

SUMMER 2025

DYNAMIC DRILLER

SERVICE EDITION

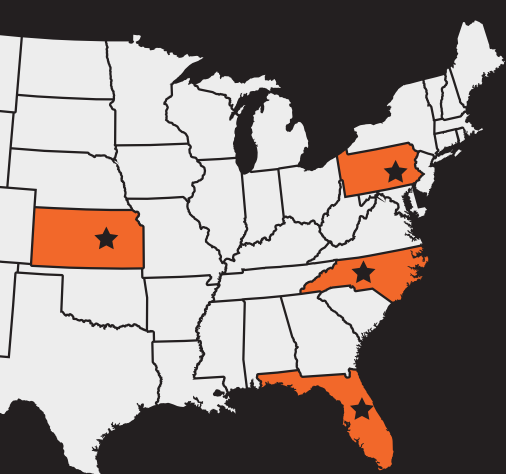


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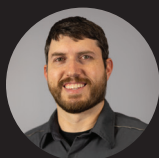
**NORTH CAROLINA
SERVICE CENTER**
Hickory, North Carolina
828-998-0977
Todd Courbot, manager



**EAST COAST
SERVICE CENTER**
Oxford, Pennsylvania
610-467-1750
David Sim, manager



**SOUTHEAST
SERVICE CENTER**
Ocala, Florida
352-854-1566
Seth Sammons, manager



**FACTORY
SERVICE CENTER**
Salina, Kansas
785-825-1842
Roman Burrows, manager

ON THE COVER

Our North Carolina Service Center celebrated one year anniversary with a free customer appreciation event (see page 14). Left to right: Jerry Henning, service technician, and Trevin Bolick, service lead, perform a hammer and probe slide changeout on a legacy Geoprobe® rig.

Geoprobe® service support ranges from daily inspection training to major repairs.



Training, Repairs, and Troubleshooting

The Tampa, Florida, office of **ACTION ENVIRONMENTAL** handles all major environmental drilling projects in Florida and Georgia using their three Geoprobe® rigs. They also do some civil construction projects installing well points for dewatering systems.

"We like Geoprobe® combination rigs because they're small and maneuverable. With the 7822DTs we can haul with a F250 and a medium-duty trailer without having a Class A/B CDL," Bob Moody, branch manager, said. "Plus the rigs are dependable and the clients love them as well."

In the past, Moody admits they haven't had good internal maintenance capabilities, and their guys didn't know what to look for. This led him to invite Robert Stewart, shop lead, at the Geoprobe® Southeast Service Center (SESC) in Ocala, Florida, to their shop to conduct a training.

"Robert ran 12 people through inspection and operator's maintenance. Now we know what to look for and keep up on," Moody said. "It was good to have a manufacturer representative here to run through inspection items. Imagine if you could have Ford® come to your facility to do an inspection. It was pretty convenient."

They've come to depend on Geoprobe® for technical advice and assistance.

"Some stuff we do ourselves, but for the more technical repairs we have Geoprobe® do it. They'll inspect the rig to identify what needs to be done," Moody said. "We've sent two of our rigs up to the SESC for major repairs. They've replaced hydraulic hoses, seals, and percussion hammers."

They also appreciate Geoprobe® customer service.

"I found a grout pump that hadn't been run in years and needed service. I was traveling through Ocala, but it was on a Saturday. Because it would be convenient for me, Robert came and opened the shop so I could drop it off," Moody said.

That level of customer service extends beyond the shop to helping them while they're in the field.

"When we've had issues, we call and explain the problem, and they get us back running through a phone conversation," Moody said. "They're always there for us. If we have a problem in the field, they tell us 'hey look at fuse number 6', and we can get back to work."



**ROBERT
STEWART**
SESC shop lead
352-854-1566

Support Extends to Legacy Rigs

Three years ago, Forrest Hoffman started **SITE EXPLORATION SERVICES**: a geotechnical drilling company based near Winston-Salem, North Carolina. Serving the Carolinas and southern Virginia, Hoffman focuses on geotechnical projects but plans to expand into other industries in the future.

The only machine they currently utilize is a legacy Geoprobe® 6620DT rig, with Hoffman being its third owner. Although the rig is out of production, Hoffman felt reassured by a friend's recommendation of Geoprobe® service. However, as the nearest Geoprobe® service center was more than eight hours away, he visited a heavy equipment shop in the area for repairs and maintenance during the first few years.

"I had my concerns, because [the heavy equipment shop] had never worked on this type of drilling equipment before," Hoffman said. "They were doing really well with the basics like hydraulic fluid changes and tracks, since they deal with similar issues on other machines. But I always had a concern that if they got into something they weren't familiar with, then we might be in trouble."

This changed back in July 2024 when Todd Courbot, North Carolina Service Center (NCSC) manager, called Hoffman, letting him know they were open for business. With the shop only an hour and fifteen minutes away, Hoffman knew he would visit soon to get service for his machine. He quickly saw what made Geoprobe® stand out as a service provider.

"They're a very friendly staff and always willing to help, whether I call or text them for advice," Hoffman said. "They service my machine faster and are more knowledgeable of the intricacies than my previous mechanics."

