

Ad-Hoc Service and Maintenance Rate Card – Westan Support

May 2026

For Aurora supplied screens that have exceeded the warranty term or require non-warranty works, Aurora’s highly skilled technical team is available on an ad-hoc basis as required. See below for service rates and inclusions.

Service Type	Call-out Fee	Hourly Rate	Out of hours
Remote Assistance – 8:30am to 5:30pm ACST Phone or remote access assistance for troubleshooting and fault finding	N/A	\$105.00 ex GST p/h charged in 30min increments	1.5x Multiplier First 3 hours
Ad-hoc LED Service Work – 8:30am to 5:30pm local time For work on all Aurora supplied LED products and processors	\$336.00 ex GST Call-out inc. 1 st Hour	\$157.50 ex GST p/h thereafter charged in 60min increments	2x Multiplier Following

Travel	Per KM	Out of hours
Travel within 50km of local CBD Adelaide, Brisbane, Canberra, Darwin, Hobart, Melbourne, Sydney, Perth, Christchurch, Auckland and Wellington	Included	N/A
Travel outside of 50km from CBD – 8:30am to 5:30pm local time Costing based off vehicle allowances (ATO report 2024-2025) and time spent in transit	\$2.10 ex GST per KM	1.5x Multiplier first 3 hours 2x Multiplier following
Works requiring overnight stay Where the technician is not able to return home same-day	POA	
On-site parking or access fees Costs for site attendance	On-Charged	

Service Attendance Requests

To request service attendance, a service ticket must be lodged within the [Aurora ticketing system](#), which will be confirmed by the support team, who will require a PO before attendance.

Following the service attendance, a report provided within the ticketing system including information regarding works completed and if the fault is resolved or requires follow up attendance or replacement parts.

Terms & Conditions

- Where attendance is required on a public holiday, the 2x multiplier will be applied on all charges
- Replacement parts, including freight costs, and access equipment hire fees will be on-charged to the client
- Site attendance booked on best-effort basis as warranty and SLA clients will take preference
- Phone and remote assistance is to be scheduled for an agreed time between both the client and Aurora
- The client will assist in providing remote access via Anydesk or Teamviewer
- Ad-hoc servicing and equipment replacement works do not carry their own warranties or extend existing warranties of any type
- Travel rate is calculated using google maps from closest CBD to destination in full, no rebate or inclusion for the first 50km is provided
- Rates are regularly reviewed and may change, however all charges to clients will be presented at the time of service request where able

*Aurora standard warranty exclusions and charges for on-site attendance and remote support apply to all service attendances, further details can be found [here](#).