



### Customer Preparation Checklist International

- HPU (if applicable)
  - Manual is sent with the HPU
  - Hydraulic oil- please see manual
  - Diesel fuel- please see manual
  - Check all fluid levels
  - Have HPU mounted
    - The side where the controller is located must be facing outward for easy access.
- Pump
  - Operations Manual
  - Unpack and general inspection
  - Antifreeze
    - Truegard propylene glycol inhibited heat transfer fluid 50/5
    - 3-5 gallons
  - Have the scoop taken off the excavator and ready for the pump to be attached
- Hydraulic lines must be covered at all times
- Discharge lines
  - We supply all bolts up until their equipment starts – only supply through our scope
  - Please have bolts prepared to attach hose to your own equipment
- Tools to have available:
  - Large pipe wrench
  - Lineup tools
  - Large adjustable wrenches
  - Battery operated impacts
  - Forklift
  - Cranes

## EPC Technician for Startup and Training:

### International:

Training and Startup Cost (Optional): The first day of startup and training is billed to customer at a rate of \$5,000.00 for the day. Any additional consecutive days are billed at \$3,500.00 per day. A day is measured by an eight (8) hour period with two (2) required 15 minute breaks and one (1) required 30-minute lunch break. Any additional hours up to 12 hours will be approved at the discretion of the Eddy Pump technician and will be billed at \$200 per hour. An additional 30-minute break must be provided. Any additional hours over 12 hours will be approved at the discretion of the Eddy Pump technician and will be billed at \$300 per hour. An additional 30-minute break must be provided.

Customer will not be responsible for airfare or travel time.

Three (3) weeks' notice is required for scheduling a technician and is subject to availability. We will try to accommodate all expedite requests, however an expedite fee will be incurred for all requests made within the three (3) week period. The fee equals 5% of the total startup cost which is determined at the conclusion of the technician visit.

Cancellation Policy: Customer will be billed for all cancellation and rescheduling fees/charges plus a \$300 administration fee.