Since first visiting the NCSC, the team has replaced the probe slides and the knuckle, rebuilt a probe cylinder, and performed basic maintenance on the 6620DT — a process Hoffman finds very customer-friendly.

"For regular maintenance, I call Todd to coordinate when they have availability to work on it, and then I set my schedule to take time off while the rig gets serviced," Hoffman said.

The knowledgeable service team stands out to Hoffman as one of the main reasons he continues to trust the Geoprobe® NCSC.

"These guys know what they're dealing with. It's not them looking at the rig and 'figuring it out' — it's them knowing the system. I don't have any concerns when I take it to them that it's only going to be partially fixed; it's going to be repaired fully and correctly," Hoffman said.

Geoprobe® North Carolina Service Center service technicians use their expertise to keep rigs no longer in production repaired and running in the field. Here they perform a hammer and probe slide changeout.

BE DRILLERS, NOT MECHANICS: LET US DO THE HARD STUFF

TOUGH RIG REPAIRS NEED MORE THAN KNOW-HOW. They require overhead equipment to handle components safely.

SKIP THE STRUGGLE. Let us handle the heavy lifting on complex jobs like:

- Slide maintenance or changeout
- Top head rebuilds
- Head feed cylinder rebuilds

\$500 FIRST SERVICE DISCOUNT:

the first time you bring your rig in for service — no matter the make, model, or brand — we'll deduct \$500 off the final invoice. See back cover for details.

"I'm a really good well driller, but not a fan of being a well drilling rig mechanic. My dad was the opposite, but I'd rather spend my time drilling versus working on rigs. It would take me three times as long to complete a repair as it does Geoprobe®. I could have drilled two wells in the time it would take me to finish a repair job.

— Justin Mizell, driller,
Mizell Well Drilling, Florida



CALL TO SCHEDULE SERVICE:
785-825-1842



Customer-centered approach combines with part sourcing resources and expertise to keep fleet full of diverse drill rigs running in the field.



Single Shop for Diverse Rig Fleet

Forty years ago Art Becker launched Environmental Drilling Inc (EDI), selling to SGS in Switzerland six years later. For the next 23 years he worked for SGS, hiring Brian McGuire in 2013 before retiring. When SGS decided to sell off EDI in 2022, Becker and McGuire teamed together to purchase EDI back and begin a new venture as **MB DRILLING LLC**.

"We have an eclectic collection of rigs: air rotary, mud rotary, ATV, auger, dual rotary, sonic, and Geoprobe® combination rigs," Becker said. "Geoprobe® has always had good product, good support, and tend to develop new products. I've been in the industry a long time and Geoprobe® really has their act together."

Since reading in *Probing Times* about the Geoprobe® East Coast Service Center (ECSC) opening in Oxford, Pennsylvania, Becker has tapped into their expertise for help on several rigs in their fleet.

7822DT V1

Consistently experiencing electrical issues, they had replaced a number of plug-and-play wire harness portions on the 15-year-old rig. They finally opted to have everything electrical replaced during winter.

"The rig would be fine for a couple weeks, but electrical gremlins kept coming up," Becker said. "We could have done it ourselves, but it's a time factor. The ECSC team has an expanded knowledge base on this piece of equipment."

Becker appreciated the timeliness and thoroughness of the repair.

"They did what they said they would, in the time they said," Becker said. "They did an excellent inspection and gave us the option to address the issues they brought to our attention. That follow through and attention to detail is valuable."

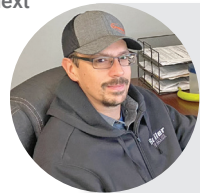
He praises the project management provided by Dave Harrison, ECSC service lead.

"He was attentive, constantly gave updates, was easy to get a hold of, and would actually call you back," Becker said. "That's rare in this day and age."

Schramm Parts

Struggling with a mud valve not shutting off all the way, their mechanic placed an order from another vendor. After a month, they were still waiting.

"I remembered the ECSC had Schramm parts, so called Chris [Bruce, ECSC operations]. He got back to me the next day with the part located, and we had it fixed and back up and running within a week," Becker said. "Chris stepped up and immediately helped us. So I made a laundry list of parts we need and placed an order with him."



CHRIS BRUCE
ECSC operations

Schramm parts
610-467-1750

Air Compressor Repair

After trying unsuccessfully to work with another vendor to solve air compressor problems on their B-80, they called the Geoprobe® ECSC.

"We were able to diagnose the problem and get parts on order for them," Harrison said.

Customer-Centered Approach

It's not just the expertise of the Geoprobe® service team that impresses Becker, but also the manner in which they conduct business

"They do a great job of servicing the client. They keep in touch so I know what's going on, they're easily accessible to communicate with, and provide proven results. That's the bottom line," Becker said. "The service team brings a lot of value for the money. We get more than just the machine fixed, but also project management to keep us informed."

Geoprobe® East Coast Service Center maintains stock of common Geoprobe® and Schramm parts to ship same day as well as connections to quickly source parts. Pictured here: sheaves for a T450 mast and top head pinion gears used on all Schramm rigs.

