



# Global Services – Drilling

Complete support for your Hydril Pressure Control and VetcoGray drilling equipment



# Global Services for drilling applications

As our technologies advance, so does our ability to serve our customers globally. For more than a century we have been redefining reliability in oil and gas drilling and production, developing successive generations of world-class products to control extreme pressures and endure the harshest downhole conditions. When you purchase our Hydril Pressure Control or VetcoGray drilling products, you are automatically connected to a global team and a knowledge base grounded in decades of experience and success.

## GE's approach

Safety is paramount, and our reputation is built on technologies that protect both natural resources and oil field personnel. We continue to build long-term customer relationships by providing levels of service and support as dependable as our products. You can count on us for the quality parts, repairs, field service, training and technical support that will improve performance, extend equipment life and maximize uptime. Our services are available any time you need them, anywhere in the world.

### Genuine parts & equipment

When you buy genuine Hydril Pressure Control and VetcoGray parts from GE Oil & Gas, you get the peace of mind that comes with the highest OEM manufacturing standards. You will also benefit from decades of future innovation as we continually advance component technologies, product knowledge, and a working partnership with engineering and sales personnel structured around your rig and your people. You'll see the difference in performance and uptime.

### Field service

You'll gain access to the complete global network of certified GE Oil & Gas field service personnel, equipped with the OEM experience and resources to solve your every technical challenge. All members of our field service team complete a rigorous training program. They are certified to work wherever you may need them, and they are available to you any hour of the day or night.

In addition to phone support, we offer technical assistance through our Remote Service Network (RSN) as an optional service tool for our Hydril Pressure Control and VetcoGray systems. If your equipment is equipped with RSN hardware, our technicians can log into your system from anywhere in the world to perform diagnostics via the internet. In cases when only a service call will do, our people are rarely more than a day away from your site.



