

# NOV Rig Systems Aftermarket



# OUR AFTERMARKET STRATEGY

We will maximize our customers' performance and uptime, applying our unmatched complete system knowledge and investment in networks of people, facilities and technology.

NOV Rig Systems makes and supports the world's most advanced drilling solutions. We're continually pushing our own standards higher to deliver the safest, most efficient and most reliable solutions in the world.

**21**  
Countries

**100**  
Locations  
Worldwide

**5,700**  
Aftermarket  
Employees





Equipment &  
Package Upgrade



Engineering



Manufacturing



Spare Parts  
Logistics

# FULL LIFECYCLE PARTNER



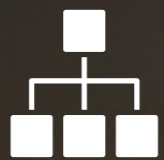
Global  
Logistics



Global Technical  
Service & Support



Installation &  
Commissioning



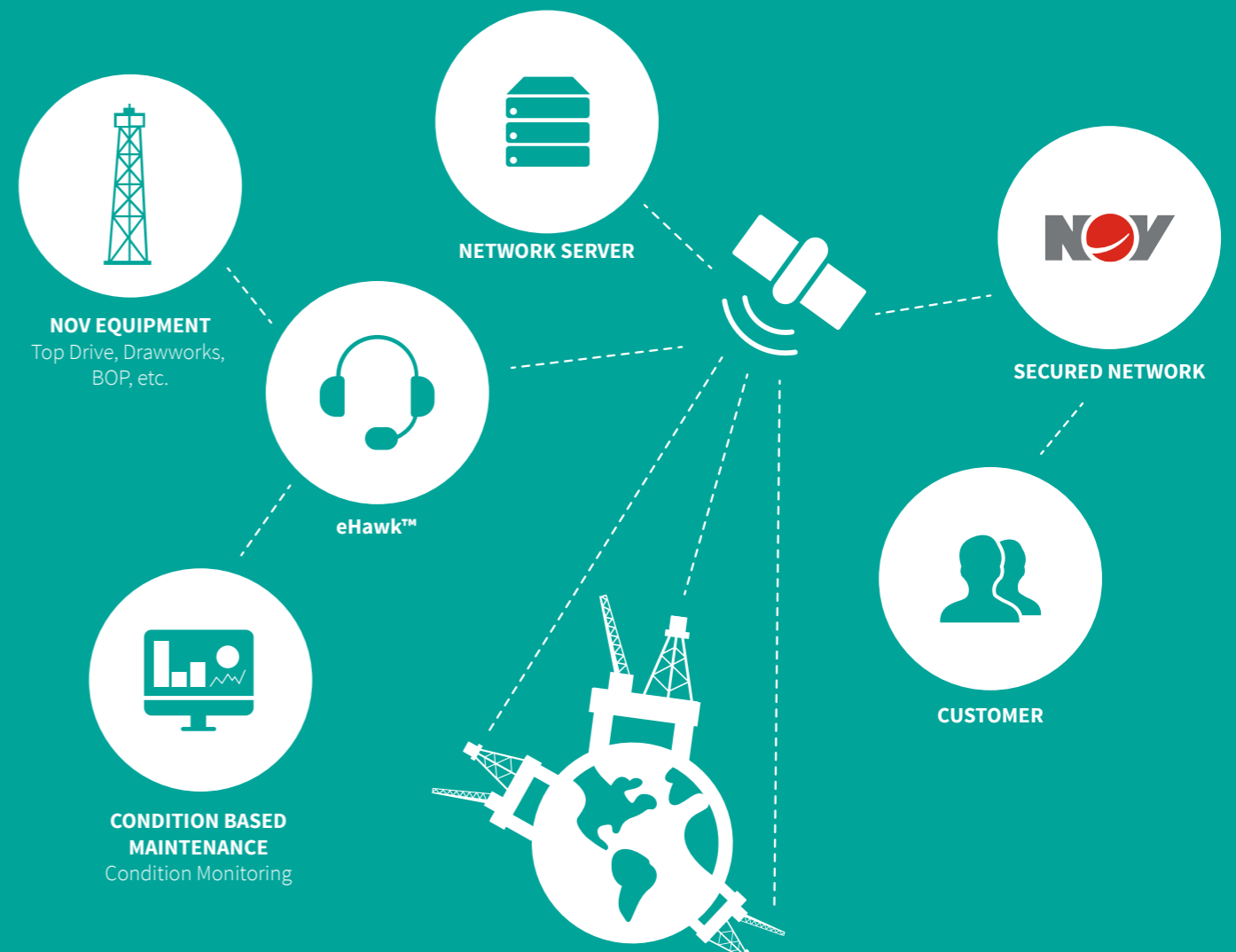
Project  
Management

# SERVICE OF THE FUTURE

**We are investing in technologies that link every aspect of our business with the customer over a global network:**

In the future, rig equipment will monitor itself so that if a problem is detected, multiple actions are automatically initiated such as equipment performance being decreased to prevent failure, and appropriate people notified.

Service technicians of the future will communicate remotely without utilizing resources like Internet or phone. They are educated with fundamental knowledge and supported by live subject-matter experts globally.



# WHAT WE OFFER

On-site  
capabilities

Cutting-edge  
digital  
resources

Knowledgeable  
and professional  
**people**

Exceptional  
**customer  
support**