Simpler Sourcing of Schramm Parts

Focused on mine stabilization, **HOWARD CONCRETE PUMPING** drills a hole in a mine shaft and pumps it full of grout from their grout plant to make the area safe for future construction. As equipment manager for the family-owned business, Dan Janesko is charged with finding parts for the Schramm rig utilized on mine sites.

"I was searching online for Schramm parts, and Geoprobe® was listed," Janesko said. "When I looked at the web page it showed the guys who had all this Schramm experience, so I decided to give them a try."

With more than 60 years combined Schramm experience (see right), the team at the East Coast Service Center (ECSC) has become their new point of contact for anything Schramm related, including:

- **In-stock Schramm parts:** "We had the rig in Wyoming on a job site, and they had the part we needed on the shelf. They overnighted it so we could get back to work with minimal downtime."
- **Troubleshooting:** "We were having an issue with the air compressor, so we called. Over the phone they were able to guide us what to look for, and they were right. Saved us lots of time instead of hunting down the problem."
- **Sourcing Schramm parts:** "We needed an exhaust. We had a quote the next day versus waiting three weeks from another company. They let us know it would take a week for the muffler, and we had the parts in less than two weeks. I told my boss that we were going to take the Schramm to a job site, and he asked about the exhaust. He was surprised it was fixed so quickly."
- **Overnighting Schramm parts:** "They helped us with an outrigger problem by overnighting the fittings to us. They're not an expensive item, but it was worth its weight in gold to have them and be able to get back up and running quickly."

Janesko appreciates having accessible parts and expert assistance through some difficult situations all coming from a single source – Geoprobe® East Coast Service Center.

"They know what I'm talking about before I even get it said, and that comes from experience. They have parts in stock, so I'm not having to call 10 places. It's one call and the job is taken care of," Janesko said. "I'm able to understand and easily convey to the guys when parts will be available."

He's provided the serial numbers for his rigs to be placed into the Geoprobe® Centerpoint Connected system, which allows the ECSC team to track service notes connected with each rig. This also provides Janesko a customer portal (see page 15) to monitor service and orders.

"I can go into Centerpoint Connected and check the order status," Janesko said. "It's helpful to not have to chase down where parts are at."

Janesko is hooked on the overall customer-centered approach to service.

"Chris [Bruce, operations] and the guys go above and beyond for anything I ask," Janesko said. "We've built a great relationship so far and can't wait to continue doing business moving forward."



SERVICE PARTS SOURCE: ANY MAKE OR MODEL

Our ECSC team brings deep experience from inside the Schramm organization.

WHAT YOU GET:

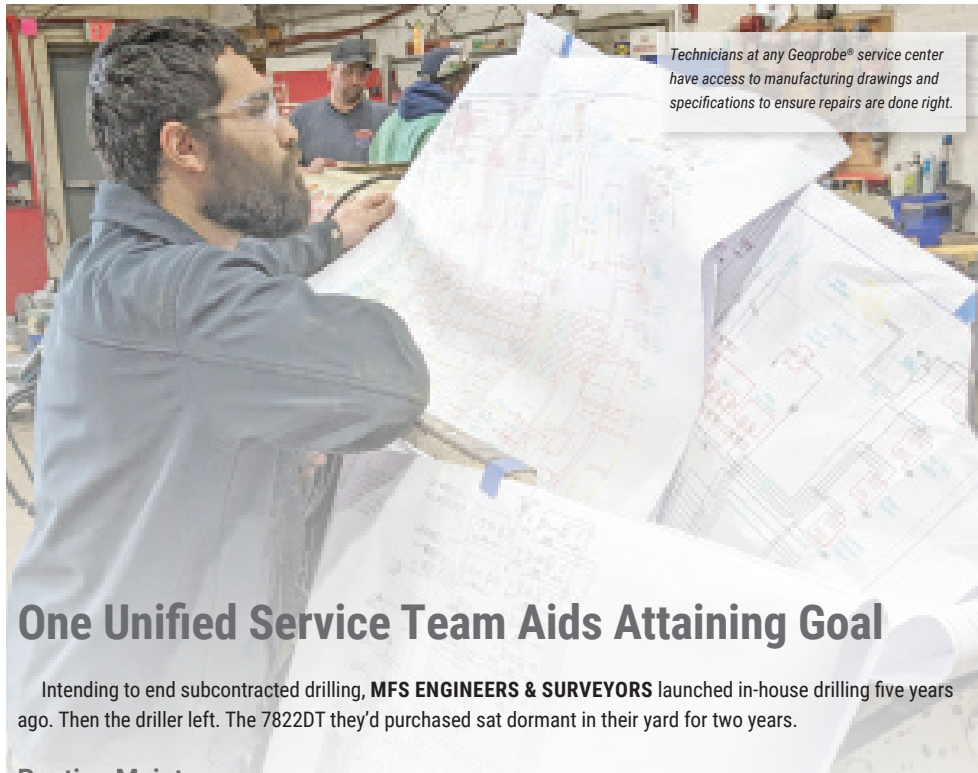
- 60+ years combined Schramm expertise – engineering, service, assembly, operations
- Specialty tools for precision work
- Hard-to-find parts and sourcing connections

AVAILABLE PARTS INCLUDE

- | | |
|------------------|------------------------|
| • Geoprobe® | • Sandvik |
| • DRILLMAX® | • Sullair |
| • Schramm | • Eaton |
| • REICHdrill | • Timken |
| • Ingersoll Rand | • Lovejoy |
| • Boart Longyear | • American Mfg Company |



**CALL FOR PARTS, REPAIRS,
REFURBS: 610-467-1750**



Technicians at any Geoprobe® service center have access to manufacturing drawings and specifications to ensure repairs are done right.

