



drillmec diagnostic service OPERATIONAL LIVE SUPPORT 24/7 FROM REMOTE



Drillmec Diagnostic Service (DDS) is a cutting-edge service that applies to all PLC controlled **Drillmec - Drilling Technologies** equipment worldwide and allows equipment owners to take advantage of a 24/7 - 365 days a year **Remote Operative Support from Headquarter Operational Center**, improving support and dramatically reducing equipment downtime.

Drillmec Diagnostic Service (DDS) Capabilities:

- Available worldwide without geographical restriction
- Support Drilling Crew on site monitoring equipment working parameters
- Support Maintenance Crew on site with troubleshooting via built-in diagnostic system
- Advise Rig Management about Equipment Working Life status
- Advise about preventive maintenance



Drillmec Diagnostic Service (DDS) Advantages:

- Improve Safety
- Mitigate and Reduce repair time
- Increase efficiency through efficient trouble-shooting procedures
- Identify and solve problems from remote
- Reduce need of OEM on-site support
- Increase overall equipment efficiency
- Optimize your repairs budget and extend equipment working life
- Having continual support even in remote areas
- Live analysis



Note:

Drillmec Diagnostic Service (DDS) applies to PLC controlled equipment only.

Drillmec Diagnostic Service (DDS) How it Works

Experienced **Drillmec - Drilling Technologies** engineers will be available for continuous support by dedicated phone line and email account to Customer worldwide “round-the-clock”.

As soon as the procedure starts, the Operator will be able to log-on into PLC through internet upon “shake-hands” is finalized. In no case, the equipment can be remotely accessed without Customer consent.

DDS will interface with Drillmec Remote Package (DRP) on-board the equipment enabling online supervision of PLC's and accessing to control programs and built-in diagnostic systems.

Drillmec Diagnostic Service (DDS) How to ask for Support and who's going to help you

Drillmec Diagnostic Service (DDS) has been designed to be a great and efficient service to Customers worldwide, regardless of the time the problem may arise. The steps are as follows:

- You should continue to refer to the usual contact in place, which are:
 - **Standard Contacts** at **Operations Department / After Sales Team** during standard business hours (from Monday to Friday - from 08,00 to 18,00)
 - **Rigdown service** (+39 347 4938422) for out of business time call
- You should communicate the following information:
 - Rig Model and Serial Number
 - Equipment involved in the failure and related serial number
 - Phone number and email contact
 - Type of Failure
 - Operations the rig / equipment is involved with
 - Required password for rig computer access

The process will be started and our Operations Center will commence the “shake-hand” procedure and soon after the Operator starts guiding in troubleshooting step-by-step.

The Operator has access to 24/7 Service Engineers for Hydraulics and Electrics as well, should this being required.

Note: In case of multiple calls simultaneously, priority will be given to the equipment in most hazardous conditions safety-wise.

Drillmec Diagnostic Service (DDS) What you need

Drillmec Diagnostic Service (DDS) needs some few things to get operational:

- Drillmec Remote Package (DRP) on-board with fully operational licenses
- Stable, reliable on-site internet connection with following speed minimum requirements:
 - 1,5 Mb/s in download
 - 0.5 Mb/s in upload

Optional Drillmec Black-Box System (DBS) capable to monitor, analyze and record PLC input and output and analysis of logics which offers great advantage in the troubleshooting process.



Liability

The Customer acknowledges and agrees that Drillmec and its licensors shall not be liable for any exemplary, special, indirect, incidental or consequential damages suffered by the user whatever the cause and the theory of liability arises out the service object of proactive supervision of this contract. This will include but not limited to, loss of profits (which occurs directly or indirectly) loss of business opportunities, business reputation, loss of data suffered by the user , loss of cost of providing or substitution of goods or services, or other intangible loss; any loss or damage suffered by the user, including, without limitation to any loss or damage suffered as a result of user reliance on the completeness, accuracy or existence of any fact noted and provided by the service, any possible change in Drillmec services or permanent or temporary cessation in the provision of Services (or any features thereof), deletion, corruption or failure to store any Content and other data managed or transmitted in the service of proactive supervision.

Service Price List

How much does it cost

Service price list is composed by:

- A yearly fee
- A flagfall fee including first 2 hours
- A hourly fee which applies upon flagfall time expiring

Service Price List

Rigs Quantity		Yearly Fee	Flag fall	Hourly Fee
Q.ty 1 Rig	Up to 3 PLC's	34.540 ea.	507	201,30
Q.ty 2 Rigs	Up to 3 PLC's	32.815 ea. (5% disc)	507	201,30
From 3 to 5 Rigs	Up to 3 PLC's	31.086 ea. (10% disc)	507	201,30
Over 6 Rigs	Up to 3 PLC's	30.225 ea. (12,5% disc)	507	201,30
Q.ty 1 Rig	4 PLC's and over	43.175 per unit	507	201,30
Q.ty 2 Rigs	4 PLC's and over	41.017 ea. (5% disc)	507	201,30
From 3 to 5 Rigs	4 PLC's and over	38.858 ea. (10% disc)	507	201,30
Over 6 Rigs	4 PLC's and over	37.779 ea. (12,5% disc)	507	201,30