### Overhaul and repair

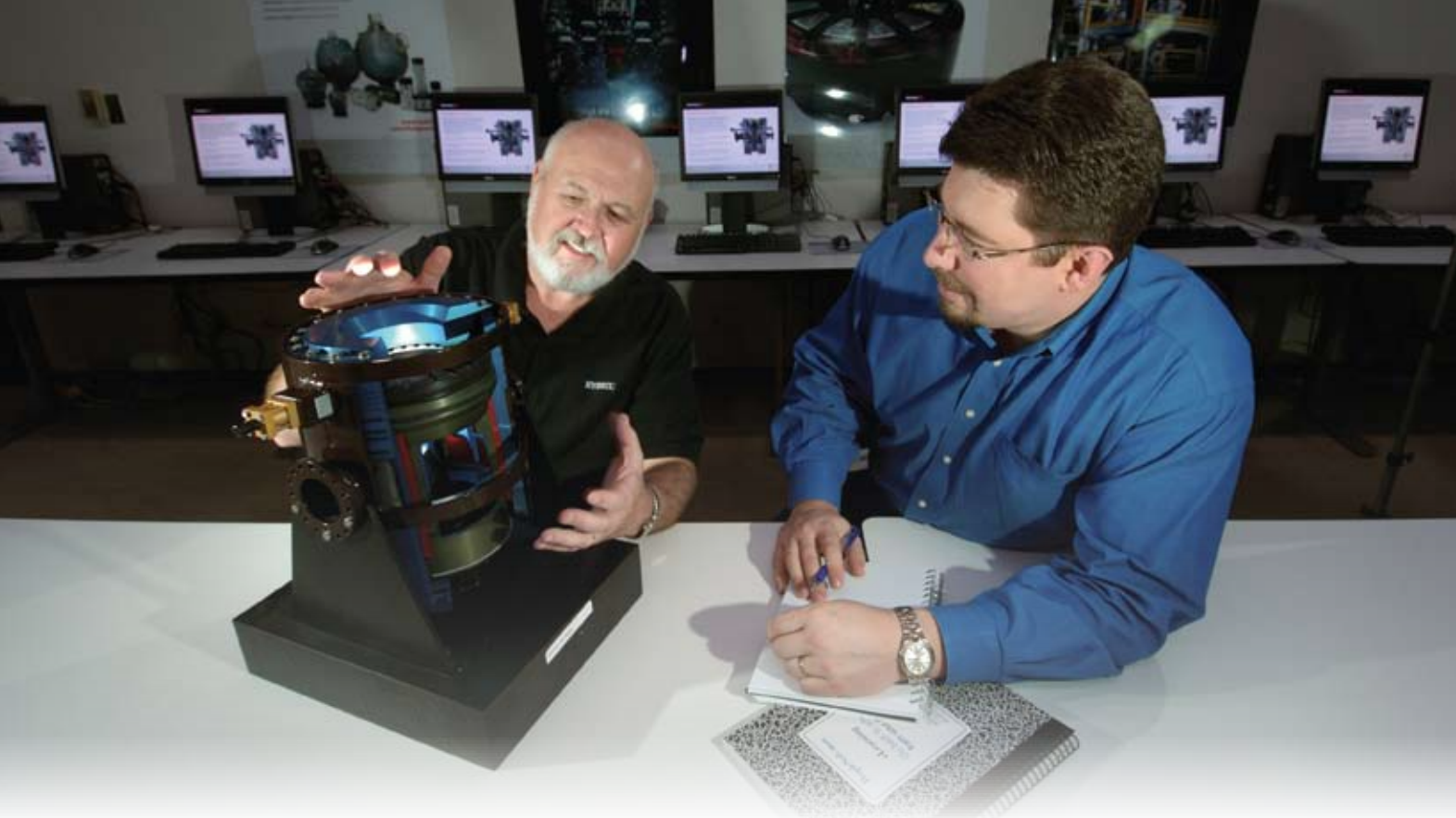
From minor repairs to major overhauls, customers rely on our extensive service network – built on the experience of our factory-trained personnel. Whether in the field or at our facilities, you'll benefit from a level of expertise only possible with all the resources of our Technology Center and our experienced personnel, all of whom are trained specifically to service your Hydril Pressure Control or VetcoGray equipment.

### Count on us for:

- **Choice** – a number of options usually exist within safety standards; you choose the repairs that meet your budget and service guidelines
- **Speed and quality** – our OEM expertise and best practices deliver higher quality with faster turnaround times
- **Warranty work** – our Service Center will assist you with any warranty issues



There is no substitute  
for OEM expertise



## Training

You can learn more about your equipment from the people who designed it. The faculty members who develop our training classes have both comprehensive product knowledge and a firm understanding of our customers' needs – whether they are long-time or first-time users. Instructor experience is complemented by the support of our engineering team to ensure the most accurate, up-to-date information is always available to your employees.

### Wide range of course options

We offer individual courses for each of our products, including general courses for BOP control systems. These are suitable for industry personnel, customers and end users.

Alternatively, for the most comprehensive training available for your Hydril Pressure Control and/or VetcoGray drilling systems, consider a customized training course. We will develop a curriculum

specifically for your product or combination of products, up to and including complete BOP stack and control systems for a specific rig. This is the best, most complete training you can receive – and it comes straight from the company that designed your equipment.

Our state-of-the-art training facilities are the ideal setting for comfortable learning, equipped with large-screen monitors and computers, a custom-designed BOP area and a dedicated control system for hands-on training and troubleshooting.

If your team can't come to one of our facilities, then we'll bring the training to you – with the same customized curriculum whether it's at your office, shipyard or rig.



# Contractual Service Agreements (CSAs)

Our Contractual Service Agreement (CSA) program is a form of extended warranty in which risk is transferred or shared with us for specialized OEM maintenance activities. By letting us maintain your equipment for maximum uptime, your personnel can focus on their core business of production and profit generation.