One Unified Service Team Aids Attaining Goal

Intending to end subcontracted drilling, **MFS ENGINEERS & SURVEYORS** launched in-house drilling five years ago. Then the driller left. The 7822DT they'd purchased sat dormant in their yard for two years.

Routine Maintenance

"When I was hired to slowly grow the drilling department, I suggested the 7822DT be inspected and serviced before it was brought out to the field," Barry Elliott, driller, said.

This was his first encounter with the Geoprobe® East Coast Service Center (ECSC). Elliott's grandparents were mechanics – a machinist and a welder – who taught him to be meticulous.

"I treat the rig like I own it. I've also got the owner to agree to taking the rig in every six months for an inspection and service so it stays on point," Elliott said. "You can't let equipment fall apart. That's how I make my money and how the company makes their money."

Job Site Troubleshooting

Their projects are environmental and geotechnical sampling – primarily for schools, parks, and government housing. Elliott spent a month on night shift drilling along Fifth Avenue in New York City. He's been to JFK for soil testing. However, 10 days on a hospital job in Long Island illustrated the full scope of Geoprobe® service.

"Our starter went out, so I replaced it. A day and half later while blocking 12 surgeon parking spots, the rig wouldn't start," Elliott said. "I spent five to six hours on the phone over two days with Bryan and Dave to determine it wasn't a starter issue, but rather a wireharness issue."

Bryan Lorenson, rig specialist in Kansas, joined forces with Dave Harrison, service lead in Pennsylvania, to guide Elliott through some checks, which led them to diagnose wires touching or pinched somewhere in the wireharness.

"I spent four days trying to get it loaded on a trailer, only to be interrupted by surgeons needing to park every time I even got close," Elliott said. "So I resorted to calling a tow company to haul it back to the ECSC."

On-time Wireharness Replacement

While Elliott was working to get it back to the Geoprobe® ECSC in Oxford, Pennsylvania, the service team worked to have parts on hand to repair the rig. This included another starter and a new wireharness manufactured by in-house electrical technicians at the Geoprobe® manufacturing facility in Kansas.

"The service guys were slammed at the time, but Dave gave us a timeline of a week to replace the wireharness and it was done on time," Elliott said.

Team Support to Achieve Goal

As one team, Geoprobe® service helps him maintain his rig, provide parts, repair an electrical issue, answer questions, and ultimately achieve the purpose for which he was hired.

"When I needed parts while I was in Long Island, they sent them next day to my hotel. I've never had any trouble getting parts. If they're not in-house in Oxford, Pennsylvania, they send them to us directly from Kansas. I always get a fast response and a correct answer," Elliott said. "The Geoprobe® machine we have and the service provided is dead on to help us make our marker of growing our drilling division."

NEW PHONE SUPPORT TEAM MEMBERS

Our phone support team is a central part of providing top service to our customers, with more than 119 years combined experience. During the last few years, we've been expanding the team. Adding the next generation of rig specialists includes training them on the range of tools and resources available – like access to engineering schematics and service note logs in Centerpoint – to rapidly solve rig issues (see video link below).



LUKE HANSEN
technical support
specialist

sonic rigs

LUKE HANSEN, technical support specialist, writes the owner's manuals for all the machines and is specializing in sonic rig service.

Before joining Geoprobe® in 2023, he repaired/flipped farming equipment. In his spare time, he enjoys gardening and hunting.

"Every so often you get somebody who has never really serviced anything, and you can hear they're overwhelmed. But as we go through the call, they're getting it. By the end of the call they've fixed their machine, and they're excited. It's like a party on the phone, and I got to help someone take their worst day of the week and make it their best day."



AUSTIN WERNER
rig specialist

31 series rigs

AUSTIN WERNER, rig specialist, specializes in the 31 series of geotechnical rigs.

Joining Geoprobe® in 2019, he spent a couple years in sales before moving into service. Outside of work, he's father to three children and enjoys skydiving, ATVs, or "anything that goes fast".

"I am proud to be a part of a team that does whatever it takes to help our customers. Whether it's on the phone or in the field, we aren't satisfied until the customer is up and running."



SCAN TO WATCH
Service Team Resources



BRYAN LORENSON
KSSC rig
specialist

785-825-1842





While each phone support technician specializes in particular models, the team cross-trains and collaborates to troubleshoot and provide solutions quickly. By logging service notes, any member of the team can quickly come up to speed on a situation. Engineers also assess these notes to identify opportunities for enhancements.

