Experience the industry’s best standard of care.

Pason Service

Pason's service remains unrivalled in the industry. Using an integrated approach, we provide both office and rig customers with the most immediate and direct assistance.

Our customer-focused service has been at the core of Pason’s business model and reputation for over 30 years. Now, with over 1800 rigs worldwide relying on our innovative technology, Pason is the industry leader in equipping and servicing rigs.

www.pason.com

Technical Support
Field Service Technicians
Information Resources
Technical Experts

In the US, contact USsales@pason.com. In Canada, contact Sales@pason.com.
At Pason, we design technology that is simple to deploy, use, and maintain. And we back it up with the industry’s best standard of care. This translates into increased rig uptime, improved efficiency, and reduced operating costs. At the rig, in the office, or on the go, Pason makes technology work. Simply.

### Pason’s Service Provides Value To Your Operations By:

**Providing 24/7 technical assistance to minimize rig downtime.**
- Pason Technical Support is available 24 hours a day, 7 days a week, and can be contacted via phone, email, and Skype.
- Technical support analysts can log directly onto the rig’s data network and assist onsite personnel with training and troubleshooting.
- If an analyst cannot solve a problem, he or she contacts a Pason field service technician who can then assess the situation and travel to the rig.

**Keeping your rig running at peak efficiency and enhancing safety.**
- Pason field service technicians are geographically distributed in rural areas so they can respond quickly to the needs of our rigsite customers.
- Field service technicians install Pason products, train rig personnel, and maintain Pason equipment on the rig.
- Pason ensures all customers get prompt, hands-on assistance from locally based, highly trained, and fully equipped professionals.

**Providing relevant and easy-to-understand product information.**
- A centralized information database, called Pason Help, allows for quick access to current technical product information, online help, and troubleshooting resources.
- All documentation is developed for ease of use and quick reference.

### Ensuring our experts know Pason products inside and out, down to the last circuit board, bolt, or bit of code.
- Pason’s research and development department is comprised of technical experts who are part of product teams.
- Technical experts provide Pason’s frontline support with the product-specific knowledge that is necessary for highly technical calls.
- If a Pason technical support analyst or field service technician is unable to resolve a customer’s issue, a technical expert is always available.