Package for 3-years / 5-years plan

Rigs Quantity		3-yrs	10% sc	5-yrs	13,5% sc	Flag fall	Hourly Fee
Q.ty 1 Rig	Up to 2 PLC's	103.620	93.258	172.700	149.386	507	201,30
Q.ty 2 Rigs	Up to 2 PLC's	98.445	88.601	164.075	141.925	507	201,30
From 3 to 5 Rigs	Up to 2 PLC's	93.258	83.932	155.430	134.447	507	201,30
Over 6 Rigs	Up to 2 PLC's	90.675	81.608	151.125	130.723	507	201,30
Q.ty 1 Rig	3 PLC's and over	129.525	116.573	215.875	194.288	507	201,30
Q.ty 2 Rigs	3 PLC's and over	123.051	110.746	205.085	184.577	507	201,30
From 3 to 5 Rigs	3 PLC's and over	116.574	104.917	194.290	174.861	507	201,30
Over 6 Rigs	3 PLC's and over	113.337	102.003	188.895	170.006	507	201,30

Service Conditions

- Communication will be in English language
- Hourly fee starts when DDS Operator takes contact with Customer; ticket is issued and sent by email to Customer.
- Hourly fee finishes when DDS Operator closes the ticket (either for problem being solved or at customer request) and related ticket is sent to Customer by email.
- Hourly fee has to be considered in fractions of 15 minutes round off by defect
- Support and services provided are conditional upon establishing and maintaining by customer infrastructure and hardware environment that is compliant with technical requirements.

List of Billable / Non Billable DDS Operator hours

Operation Executed	Billable / Non Billable
Connection on-line (including attempts for unstable line)	Billable
Software Verification / Comparison	Billable
Software Modification (Customer's request upon approval of DM Technical Department)	Billable
Troubleshooting	Billable
Downloading / Uploading Operations	Billable
Ticket and Reporting Preparation	Billable
Waiting feedback on-line	Billable
Stand-by at Customer Request (Operator on-line)	Billable
Stand-by at DM Request (Operator on-line)	Non Billable
Interruption of support at Customer request (Operator off-line)	Non Billable
Interruption of support at Drillmec request (Operator off-line)	Non Billable
Software Modification (DM request for reason out of Customer control)	Non Billable

Required Hardware and Software Packages

Drillmec Remote Package (DRP) including:

Primary brand Laptop having the following performance:

- Screen 15.6"
- 500 GB HD
- CD / DVD
- Webcam
- Bluetooth 4.0 wireless, integrated in selected WLAN PCIe Half Mini Card
- -11b/g/n, PCIe Half Mini Card, Intel Centrino® Wireless-N 2230, 2x2,Wi-Fi + BT combo adapter
- Lan-Wireless-Bluetooth
- Windows 8 Pro 64 Bit Windows 7 Pro 64 Bit

Software Package composed as follows:

- Siemens Step 7
- Antivirus Microsoft Defender
- VNC
- Teamviewer

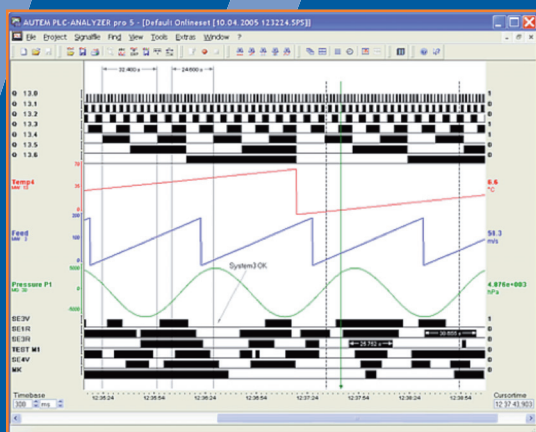
Transreceiver with Antenna

- EXPLORER 700 (or equivalent) transceiver with antenna
- Two antenna cables for connecting the transceiver with the antenna
- Battery
- AC/DC adapter
- LAN cable
- USB cable
- Getting Started kit including Quick Guide, electronic manual, etc.

Note: SIM card and telecom contract not included.



Trans-receiver with antenna



**PLC Analyzer Step 5.0
(figure as an indication only)**

Trans-receiver with Antenna

Total Package Price:	22.350,00
Installation at Drillemec factory:	3.450,00 (incl. configuration and connection test)
Installation at rig site:	At Customer cost as per Drillemec Day Rate

Blackbox Package including:

Primary brand Fanless Computer having the following performance:

- Aluminum body
- Chipset Intel HM76
- CPU Intel i5-2510 2,7 Ghz quado core 6Mb cache minimum
- HDD 1TB 7200 rpm
- Rugged, -25 °C to +60 °C fanless operation
- 4x USB 3.0 ports + 4x USB 2.0 ports
- Window 7 pro 32bit (English Version)

Software Package composed as follows:

- PLC-Analyzer Pro 5
- Driver Simatic S7 Ethernet TCP/IP Profinet
- Antivirus Microsoft Defender
- VNC
- Teamviewer

Total Package Price:	24.150,00
Installation at Drillemec factory:	3.450,00 (incl. configuration and connection test)
Installation at rig site:	At Customer cost as per Drillemec Day Rate

Note:

- For both packages simultaneous purchase a discount of 7,5% on HW and Software will apply
- For both packages simultaneous purchase a discount of 30% on Installation will apply



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