Geoprobe® Service Cares: Service Notes, Collaboration Key to Successfully Solving Rig Electrical Issues

Founded in 1983 and based in Elkridge, Maryland, **TIDEWATER ENVIRONMENTAL INC.** is an environmental support service provider focused on the environmental, construction, and facilities industries. Devin Murdock, driller and alternate site safety and health officer, has been working for the company for 18 years and with the Geoprobe® Kansas Service Center (KSSC) team for almost as long.

"I was working as a helper, alongside the lead driller, on a project during the summer of 2009," Murdock said. "I don't recall all the specifics, but I clearly remember being the new guy and figuring out how to diagnose problems in the field with the KSSC. We were ultimately able to get the rig operating and from that day forward, I've always called Geoprobe® service whenever I have a question or confronted with an issue."

Most of Murdock's work focuses on environmental drilling projects, such as soil and groundwater sampling, site remediation, and risk assessment/management. His fleet is exclusively Geoprobe® machines, but his most-used rig — a 7822DT — ran into a major problem. During a solenoid repair, he removed the hood for better access and rewired the gauges.

"While disconnecting the wiring, a spacer to protect the wire and keep it from touching the gauge accidentally fell off," Murdock said. "We fixed the original problem, and it worked for a little bit. But then we ran into an electrical problem causing the MC module fuse to blow every time you started the rig."

Accessible Phone Support Team

Murdock knew who to turn to for help: the Kansas Service Center. He had several phone calls with Bryan Lorenson, KSSC rig specialist, to figure out how to repair his rig.

"The situation was stressful, because I could not figure it out. The worst-case scenario would have been replacing the entire wiring harness throughout the machine, a costly repair," Murdock said. "But the team was very helpful and eager to help me."

Aside from expertise, Lorenson's ongoing communication and support was appreciated by Murdock.

"Bryan's sense of humor definitely lightened up the situation and he talked me off a ledge a few times," Murdock said. "When he couldn't sit with me, he would tell me a few things to try out and say, 'Take a break, come back in 30 minutes'. On a few occasions, Bryan reached out to follow up before I even had a chance to call him."

Rig Service Note Logs

What ended up saving the day was reviewing the maintenance logs housed in Centerpoint for Tidewater's 7822DT. Reviewing all the service done to the rig lead to a breakthrough.

"Roman [Burrows, KSSC manager] figured out that a module fuse also had a connection that was on the gauge, and he remembered I called about rewiring the gauge. A light bulb went off, and 10 minutes later, we diagnosed the problem, and it was solved," Murdock said.

Caring, Collaborative Service Team

The rig has since been running with no issues. Murdock credits the success of the repair not only to the accuracy of the service notes, but to the team's collaboration.

"I've worked with other manufacturer service providers where you can sense a vibe that the person on the phone either doesn't know the answer or is just going through the motions to check the boxes," Murdock said. "But working with the Geoprobe® team feels different. They send specs, diagrams, and whatever else is needed to help resolve the issue. And if it's not resolved right away, they're with you every step of the way until it is."



ROMAN BURROWS
KSSC manager
785-825-1842



IS A TEAM WHO TRULY CARES AND
KNOWS YOUR RIG IS YOUR LIVELIHOOD



Work directly with an experienced rig specialist, who answers or calls back the same day.



Deep product knowledge and technical skill equal real solutions, even for other brands.



Company-wide priority on same-day shipping of service parts for calls before 2 p.m. local time reduces downtime.



Partner with you to provide top service within your budget, sending engineers or service techs to job sites or shops when needed.



Get clear procedures through in-person training, manuals, and videos. Centerpoint Connected tracks parts, orders, and notes.



Growing network of service centers near you, staffed with skilled technicians.



SCAN TO WATCH

The Geoprobe® Service Difference



FIELDWORK SIMPLIFIED™ ONE GEOPROBE® SERVICE TEAM

“I’ve worked with other manufacturer service providers where you sense that the person on the phone either doesn’t know the answer or is just going through the motions to check the boxes. Working with the Geoprobe® team feels different.

— Devin Murdock, driller
Tidewater Environmental Maryland

Local Support. Nationwide Power.

You’ve got a local Geoprobe® service center

- Within driving distance
- Backed by our full network of service experts

One Call. One Team. Fast Response.

Need help in Florida?

Our Kansas team also has your back.



NORTH CAROLINA SERVICE CENTER (NCSC) TEAM
HICKORY, NORTH CAROLINA

In-shop or on-site:

Engineers and techs work together to get it right.

Need a part?