**State-of-the-art**  
facilities

Specialized  
**recertification**  
and **upgrade**  
services

Leaders in  
**training**

# OUR BUSINESS LINES

With equipment on thousands of rigs around the world, we provide comprehensive aftermarket products and service solutions. We are where you need us to be with an integrated network of strategically located facilities worldwide providing Technical Support, Field Service, Repair, Spare Parts, eHawk™ Remote Support, Training, Installation and Commissioning, Rentals and Field Engineering that will keep your rigs running and your customers satisfied.

Our professional team is available 24/7 to support you.



## Training

- Customer industry training for the best and safest equipment performance
- Hands-on experience and simulator training to help develop local talent
- Advanced learning methods for product line training, rig specific training, advanced simulation technology and mobile training
- NOV training locations all around the globe
- Fully accredited CMS all Aftermarket disciplines

## Technical College

- Best-in-class training for NOV employees
- Hundreds of NOV employee graduates in 14 different countries per year
- Courses specialized in all NOV Rig Systems OEM products
- Graduation dependent on evidence-based competency
- Advanced level training



## Repair

- Overhaul, repair, rebuild and recertification of NOV equipment
- Global locations close to customers
- Expanded capabilities in lean facilities
- Network of trained people – unrivaled quality, customer service, on-time delivery and unmatched technical integrity

