Aftermarket Services

Technical Support

Resolve + Restore.



Applications

- BENTEC equipment
- Third-party equipment
- Land rigs
- Offshore rigs
- Mechanical systems
- Electrical + control systems

Expertise When You Need It.

When critical equipment develops a problem, speed matters. Customers need fast access to people who understand the equipment, can identify the cause and determine the right course of action.

Our technical support teams provide responsive assistance for repair, maintenance and servicing requirements, combining remote troubleshooting with field support when hands-on intervention is required.

Backed by BENTEC's engineering, manufacturing and OEM expertise, we help customers move quickly from identifying an issue to resolving it, reducing unnecessary mobilization, limiting disruption and getting equipment back to reliable operation.

Every hour of downtime matters

Equipment issues rarely occur at a convenient time. When critical equipment performance deteriorates or a failure occurs, customers need to understand what has happened, whether operations can continue safely and what intervention is required.

Without immediate access to specialist knowledge, diagnosis can take longer, unnecessary parts or personnel may be mobilized and equipment can remain unavailable while teams search for a solution.

Remote connectivity and access to OEM expertise create an opportunity to resolve more issues without waiting for site attendance — while ensuring field support remains available when physical intervention is required.

Technical support outcomes that matter

- ✓ **Faster fault diagnosis**
- ✓ **Reduced equipment downtime**
- ✓ **Reduced unnecessary mobilization**
- ✓ **Quicker access to specialist expertise**
- ✓ **Improved first-time resolution**
- ✓ **Greater operational continuity**
- ✓ **Informed repair and maintenance decisions**

Our services

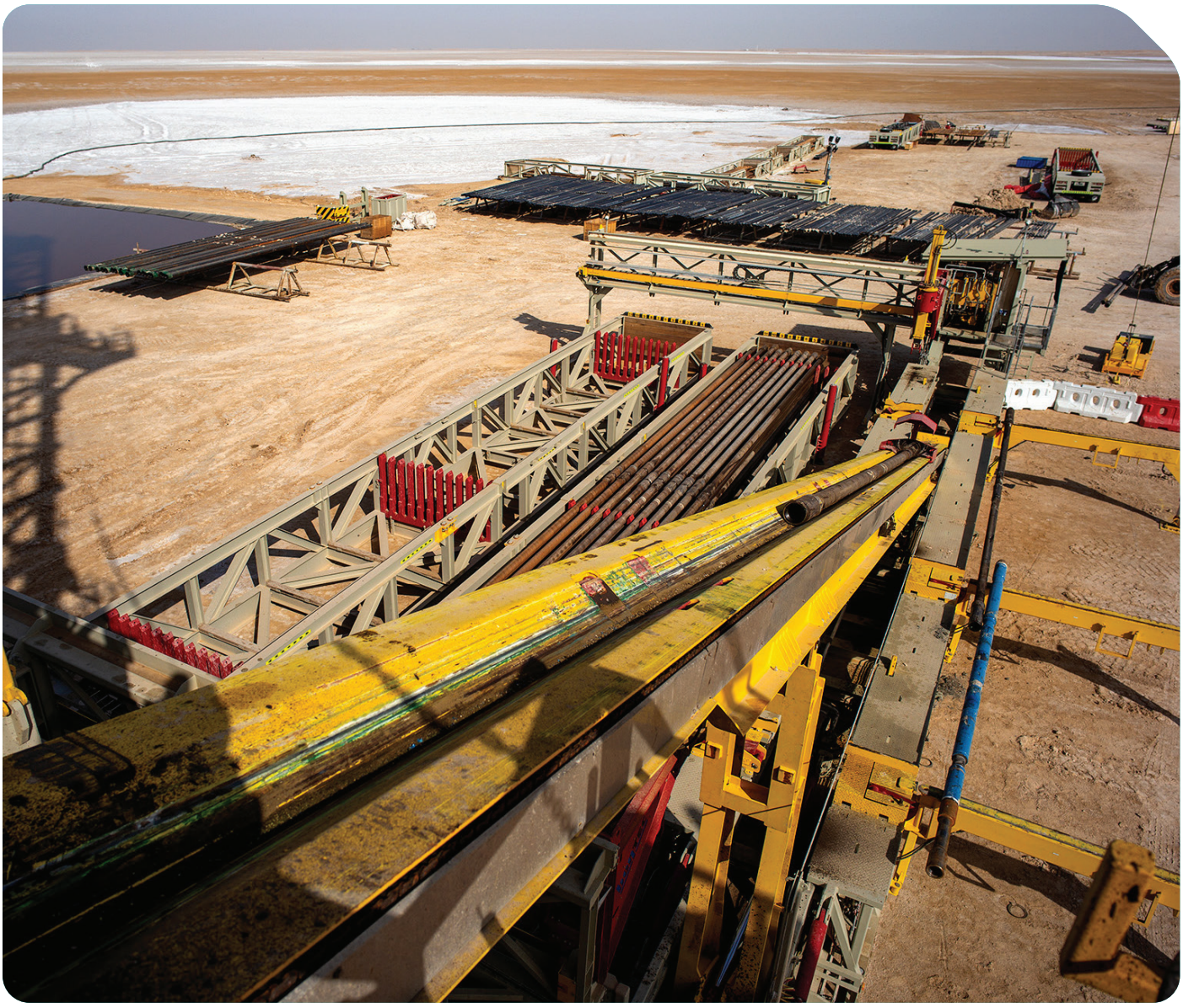
From immediate troubleshooting to ongoing technical guidance

Our support teams connect customers with the expertise needed to diagnose issues, coordinate the right response and keep critical equipment operating reliably. Support can be delivered remotely or on site, drawing on OEM knowledge, field experience and digital capability to respond to each operational requirement.

24/7 Technical Support	Access our experienced technical specialists for critical repair, maintenance and servicing requirements.
Remote Troubleshooting	We assess equipment issues remotely where possible to accelerate diagnosis and reduce mobilization requirements.
Field Service	We deploy specialist personnel when inspection, maintenance or hands-on intervention is required at site.
Repair Support	We identify repair requirements and coordinate the technical expertise, parts and intervention required to restore equipment.
Technical Advisory	We provide OEM and technical guidance to support equipment condition, maintenance and operational decisions.
Digital Remote Support	We use available equipment data and remote technologies to improve visibility, accelerate troubleshooting and support proactive intervention.

Why BENTEC?

- **OEM expertise**
  Access people with direct knowledge of equipment design, manufacture and operation
- **Remote first**
  Assess issues remotely where appropriate before adding the cost and time of mobilization
- **Engineering escalation**
  Complex problems can be escalated into BENTEC's engineering and technical organization
- **Field capability**
  When physical intervention is required, technical support can extend from diagnosis into site service and repair
- **Connected support**
  Digital technologies such as rigCARE™ can provide greater visibility of equipment condition and support remote troubleshooting



Speak to a BENTEC expert
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