- Most parts ship same day from our shelves
- If a part is needed, purchasing and production jump into action



SOUTHEAST SERVICE CENTER (SESC) TEAM
OCALA, FLORIDA



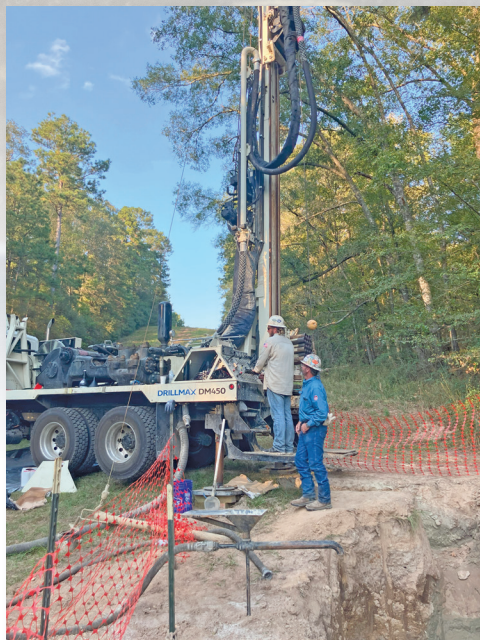
EAST COAST SERVICE CENTER (ECSC) TEAM
OXFORD, PENNSYLVANIA



FACTORY SERVICE CENTER (KSSC) TEAM
SALINA, KANSAS



Company-Wide Focus on Customer Care



Top of page: All of Team Geoprobe® focuses on ensuring customer rigs are up and running. Engineers come to the shop or head to the field to assist on repairs. Here Erwin, assembly technician (bottom), joins Challenge, rig specialist (top), in swapping a duplex pump for a centrifugal pump as quickly as possible.

Above: C&S Lease Service lost a pump halfway through a 420-foot cathodic protection hole on a remote job site an hour north of Baton Rouge, Louisiana. A Geoprobe® service technician from Florida and machine design engineer from Salina were on site within a day and half to replace the pump. The rig was back up and running within three days.

Halfway through a 420-foot cathodic protection boring on a remote site deep in the woods of Louisiana, **C&S LEASE SERVICE** experienced an hydraulic pump failure on one of their DM450s. Within three days they were back up and running thanks to the collective efforts of Team Geoprobe®.

"We got the pipe tripped out, and in the next day and half a Geoprobe® service technician from Florida, an engineer from Salina, and a hydraulic pump arrived," Dru Robertson, cathodic protection services, said. "They replaced the hydraulic pump in the field while we were still rigged up on the hole."

The issue turned out to be a hydraulic pump manufacturer defect and not anything that could have been prevented. However, while on site Glenn LaPlatte, Southeast Service Center technician, and TJ Glissman, machine design engineer, noticed the hydraulic tank had a crack forming at the welds.

"They patched the hydraulic tank on the job site when they drained the fluids. Within a day they replaced the hydraulic pump, cleaned out and patched the hydraulic tank, and started up the machine. We were only down two or three days," Robertson said. **"When a rig shuts down, it's anywhere from \$50,000 to \$100,000 per week we're losing in revenue and four to five guys sitting at home not working. All three of our DM rigs are vital to what we've got going on."**

Five months later when they brought the DM450 into the Kansas Service Center (KSSC) to swap out the duplex pump to a centrifugal pump, the service team replaced the hydraulic tank.

Top Head Rebuild

While on another job site, the top head bearings went out. They disassembled the head and hauled it to the KSSC to be rebuilt.

"The top head bearings failure was probably more on us due to missing some maintenance despite the list of items we keep a close eye on," Robertson said. **"We arrived to the service center with the top head early in the morning. The service team had it torn down and replaced all the bearings and seals so we were back on the road that evening."**

Stellar Service Support

Lamenting how the service industry has gone downhill in recent years, Robertson describes Geoprobe® service as "above par for sure."

"They take care of issues in a timely manner. They send parts overnight. Any issues in the field, Jason [Lindenmuth, KSSC shop lead] always gets us an answer fairly quickly," Robertson said. **"I've been pleased with the service and responses received from the team."**



**JASON
LINDENMUTH**
KSSC shop lead

785-825-1842



Convenience, speed convincing factors for opting to take DM series water well rig to Geoprobe® service center versus doing own routine maintenance.

Maintenance Minimizes Downtime

Beginning business 25 years ago hand-digging 30-foot surface irrigation wells, **WRIGHT'S WELL DRILLING** switched to drilling residential wells 15 years ago. As a single-rig company, their business depends on a well-maintained rig.

"We serviced our older rig ourselves. We're big on maintenance to prevent breakdowns in the field," John Wright, owner, said.

For bigger repairs, they relied on the team at the Geoprobe® Southeast Service Center (SESC).

"On our older rig they took the transfer case off the engine, rebuilt a hydraulic pump, and replaced another one," Wright said.

When Wright replaced his older rig with a new DM250, the mud pump alignment and small issues with the holdback feed needed to be addressed.

"They came out to our site to repair it right away," Wright said. "Other than working out the bugs when we first received it, we haven't had any issues with the rig. I've been really happy with the service since we've had the DM250."

During his first year running the rig, he purchased subs and drill rods through the SESC. When it came time for the initial annual maintenance, Wright opted to take it to the them.

"When we got the new DM250, I wasn't familiar with it. So we took it to the SESC for yearly maintenance," Wright said. "They replaced hydraulic fluid, did differential change, filters, air compressor service, and an overall inspection. The rig was completed in a day."

Wright appreciates the focus Geoprobe® service places on helping businesses succeed.

"The biggest thing is downtime, which is why we always did service ourselves. The SESC is fabulous, they're always doing things quickly for us," Wright said. "I don't mind taking it over there if I have to."

