Containers’ field service representatives for both can and non-can customers.

## LABORATORY SERVICES

Spoilage Investigations: \$150/hr  
General Lab Work Requests: \$100

## THERMAL PROCESS ESTABLISHMENT

Per customer request, any work to establish a thermal process for a customer, including heat penetration or temperature distribution testing, evaluation of data obtained during testing, and issuing of the final thermal process suggestion.

## DEVIATION EVALUATION

Per customer request, evaluation of deviations to an existing thermal process for which Silgan is the thermal process authority of record.

## WEEKDAYS (MONDAY – FRIDAY)

**Regular Time:** (8:00 a.m. to 5:00 p.m.) = \$300 per hour or part thereof, up to eight hours (four hours minimum of \$1200 per day).

**Overtime:** (5:00 p.m. to 8:00 a.m.) = \$450 per hour or part thereof.

## WEEKENDS (SATURDAY, SUNDAY AND/OR HOLIDAY)

**Regular Time:** (8:00 a.m. to 5:00 p.m.) = \$450 per hour or part thereof (four hours minimum of \$1200 per day).

**Overtime:** (5:00 p.m. to 8:00 a.m.) = \$600 per hour or part thereof.

**Layover:** \$750 per day due to plant shutdown for each weekend, day, or holiday when the service representative must stay and no work can be performed.

## SEAMER AUDITS

\$1200 per seamer and \$1600 for high-speed seamers.

## CASE TRACKER USAGE

Per customer request, any work to changeover the CRT-2000 Tap Tone Case Tracker to the appropriate can size and case configuration. A rate of \$400 will be charged for every day the unit is in use, including freight to and from Silgan.

## WEEKDAYS (MONDAY – FRIDAY)

**Regular Time:** (8:00 a.m. to 5:00 p.m.) = \$195 per hour or part thereof, up to eight hours (four hours minimum of \$780 per day).

**Overtime:** (5:00 p.m. to 8:00 a.m.) = \$264 per hour or part thereof.

## WEEKENDS (SATURDAY, SUNDAY AND/OR HOLIDAY)

**Regular Time:** (8:00 a.m. to 5:00 p.m.) = \$264 per hour or part thereof, up to eight hours (four hours minimum of \$1,056 per day).

**Overtime:** Saturday from 5:00 pm through Monday 8:00 am; and Holidays = \$363 per hour or part thereof.

**Layover:** \$750 per day due to plant shutdown for each weekend, day, or holiday when the service representative must stay and no work can be performed.

## ADDITIONAL EXPENSES

**Air Travel:** Airfare costs to destination and return based on actual costs.

**Expenses:** Rental Car and Living Expenses (Lodging, meals and miscellaneous expenses) will be billed at the actual cost.

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**Air Travel:** Airfare costs to destination and based on current actual costs.

**Expenses:** Rental Car and Living Expenses (Lodging, meals and miscellaneous expenses) will be billed at the current actual cost.