## Field Engineering

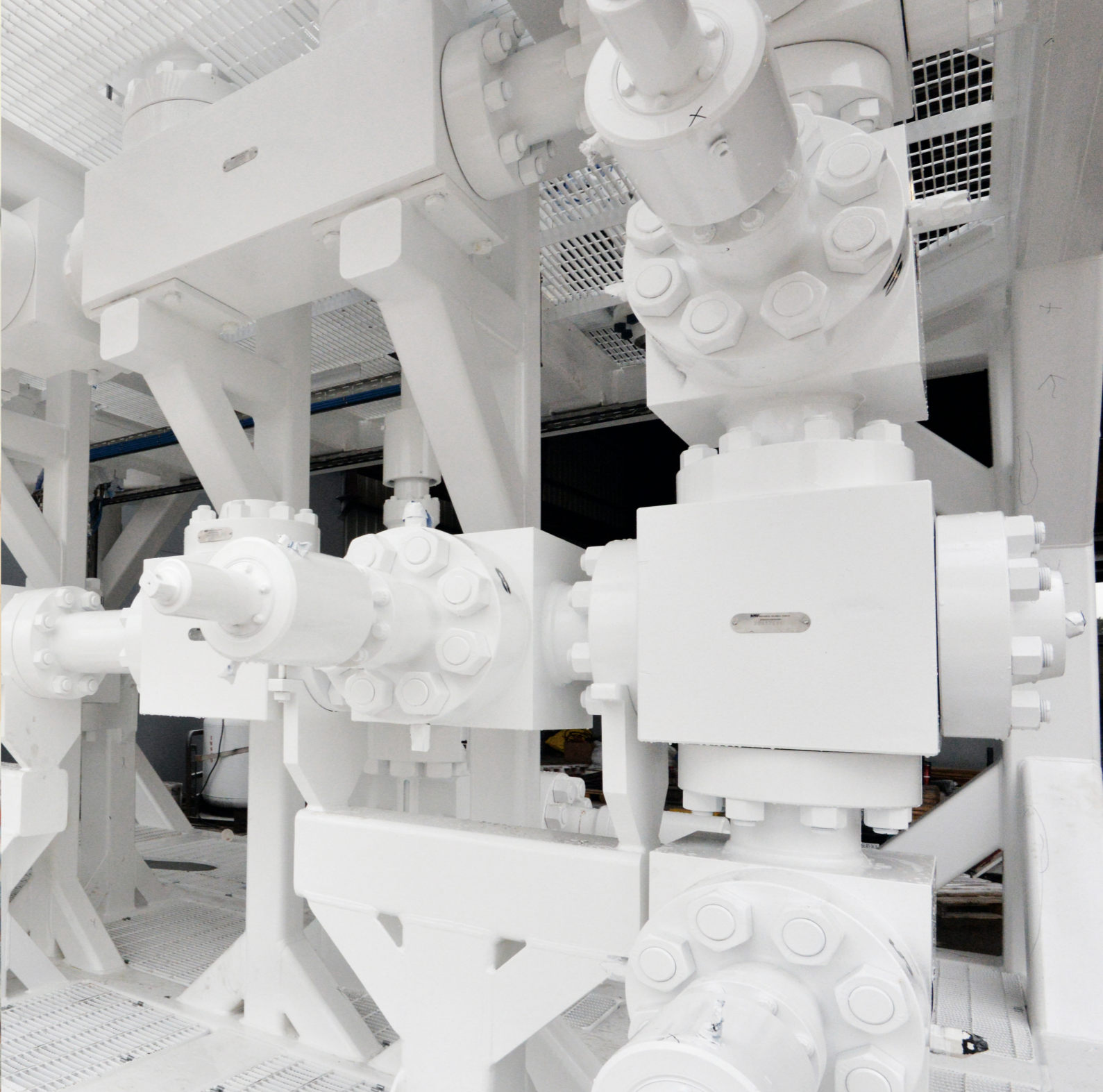
- Specialized team of engineers to survey fleets and plan for rig and product certifications
- Work hand-in-hand with customers to ensure uptime through recertification process
- Provide fit-for-purpose solutions

## Spares

- State-of-the-art facilities
- Advanced materials management systems
- Strategic locations close to customers with extended networks of distributors
- Available product, with over \$1B in stock
- Customizable business models- from manual paper systems to customized B2B integrations
- 24/7 reliability and market leading on time delivery

## Rentals

- Global support
- Broad product spectrum ready to be deployed on short notice
- Seamless installation and commissioning



## Technical Support

- OEM experts globally accessible 24/7
- Utilize Tracker system to record, manage and resolve issues in order to keep equipment working
- Connect with rigs via eHawk™ network integration service to provide faster response time and reduced service personnel visits

## I&C Support

- Most experienced team for installation & commissioning in the industry
- Single point of contact to organize and manage large-scale installations at the site
- Integration on-time, on-budget, with documentation and compliance of regulations

## Service

- Global network of trained experts on hand to ensure maximum rig uptime and effectiveness
- 24/7 remote support for mechanical, electrical, structural and control/instrumental specialists
- OEM expertise and support
- Equipment and condition monitoring technology

## Mission

- Technical expertise for pumping systems, fluid end expendables and pressure control systems
- Continuous technology development of fluid management systems



**Corporate Headquarters**  
7909 Parkwood Circle Drive  
Houston, Texas 77036  
United States  
Phone: +1 713 375 3700  
Fax: +1 713 346 7687

