

Services and Aftermarket Industrial Markets

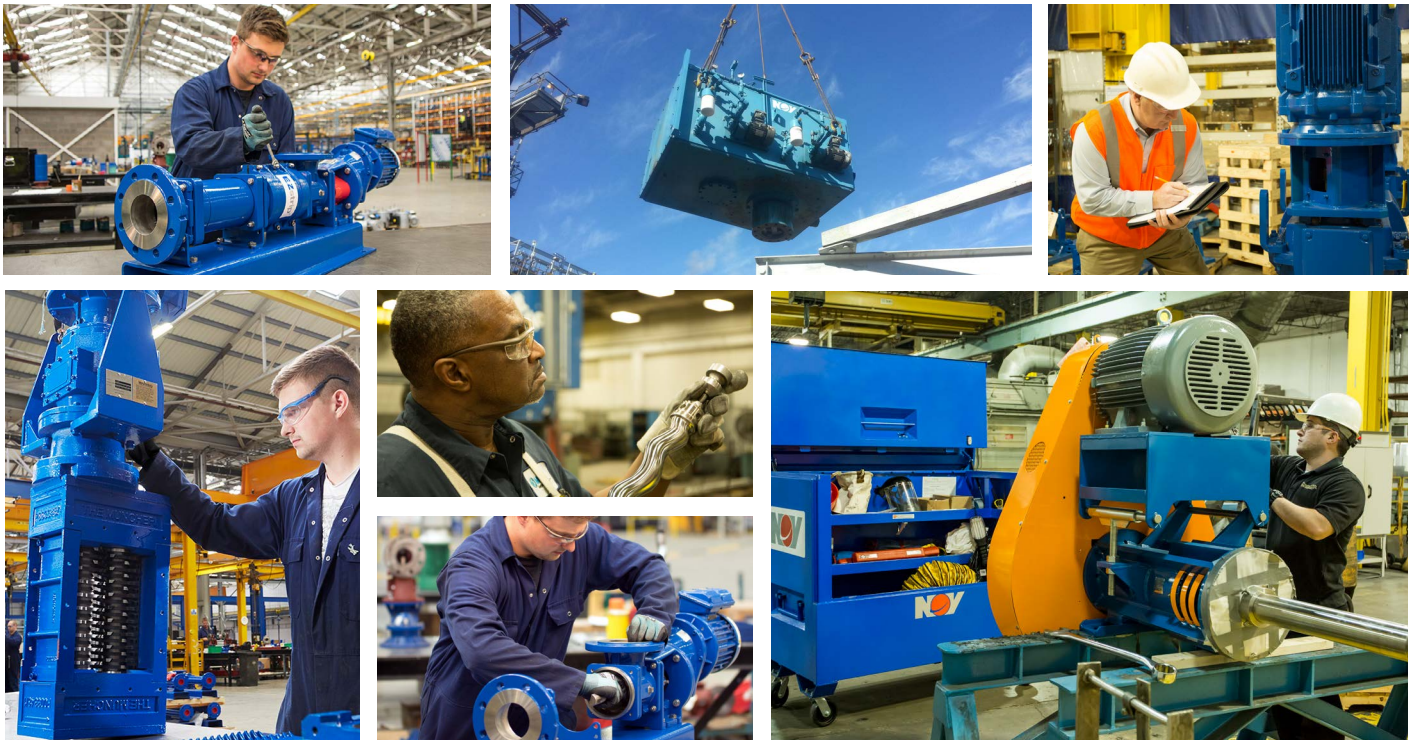


Process and Flow Technologies

We provide process expertise and innovative technology that enhance the efficiency and profitability of your business. From chemical processing to wastewater or mining, we work with you from the beginning to develop an integrated solution with superior performance—maximizing your project lifecycle economics.

Service expertise drives predictable uptime that is critical to your operation. In every situation, you can rely on us to provide quick and effective support throughout the entire life of your project. Our deep knowledge of your processes ensures you have the latest technology for your application to get the job done right, with trusted products you can depend on – the first time, on time, every time.

By consistently providing reliable, technical solutions, we will help your business grow and provide you with the confidence you are looking for in a strategic partner.



Common Product Applications Serviced

Industrial

- Mining/Minerals Processing Equipment
- Chemical, Pharmaceutical, Petrochemical Equipment
- Water/Wastewater Equipment
- Agriculture Equipment
- Food and Beverage Equipment
- Pulp and Paper Equipment

GoConsult: Consulting and Engineering Services

We provide these consulting and engineering services across our product lines and competitive equipment:

- Process and production optimization
- Trouble shooting / fault-finding
- CFD modeling and mechanical failure analysis
- Performance evaluations
- Equipment reliability audits
- Package health check visits



GoSpares: Spare and Universal Parts

We provide the following spare parts across our product lines and competitive equipment:

- Original factory replacements for our NOV products
- Retrofitted parts
- Universal parts
- Equipment upgrades



GoServe: Field Services

We support our customers onsite after equipment purchase providing local field services like:

- Turnkey installation
- Failure analysis
- Site survey
- Repair and refurbishment
- Rental units (Mono™/Moyno™, Greerco™, other products upon request)
- Chemineer™ gear box exchange program
- Startup and commissioning
- Troubleshooting
- Routine maintenance / reliability analysis
- Condition monitoring (oil samples, vibration analysis, etc.)
- Off-site repair through our service facilities and authorized service centers
- Global mechanical seal repairs



GoConnect: Automation and Technology Support

We provide support for all automated and onsite control systems and remote monitoring services, including the following:

- Network and communication installations and hook-ups
- PLC sales and installation
- Process control optimization
- Automation consultation
- Aftermarket support



GoDevelop: Training Services

We provide specialized training courses tailored to the supplied capital equipment or to fit the client's needs and application. These are available in the field or at a convenient classroom location:

- Mixing package operation
- Mixing package maintenance
- Progressing cavity pump operation
- Progressing cavity pump maintenance
- Client tailored training



Not all services are available globally. Contact your local service center for regional capabilities.

Service Centers

USA - Dayton, OH

5870 Poe Avenue
Dayton, OH 45414

USA - Houston, TX

7722 Harms Road
Houston, TX 77041

USA - Bakersfield, CA

19417 Colombo Street
Bakersfield, CA 93308

USA - Canonsburg, PA

100 Alpha Drive
Canonsburg, PA 15317

UK - Montrose, Scotland

Brent Avenue
Montrose, Angus DD10 9PB

UK - Manchester, England

Greengate, Middleton
Manchester, Lancashire M24 1SA

Dammam - Saudi Arabia

P.O Box 20754
Street 120 Corner 73
2nd Industrial City Dammam, K.S.A

Singapore

22 Jalan Terusan
Singapore 619299

China - Shanghai

Building 4, 1250 Sicheng Road
Jiading District, Shanghai 201801

Australia - Melbourne

75 Frankston Gardens Drive
Carrum Downs
Victoria, Australia 3201
PF-AUS-VICService@nov.com

Australia - Sydney

15 Marshall Road
Kirrawee
NSW, Australia 2232
TR-AUS-NSWService@nov.com

Australia - Brisbane

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Queensland, Australia 4031
PF-AUS-QLDService@nov.com

Australia - Kalgoorlie

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PF-AUS-KalgoorlieService@nov.com

New Zealand - Auckland

35 Fremlin Place
Avondale
Auckland, New Zealand 1026
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India - Navi Mumbai

Plot No - R-497, TCC Industrial Area
MIDC Rabale
Navi Mumbai, 400701, India

Indonesia - Banten

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Indonesia

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Australia: +1 800 333 138

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