

TECH-IN-A-BOX SERVICE

Proactively Manage Downtime Risks with Real-Time Support

Hydraulic Systems has been helping customers troubleshoot issues and manage downtime in the field for years. With the Tech-in-a-Box service, drilling contractors can now rely on the company's savvy service team for diagnostics 24/7. Available for all RigWalker™ walking systems, live support can validate and/or diagnose a system without the need for a technician to drive to the customer's location, saving time and money. All that is needed is an internet connection.

Once the Tech-in-a-Box support system is connected to the equipment, the below support is available:

- System validation and advanced troubleshooting
- Remote rig walk assists and programming updates
- System test monitoring
- Part installation
- Password reset

Hydraulic Systems recommends that a validation test be completed two to three days before a walk is scheduled in the event the walking system requires an in-person repair. With the remote, real-time Tech-in-a-Box service, customers have peace of mind that their equipment will operate as required, reducing costs, downtime, and risks.

Operational Benefits

- Save downtime by remotely diagnosing equipment and identifying potential problems
- Maximize walking system performance by proactively validating equipment from certified technicians
- Reduce safety issues by minimizing driving time, especially to remote locations
- Minimize costs by reducing service calls that can be quickly serviced remotely instead



Standard Features

- 24/7 support
- Easy wireless setup
- Robust 3.5-in. touchscreen with CPU and stylus
- 10,000 mA hour battery pack and battery connection cable
- Hard protective case

For more information on the Tech-in-a-Box service, contact your Hydraulic Systems representative or call 24/7 support (832.791.5018) to schedule an appointment.