**Rig Systems**  
10000 Richmond Avenue  
Houston, Texas 77042  
Phone: +1 713 346 7500  
Fax: +1 713 435 2195

#### AMERICAS

**Argentina**  
Manzana 2A, Lote 6A, Parque Industrial Oeste  
Neuquen, Argentina 8300  
+54 299 441 3280

#### Brazil

NOV Service and Repair (Macaé)  
Rod. Amaral Peixoto, s/n KM164,5  
Imboassica – Macaé – RJ – Brazil  
CEP 27920-025  
+55 22 2773 0600  
+55 22 9974 7081 (after hours)

#### Canada

NOV Service and Repair (Leduc/Edmonton)  
6621 – 45 Street  
Leduc, Alberta, Canada  
T9E 7E3  
+1 780 986 1712  
+1 780 986 5556

#### Columbia

Bogota Repair Center  
Calle 193#31-02  
Bogota, Cundinamarca 110221  
+57 316 875 8748

#### UNITED STATES

##### Colorado

NOV Service and Repair (Grand Junction)  
738 Scarlet Drive, Unit D  
Grand Junction, CO 81505  
+1 970 740 0747  
+1 281 569 3050 (after hours)

##### Louisiana

NOV Service and Repair (Covington)  
73765 Penn Mill Rd.  
Covington, LA 70435  
+1 985 892 8216 (direct)

(Cranes: AmClyde, Unit, OS National, Dresco,  
Kingpost)  
+1 985 871 8609 (service)  
+1 985 871 8603 (parts)

NOV Service and Repair (New Iberia)  
5212 Highway 90 Service Road West  
New Iberia, LA 70560  
+1 337 374 1400

NOV Service and Repair (Houma)  
106 Venture Boulevard  
Houma, LA 70360  
+1 985 853 3801  
+1 281 569 3050 (after hours)

##### Oklahoma

NOV Service and Repair (Oklahoma City)  
7713 North West 3rd St.  
Oklahoma City, OK 73127  
+1 405 495 1000  
+1 281 569 3050 (after hours)

##### Minnesota

NOV Service (St. Paul)  
240 East Plato Blvd.  
St. Paul, MN 55107  
+1 651 293 4745 (service)  
+1 651 293 4776 (service)  
+1 651 293 4600 (parts)

##### North Dakota

NOV Service and Repair (Williston)  
5095 141T Ln NW,  
Williston ND 58801  
+1 701 713 2200  
+1 281 569 3050 (after hours)

#### Pennsylvania

NOV Service and Repair (Leetsdale)  
10 First Street, Leetsdale, PA 15056  
+1 724-240-2001  
+1 281 569 3050 (after hours)

#### Texas

NOV Service and Repair (Alice)  
2351 Energy Avenue  
Alice, TX 78380  
+1 361 668 4154  
+1 281 569 3050 (after hours)  
+1 361 664 2300 (Mission)

#### NOV Service and Repair (Houston)

5100 North Sam Houston Parkway West  
Houston, TX 77086  
+1 281 569 3050 (24/7 technical support)  
+1 281 569 3051 (eHawk remote support)

#### NOV Service and Repair (Odessa)

7995 East I-20  
Odessa, TX 79765  
+1 432 561 6520  
+1 281 569 3050 (after hours)

#### Houston Windfern Mission

11300 Windfern  
Houston, TX 77064  
+1 713 983 1916

#### Wyoming

NOV Service and Repair (Casper)  
1080 North Robertson Road  
Casper, WY 82601  
+1 307 473 8888  
+1 281 569 3050 (after hours)  
+1 307 472 9884 (mission)

#### NOV Service and Repair (Rock Springs)

61 Chimuza  
Rock Springs, WY 82902  
+1 307 362 1320  
+1 281 569 3050 (after hours)

#### Venezuela

NOV Rental and Service (Maturin, Monagas)  
Varco International de Venezuela  
Top Drive Rental and Service  
+58 291 651 6489  
+58 414 394 2784 (mobile)  
+58 291 651 4384 (fax)