A GE Oil & Gas CSA can be exclusively tailored to meet your specific needs – from a simple Master Service Agreement including fixed pricing for service scope, to a more complex CSA including elements such as guaranteed field service call-out timelines, fixed maintenance pricing for all services over the duration of the contract, access to a rotatable pool of assets, and a dedicated project manager. This project manager provides you with a single point of access to all our services, and schedules all maintenance activities, parts, repairs and personnel to reduce outage time for your drilling activities.

### Turnkey commissioning

- Fixed scope and price

### Proactive, preventative & planned maintenance

- Preferred maintenance planning and execution

### System upgrades

- Upgrades to software can be inclusive and transparent

### Equipment rotation program

- Potential to be in a "rotatable" pool of assets for immediate deployment

### Operating expenses

- Annual fixed operating expenses for ease of budgeting

### Spare parts management

- Spare parts requirements uniquely tailored and managed to meet customer needs

### Inventory management

- Preservation and storage of customer-owned equipment

### Master Service Agreements

- Multi-year agreements eliminate the need for annual renewal or renegotiation of scope and rates

### Consignment programs

- Potential consignment of critical items subject to scope

### Diagnostic programs

- Access to engineering support and diagnostics to anticipate equipment failures

### Insurance savings

- Potentially lower business interruption insurance premiums, as more risk is transferred to GE as the OEM

### Field service call-out

- Guaranteed on-site Field Service Engineer within a mutually agreed-upon timeline

### Project manager

- Single point of contact to access all GE service offerings

### Simplified procurement and contracting

- Gives you more time to focus on your core business while taking advantage of competitive long-term pricing agreements (with agreed-upon escalation factors) that can be significantly more cost-effective than transactional pricing

### Periodic inspections

- Planned periods of inspection as mutually agreed

### Remote technical support

- Immediate access to our remote service network and phone-based service experts



GE OIL & GAS AND AUTHORIZED REPAIR FACILITIES						
Americas	Name	Remanufacture	Repair	Field Service	Spare Parts	Sales Office
Macaé, Brazil	GE Oil & Gas	●	●	●	●	●
Nisku, Alberta, Canada	GE Oil & Gas	●	●	●	●	●
Bogota, Colombia	Star Oilfield Services LTDA*	●	●			
Veracruz, Mexico	GE Oil & Gas	●	●			●
Anchorage, Alaska, USA	GE Oil & Gas		●	●	●	●
Bakersfield, California, USA	GE Oil & Gas				●	●
Lafayette, Louisiana, USA	GE Oil & Gas	●	●	●	●	●
Houston, Texas, USA	GE Oil & Gas - HTC	●	●	●	●	●
Houston, Texas, USA	GE Oil & Gas - NHR	●	●	●	●	●
<b>Asia Pacific &amp; Middle East</b>						
India	GE Oil & Gas	●	●			
Mina Abdulla, Kuwait	Specialist Oilfield Services K.S.C.*	●	●			
Dammam, Saudi Arabia	Weir Arabian Metals Company*	●	●			
Singapore	GE Oil & Gas	●	●	●	●	●
Abu Dhabi, UAE	Wesco*	●	●			
Dubai, UAE	GE Oil & Gas				●	●
Dubai, UAE	Wesco*	●	●			
<b>Europe, CIS &amp; Africa</b>						
Cairo, Egypt	Valve & Tools S.A.E.*	●	●			
Stavanger, Norway	Wepeco AS*	●	●			
Aberdeen, UK	AJT Engineering Ltd*	●	●			
Aberdeen, UK	GE Oil & Gas	●	●	●	●	●
Aberdeen, UK	Scotvalve Services Ltd*	●	●			

\* Authorized repair facility



## GE Oil & Gas repair facilities

### Americas

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## Authorized repair facilities

All our authorized repair facilities have direct access to our specialized engineering capabilities for drilling applications – including engineering drawings and OEM documentation. This enables them to service, repair, remanufacture and upgrade GE Oil & Gas equipment to the very latest OEM design specifications and to issue an OEM approved Certificate of Conformance.

### Americas

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