

Intervention and Stimulation Equipment (ISE)

Title: CERTIFICATION TECHNICAL BULLETIN		Bulletin No: TB-QA-201700002 Rev 1.0
Prepared By: R WILSON	Approved By: A CONWAY	Date: 09/06/2017

Introduction to Certification terminology

Executive Summary:

This document details the release of the ISECERTWEB customer documentation portal.

1 INTRODUCTION.....3

2 FRONT PAGE CHANGES.....3

3 ACCOUNT VALIDATION5

4 OTHER UPDATES6

1 INTRODUCTION

With the creation of NOV ISE, and the changes to the business model, the ISECERTWEB customer documentation portal will come on line and replace previous portal used by the Elmar product line. This new platform will support documentation for all the ISE product lines in the future.

It will incorporate all historical data from the Elmar certification portal as well as all other ISE entities making use of the previous site.

The portal will continue to be used for the accessing of the NOV Elmar product line data, and separate announcements will be made in respect of the other product lines go live dates.

2 FRONT PAGE CHANGES

In preparation for the globalisation of the certification portal the site has a new front end, designed to demonstrate the ISE approach, and allow each operations site to support the product lines, aftermarket and end users going forward. The roll out of the new portal will facilitate easier support of the product lines (PPS, Elmar, TOT, Aftermarket, etc.) by each ISE operations site from the truly global footprint which ISE can bring.

The new front end incorporates links to the following:

- NOV ISE webpage
- NOV Elmar webpage (Elmar, ASEP, BOWEN, Dynawinch products)
- NOV TOT webpage (Texas Oil Tools)
- NOV PPS webpage (Pressure Pumping Solutions)
- Aftermarket contacts page

The normal log-in options and ISE region selection remains.

The links from the NOV website will direct you to the new webpage, and should any user have the old domain as a link, they will be redirected to the new site for a period, until such time as the old site is wholly transferred and removed from use.

The new domain name is WWW.ISECERTWEB.COM.

Fig 1 overleaf provides a representation of the new look front page.



Intervention and Stimulation Equipment (ISE)
 For more information visit our website

Clear

Tools: DIT Tools

Process Performance Systems (PPS)

Contact Us

Aftermarket

Our Aftermarket representatives are ready to assist you.

servicesupport@nov.com

Customer Feedback Form

Give your feedback >



Customer Documentation Portal - One stop for all your NOV ISE documentation

Certification

As standard practice NOV Intervention and Stimulation Equipment (ISE) no longer supplies hard copies of documentation. Instead we offer our clients access to our online database so that they can view, save and print their documentation when required - 24 hour a day, 365 days a year. Gain access to our online database by requesting a password. Go to the "I wish to register to view documents" below and complete your details.

For certification enquiries contact

certificationsupport@nov.com

Aftermarket Spares

By gaining access to the certification database all Purchase Order related assembly drawings and maintenance manuals can be viewed. From one location all your documentation needs with quick reference for ordering spares from the Original Equipment Manufacturer are provided. All part numbers used are available within the product line websites accessed via the product line website.

Contact Aftermarket:

Original Equipment Manufacturer

As an Original Equipment Manufacturer (OEM) ISE ensures that our products comply to the required legislation as part of specific customer requirements. This is a complex process and involves following as applicable:-

- the use of certified components
- engineering calculations
- technical file
- notified body

Our ISE Customer Documentation Portal provides access to certification documentation of the equipment at the point of sale, and when it is serviced by ISE Aftermarket. However, as standards change the specification of these parts can change through time, and ISE review this information to ensure that spare parts do not breach the certification of the product when supplied. As a result, to ensure compliance that the product in the field complies to the legislation declared by ISE in the Declaration of Conformity (DOC). All spare parts must be purchased from ISE Aftermarket.

Please sign in

User Name

Password

Sign in

Request a new password

I wish to register to view documents

Choose which ISE

location you purchase from

Choose Office

Register

For all offices contact

haley.helander@nov.com

Fig 1 – NOV ISE Customer documentation portal front page

3 ACCOUNT VALIDATION

As part of the continued improvement of the documentation portal, a new account validation protocol is also being implemented. This will require each user to validate their account on a six monthly basis.

When they are prompted at Log in – the user must ensure the e-mail is entered into the box provided and the send button is pressed (fig 2), This will then allow a validation of their account to begin.



Fig 2 – account validation message

If the details match the user will be provided with a validation code. They will be requested to Log-in again, and when prompted must enter the code and click submit, if validated they will be directed into the system and access validated.

If a user experiences issues with this process, they should use the support e-mail found on the main screen as indicated in fig 3 below.

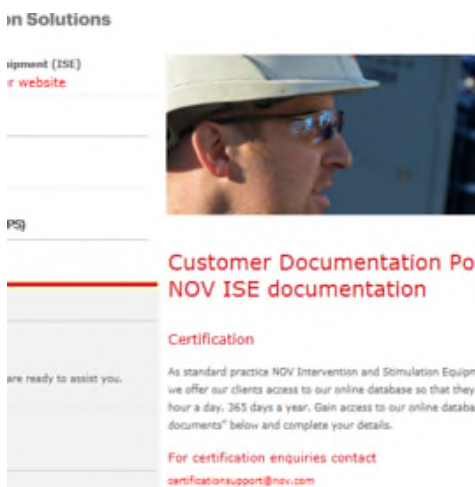


Fig 3 – certification support e-mail.

4 OTHER UPDATES

Each user will notice that all other forms and accessible pages will be branded with the new ISE Branding as demonstrated in the Main page above.

Future releases will include the following:

- Technical bulletin links
- QA bulletin links
- i-viewer window for documentation downloads

Further bulletins will be issued at the point of release of these future enhancements.