While Wright had anticipated eventually doing his own service on the DM250, the expertise and efficiency of the Geoprobe® service team has him weighing his options.

"Even as we get familiar with the rig, we'll probably take it to them annually. They're more familiar with the machine and can catch something I might miss," Wright said. "Once we get more familiar with the rig, we'll probably start doing our own filter changes. But if they continue to get it done in one day, I may just drop it off – it's a lot easier."

MAINTENANCE INTERVALS: LOCATE DETAILS FOR YOUR GEOPROBE® RIG

ALL GEOPROBE® RIGS: Check Section 4 of your printed Operation & Maintenance Manual.

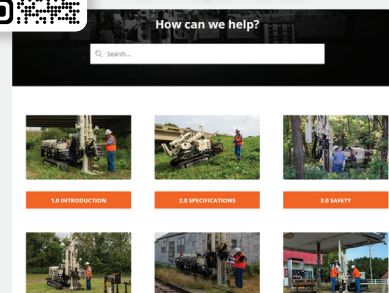
• **NO MANUAL?** Contact **Luke Hansen**: hansenl@geoprobe.com

RIGS BUILT 2023 AND NEWER:

- Go digital at geoprobe.com/manuals
- Add your model number (ex: /DM250)
- Or scan the QR code on your rig's control panel decal



SCAN TO WATCH
Access Digital Manuals



Rig Service to Proactive Maintenance Training

Operating since 1916, family-owned **PETERSHEIM BROTHERS** focuses on new residential water well drilling and geothermal system installation in Southeastern Pennsylvania. When their Schramm 555 needed engine work, they relied on the Oxford, Pennsylvania service team. During 2022, fifth-generation driller Colt Berg took the helm and maintained the relationship.

"They've repaired hydraulic pumps, worked on our derrick, serviced our air compressor, and sent us various parts and hoses," Berg said. "Not many people work on Schramm rigs, so it's a big plus that they're close by and able to get us what we need quickly."

DAVE HARRISON
ECSC service lead

610-467-1750



When Berg hired a new driller used to running a different brand rig, he looked to Dave Harrison, service lead at the Geoprobe® East Coast Service Center (ECSC). Harrison traveled to their shop to walk the new driller through their machine and daily checklist.

"Since Dave had worked on the rig, he offered an experienced, neutral perspective on wear points and preventative maintenance for our 20-year-old rig," Berg said. "Now the driller knows what to look for, and we can avoid breakdowns."

With a maintenance plan in hand, they now schedule downtime versus reacting when the rig breaks down. The training also created open dialogue between the driller and Harrison.

"The training created a direct line between our driller and Dave, which saves time and improves communication in the field," Berg said.

Berg acknowledges the business benefits of having built a relationship with the Geoprobe® ECSC team.

"If our rig is down, so is our business. The Geoprobe® service center is reliable and responsive, always getting us what we need in a timely manner. They keep us running, and they've helped us move from reactive repairs to planned maintenance," Berg said. "That kind of support gives us confidence to keep growing — and hopefully add another rig to the fleet down the line."



Training of new driller by Geoprobe® service technician establishes preventative maintenance plan and open dialogue for when in the field.

Daily Rig Inspections Save Time, Money

DAILY RIG CHECK = TIME + MONEY SAVED.
Inspections help you:

- **Catch small issues early**
- **Prevent breakdowns on the job**
- **Keep operators safe**

DO THIS BEFORE EVERY SHIFT.

Use the checklist — tweak for your rig model.

SCAN THE QR CODE FOR ADDITIONAL CHECKLISTS.

DRILL RIG DAILY INSPECTION FORM

Rig: _____ Date: _____

Hours: _____ Miles: _____ Inspected by: _____

- ☐ Engine oil level
- ☐ Compressor oil level
- ☐ Hydraulic oil level
- ☐ Coolant level
- ☐ Pump drive gearbox oil
- ☐ Pumps' oil (mud pump, water injection, etc.)
- ☐ Battery connections
- ☐ Air filter housings for dirt/blockage
- ☐ Coolers for dirt build up
- ☐ Cables for broken or damaged strands
- ☐ Any signs of leaks
- ☐ All safety guards are in place
- ☐ Belts, pulleys and couplings for wear/damage
- ☐ Gauges are working

- ☐ E-stops all work
- ☐ Loose bolts
- ☐ Rig frame integrity
- ☐ Grease all grease points daily:
 - ☐ All greaseable pins
 - ☐ Pivot points
 - ☐ Floating subs
 - ☐ Rotation gear box
 - ☐ Sheaves
 - ☐ Swivels
 - ☐ Fan bearing
 - ☐ Clutch
 - ☐ Chains

- ☐ Water swivel water/mud leak
- ☐ Safety hook latching
- ☐ MD3/MD4 alarms
- ☐ Tire/track tension
- ☐ Pull down chain tension



SCAN FOR MORE
Inspection Checklists

Geoprobe® service strives to help your business by keeping fleet operational even when rigs are a different brand.



