

Ice Pros Mechanical Service Rates

Michigan – Union Labor (Effective February 1, 2026)

Standard Service Rates

- **Standard Labor (Mon–Fri, normal business hours): \$220 per hour**
Two (2) hour minimum applies to all service calls.
- **Overtime Labor (after hours, evenings, Saturdays): \$375 per hour**
- **Double Time / Holidays (Sundays & recognized holidays): \$450 per hour**

Diagnostic & Call-Out Charges

- **Diagnostic Fee: \$ Free**
Includes up to the first one (1) hour of labor. Will stop after the first hour is up and discuss next steps. Additional time billed at applicable labor rate upon customer approval.
- **Emergency / After-Hours Dispatch Fee: \$225 per visit**
Applied to all calls outside normal business hours.

Travel & Vehicle Charges

- **Truck / Service Vehicle Charge: \$110 per trip**
Covers fuel, vehicle operation, tools, and standard travel within the local service area. Customers outside 50 mile range are subject to an additional .70/mile fee.

Preventive Maintenance (PM)

- **Standard Cuber Preventive Maintenance Visit: \$278.50 per visit**
Typical duration: up to 2 hours for all countertop, undercounter, 22"/30" dice & half dice machines.
- **Standard Flake & Nugget Preventative Maintenance Visit: \$414.90 per visit**
Typical duration: up to 3 hours for all 22"/30" machines

- **Large Capacity Preventative Maintenance Visit: \$557 per visit**

Typical duration: up to 4 hours for all 48" dice, flake, and nugget machines

PM includes inspection, cleaning (manufacturer recommended chemical usage amounts), performance checks, and operational verification. Water filters, additional descaling chemicals, and major tear-downs are excluded unless specifically quoted.

Parts & Materials

- Parts are billed **OEM cost plus handling and markup**.
- Markup varies based on part type, availability, and sourcing urgency.
- Emergency-sourced and special-order parts may carry higher handling charges.

Warranty Policy

- **30-day workmanship warranty only.**
- Warranty excludes failures related to scale, water quality, ambient conditions, misuse, or lack of maintenance.
- Manufacturer warranty labor is billed at standard labor rates unless otherwise stated in writing.

Invoice Terms & Conditions

- All labor is billed in accordance with the applicable rate in effect at the time of service.
- Minimum labor charges apply regardless of actual on-site time.
- Travel, dispatch, and diagnostic fees are billed separately from labor.
- Parts and materials are non-refundable once installed or ordered.
- Payment terms: **Net 30 days** unless otherwise agreed in writing.
- Past-due balances may be subject to finance charges as permitted by law.

Rates are reviewed annually and subject to change due to union labor adjustments, benefit contributions, and operating cost increases.