



# *OEM Parts & Services*

**Canrig supports the overall life cycle of our products from new build construction through all recertification cycles.**

**Our experienced technical staff is available 24 hours a day, seven days a week providing both field based and remote technical support through RIGLINE 24/7™. After the sale, we provide our customers with the support and service required through highly engaged, proficient and dedicated employees.**



#### ► INSTALLATION

Our applications group and field service support team provide customized installations of Canrig equipment. This includes initial installation, commissioning, and training. Training consists of both operational and maintenance instruction, ensuring your equipment is operating as intended.

#### ► MAJOR REPAIR CENTERS

As the OEM we are uniquely positioned to repair, recertify and upgrade all equipment types at multiple facilities strategically positioned around the globe. Our experience as the OEM enables us to implement test procedures that give you the confidence that your equipment is operating to original specifications and will continue to run at peak performance for years to come.

#### ► PARTS SALES

Our centrally located warehouses in Houston, Texas contain an extensive refurbishment and maintenance parts inventory. A dedicated team manages sales and distribution globally. In addition, 14 regional centers, located near our customers, have an on-going inventory optimization program in an effort to have the right part, at the right place, at the right time.

#### ► TRAINING

Canrig offers comprehensive customer training for technical and rig site staff. This consists of hands-on field training, simulations and classroom courses. The classroom training can be conducted at our state-of-the-art 26,000 square foot Houston facility, or localized and customized to meet your needs.



► **RIGLINE 24/7™ SUPPORT CENTER**

The primary duty of our frontline customer service representatives is to prevent excessive downtime and minimize the necessity to dispatch a technician to the well site. They also:

- Troubleshoot problems and manage escalation procedures
- Remote monitoring of equipment and follow-up of alerts
- After hours parts sales and distribution
- Communication of best practices

► **PLANNED MAINTENANCE AND FIELD REPAIRS**

**FIELD SERVICE**

Field Service Technicians form the backbone of the Canrig support team. Our commitment is to ensure technicians dispatched to your wellsite have the appropriate skills and experience to efficiently complete the task at hand. Each technician progresses through our rigorous Competency Assurance Management System (CAMS), ensuring they have the expertise and education required. Our technicians are strategically positioned geographically to optimize response times, and where possible, they arrive to location fully equipped with the tools and parts required.

**INSPECTION & MAINTENANCE PACKAGES**

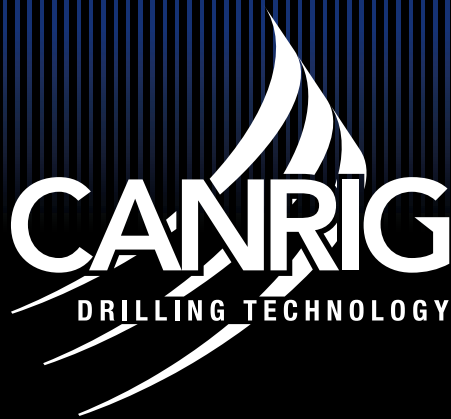
Canrig offers planned packages customized to meet your needs. These packages help keep equipment properly maintained resulting in reduced downtime and increased performance. Each agreement includes monthly reporting that provides ongoing visibility of rig site parts inventory, rig crew training levels, and equipment performance.

► **LOCATIONS**



▲ RIG TECHNOLOGIES ● DRILLING ■ NDS  
 \* with parts warehouse, certified manufacturing and/or repair center

TOLL-FREE 866.433.4345 INTERNATIONAL 1.281.774.5649



**SALES INFORMATION**

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**RIGLINE 24/7™ SUPPORT**

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