

Immediate technical support when you need it

MHWirth's technical support team is available 24/7 to provide you with the support you need to keep your rigs operational.

The professional and dedicated support team of our global operational support center is available for immediate support 24/7 and provides you with first-line support for critical issues on your current rig fleet.

Technical Support

Utilizing the latest and greatest of available tools our experienced support engineers are able to quickly identify and troubleshoot reported incidents. This allows us the flexibility to resolve small problems before they become complex and costly. We provide solutions with technical documentation and co-ordinate any required follow-up from product experts, spare parts and local support teams if needed.

Online Support

We can connect directly with the rig through the remote diagnostics system to execute:

- Fault-finding on equipment
- Tuning of parameters
- Troubleshooting the control systems
- Analysis of Programmable Logic Controller (PLC) codes
- Software modifications and upgrades

Reducing the Risk

Along with resolving existing issues, our global operational support center can reduce the risk of future failures and provide key recommendations on further actions.

Operational Support

During your critical operations our experienced support personnel can assist you with online monitoring of equipment and systems to minimize the impact on your operation.

HSSE Incident

We take all HSSE emergencies seriously and immediately react on them. During the initial phase after an HSSE incident, our support team will assist you in relevant matters and act as a "control center" towards the MHWirth organization.

Contact information

Direct call: +47 38 05 79 11

E-mail : 911support@mhwirth.com

Appointed MHWirth Service Account Manager

Benefits

- Quick response time
- Reduced cost for support
- Instant support when needed
- Improved reliability through yearly software verifications, backups and upgrades available through the remote diagnostic subscription
- Original Equipment Manufacturer (OEM) expertise and support



Global Operational Support Center

Tools	Description
Remote diagnostics system	<p>MHWirths' remote diagnostics subscription includes customer access to the remote diagnostics computer (RDPC) on the rig, provided the required agreement has been signed and rig personnel have been authorized by completing necessary training. A remote diagnostics subscription enables our support engineers to monitor and troubleshoot drilling control and monitoring systems delivered by MHWirth through our remote diagnostics system. The remote diagnostics subscription covers maintenance of the remote diagnostics system, including the following:</p> <ul style="list-style-type: none"> ■ Verification of Programmable Logic Controller (PLC) software once a year Comparison between online PLC, back-up PLC on the rig and the PLC project master stored in our software repository ■ Upgrade of running applications on the RDPC In order to ensure optimal troubleshooting conditions, the required applications on the RDPC will be upgraded when necessary ■ Password and user account maintenance on the RDPC In order to ensure that only authorized personnel are able to access the RDPC, passwords and user accounts are monitored and updated regularly ■ Riglogger™ maintenance* In order to ensure that the data logger operates continuously and that critical data is available when required, the system is monitored and updated regularly ■ Storage of lifecycle information* To ensure that critical historical data required during the lifecycle of the equipment is secured for future reference <p>* Only applicable for valid subscriptions on rigs with Riglogger™ installed</p>
Riglogger™	Our Riglogger™ system continuously records and stores data of the MHWirth topside equipment, such as the top drive and mud system. This provides in-depth information on the condition and use of the equipment and enables our support engineers to perform incident analysis.
myDrilling™	Our interactive, web-based myDrilling™ communication platform provides you with a total overview and relevant details for your day-to-day work – wherever and whenever you need it. It is our primary communication tool.
Service Account Manager (SAM)	Direct communication enables us to meet your needs effectively and expedite critical issues when the need arises. Our dedicated Service Account Managers (SAMs) are your link to our onshore support network. As the single point of contact for both your rigs in operation and our internal technical support teams, our SAMs provide advice and a unique doorway to our global expertise and competence.

Data is subject to confirmation by the manufacturer.