#### ASIA

##### China

NOV Service  
Suite 1603-1606, Air China Plaza  
No. 36 Xiaoyun Road, Chaoyang District  
Beijing 100027 PRC  
+86 139 0121 9392  
+86 108 0081 05109 (24/7 technical support)

##### India

NOV Service and Repair  
R-619, TTC Industrial Area  
Rabale, MIDC  
Navi Mumbai – 400 401  
Maharashtra, India  
+91 982 009 1322  
+91 983 349 6154 (after hours)

##### Singapore

NOV Service and Repair  
29 Tuas Bay Drive  
Singapore 637429  
+65 6594 1000  
+65 6594 1222 (24/7 technical support)

#### EUROPE

##### England

Bedlington Techdrill Brazenlight  
c/o Brazenlight, Gooch Avenue, Barrington  
Road Industrial Estate  
Bedlington, Northumberland, NE22 7DQ  
England  
+44 (167) 084 3580

##### France

15, rue de la Metallurgie  
Carquefou cedex Pays de la Loire 44482 France  
NOV Service  
+33 24 068 3600  
+33 24 068 3611  
+33 24 068 3600 (after hours)

+33 677 790 943 (after hours)

#### Norway

**NOV Service (Oslo)**  
Drengsrudhagen 4  
1385 Oslo Norway  
+47 64 00 50 00  
+47 6400 5000  
+47 6400 5001 (after hours)

#### NOV Service (Kristiansand)

Skibaasen 2  
4636 Kristiansand – Norway  
+47 3819 2000  
+47 3819 2482 (after hours)

#### NOV Service (Molde)

Grandfjaera 24  
6415 Molde – Norway  
+47 7120 2020  
+47 9169 9664 (after hours)

#### NOV Repair (Stavanger)

Dusavik Base  
Midtre Basevei 4  
4029 Stavanger – Norway  
+47 5183 5600

#### NOV Service (Stavanger)

Lagerveien 8  
4069 Stavanger – Norway  
+47 5181 8181  
+47 4140 0041 (after hours)  
+47 9511 8181 (24/7 eHawk remote support)

#### Russia

NOV Service and Support  
5, Ulansky Lane  
Moscow, 101000 Russia  
+7 495 775 2540  
+7 985 410 5272 (mobile)  
+7 495 981 3470 (fax)  
+7 985 997 3545 (24/7 technical support)

#### UK

NOV Service and Repair (Aberdeen/Mon-  
trose)  
Forties Road  
Montrose, Scotland DD10 9ET  
+44 1674 677222  
+44 7711 415485 (after hours)  
+44 7739 170079 (workshop)  
+44 7713 643012 (spare parts)

#### MIDDLE EAST

##### Egypt

KM 17.5, Cairo Suez Desert Road  
Cairo, near City Housing 11371  
+20 2 2613 4596

##### North Africa

NOV Rig Systems,  
EuroJapan Residence  
B.P 256 Hassi Messaoud - Ouargla, Algeria  
Tel: +213- (0) – 29 750 727  
Fax: +213- (0) – 29 736 680

##### Saudi Arabia

NOV Service and Repair (Al-Khobar)  
Al-Khalidiyah District  
Khobar ~ Dammam Highway (at the back of  
Tawuniya)  
P. O. Box 20754, Al-Khobar 31952  
Saudi Arabia  
+966 3 847 5206  
+966 3 847 3938 (fax)

##### Sub-Saharan Africa

NOV Service and Repair (Luanda)  
Base de Sonils, Rua Kima Kienda  
Porto de Luanda, Boa Vista  
Luanda, Angola  
+24 492 332 5410  
NOV Service and Repair (South Africa)  
8 Kendle Street, Neave Township  
Port Elizabeth Eastern Cape, 6001 South  
Africa  
+27 (0) 41 405 1605

##### UAE

R/A # 13, Plot MO 0682 Daimler Chrysler St,  
Jebel Ali Free Zone - Jebel Ali Dubai  
United Arab Emirates  
+971 4 8110100