

FIELD SERVICES REQUEST - Policies and Rates

Field Services Request Protocol

To initiate a field service request please reach out to a Kratos Help Desk coordinator.

Monday-Friday 8:00 am - 5:00 pm (MT)

Saturday-Sunday 10:00 am - 4:00 pm (MT)



field_support@kratosind.com

Phone: (720) 588-4225

Once our team receives the initial inquiry a Help Desk Ticket is created. A Help Desk coordinator may reach out directly to you for additional information regarding the inquiry.

Your Help Desk coordinator will request essential information such as: job numbers, complaint dates, customer names, customer contacts, complaint topics, requested actions. Once our Help Desk Team member has all the pertinent information your request will be submitted to the appropriate department for follow up.

Services, Goods, and Parts

Field support provided to a customer may include, but not be limited to, troubleshooting/debug, consultation, commissioning assistance (start-up), component replacement, inspection, and wiring. Excluded services Kratos will not perform include, but are not limited to:

- ⚡ Any activity requiring a licensed electrician to perform
- ⚡ Any activity that has to be performed energized and/or can't be LOTO
- ⚡ Any activity deemed illegal and/or immoral
- ⚡ Any activity or modifications that may void a UL/ETL listing and/or manufacturer's warranty

For requested replacement parts, your Help Desk Coordinator will work with you to determine the necessary action steps to process your request for items under warranty or non-warranty repair.

FIELD SERVICES REQUEST - Policies and Rates

CONTINENTAL UNITED STATES

WEEKDAY DAILY RATES	
FST 7:00 AM - 5:00 PM	\$2,500.00 Per Day
FSE 7:00 AM - 5:00 PM	\$3,000.00 Per Day
SATURDAYS, SUNDAYS, HOLIDAYS	
FST 7:00 AM - 5:00 PM	\$3,000.00 Per Day
FSE 7:00 AM - 5:00 PM	\$3,500.00 Per Day
Note: days exceeding 10 hours of service	+\$375.00 Per Hour (FST), +\$450 Per Hour (FSE)

OUTSIDE CONTINENTAL UNITED STATES

Travel add on portal-to-portal	\$250 Per Hour + Daily Rates (FST/FSE)
FST Field Service Technician	FSE Field Service Engineer

CONTACT KRATOS FIELD SERVICES HELP DESK

Monday-Friday 8:00 am - 5:00 pm (MT)
 Saturday-Sunday 10:00 am - 4:00 pm (MT)



fields_support@kratosind.com
 Phone: (720) 588-4225