Expertise Applies to Range of Rigs

Having been in the drilling business since 1990 doing everything from environmental and water well drilling, to UST and AST removal and installation, **FOUNDATION REPAIR SOLUTIONS** narrowed their focus to helical pile drilling during 2010.

"There's a big need in Florida due to sinking foundations. Having an extensive background in geology, environmental science, and a State Certified Florida Licensed Building Contractor, it all fits perfectly," David Scardino, owner, said.

They repurposed their four all-terrain AMS rigs to install helical piles and brackets to lift and level residential and commercial buildings. On occasion they also conduct geotechnical studies, which led Scardino to look at tooling on the Geoprobe® website.

"I realized Geoprobe® also does service with a location in Ocala, Florida. Our manufacturer is on the other side of the country, and its been difficult to find a competent mechanic to work on drilling rigs," Scardino said. "There are similarities between AMS and Geoprobe® rigs, so I figured they would do well."

He's had the Geoprobe® Southeast Service Center complete a variety of projects, including having:

- **Cylinders repaired**
- **Fans fixed**
- **Alternators serviced**
- **Hydraulic hoses replaced**

"There's a shortage of mechanics in the area who can do this kind of work, and other people who had worked on them hadn't been able to get them going," Scardino said. "The Geoprobe® service team was able to take a machine they didn't manufacture that had electrical issues and were able to repair it."

His satisfaction extends beyond just the expertise of the Geoprobe® service technicians.

"I'm pleased with the price structure and the level of knowledge. They are the best and pay attention to details," Scardino said. "They provided good communication throughout the process, describing what needed to be done. They also contacted me if they found anything else before proceeding. They did an excellent job in a timely manner."



HYDRAULIC HOSES: EQUIPMENT TO DO THE JOB RIGHT, FAST

Recently, the Southeast Service Center (SESC) upgraded its hose crimping machine and stocked up on fittings – now covering 90% of hydraulic hose needs in-house. The team also completed vendor training on the new equipment.

"We got all this equipment to better serve our customers. We are now able to cut down repair times which will mean shorter down times for our customers," Robert Stewart, SESC shop lead, said. "Before it could take us 1 – 2 hours to get a hose made, and now we can make them in 15 minutes."

WHY IT MATTERS:

- **Shorter repair times**
- **Less downtime for customers**
- **Organized fittings = faster builds**
- **Team trained to spot good vs. bad crimps**

SERVICE TEAM TRAININGS KEEP TECHNICIANS SHARP, FOSTER COLLABORATION

Top service means growing every rig technician's skills – whether they've been in the shops for a month or a decade.

TEAM-LED TRAINING KEEPS SKILLS SHARP

Each month, Kansas Service Center (KSSC) teammates lead hands-on seminars on key service topics – sometimes tied to current projects, sometimes driven by personal passion.

Recent topics include:

- **Kubota engines**
- **Geoprobe® percussion hammers**
- **DM450 overview**
- **Load sense hydraulics**
- **Internal processing**

"We have equipment specialists, but we all chip in on everything and work hard to find the answer, even if it's a piece of equipment we have less experience in," Roman Burrows, KSSC manager, said. "It's also good to have everyone on the same page on some topics that may be exceptionally complicated or nuanced."



CROSS-TRAINING ACROSS STATE LINES

In May, North Carolina Service Center (NCSC) technicians Jerry Henning and Clayton Smith spent a week in Kansas for hands-on rig repair and assembly insight.

Biggest win? Connections.

"Training is important, but getting to meet their teammates is the biggest reason. It helps them know who to call, who are the experts on hammers or the engineer on a certain machine," Darren Stanley, service director, said. "They are a part of us, just not located where we are. We're all one team."

While in Kansas, NCSC service technicians receive training on Geoprobe® sonic head assembly.



Access to Experts Equals Confidence for Tough Jobs

Last year Tommy Bolyard took over the 20-year-old family environmental drilling business following his father's death.

"I've been running the business and my brother is my right-hand man," Bolyard, operations manager and lead driller, said. "For my part, I focus on running our full-size rig doing air drilling."

The **ENVIRONMENTAL DRILLING AND PROBING** fleet includes one Canterra and three Geoprobe® 7822DTs to do all types of drilling mostly around the Carolinas. For the past 15 years

Trevin Bolick, who is now service lead for the Geoprobe® North Carolina Service Center (NCSC), has done all their service work.

"We'd had a lot of mess ups over the years with people not knowing what they're doing, so we stayed with Trevin when he changed companies," Bolyard said.

"I'd also met Todd Courbot [NCSC manager] during Jubilee the past few years, so it's a good fit."

The NCSC works on their Canterra and Geoprobe® rigs, including:

- **Canterra repairs and modifications:** "They've tightened mast cables, redid the table, and removed rod spinning hydraulic system since we don't use it. They serviced the planetary and created a custom seal to stop the air flow leaking from the downspout. Basically odds and ends we've needed done that I haven't had a chance to take care of myself."
- **7822DT returned to action:** "One had been in storage for several years, so they performed routine maintenance."
- **7822DT purchased used:** "We bought a used rig that didn't have the fuel system installed and working properly. They got that straightened out."
- **7822DT common repairs:** "They've fixed a leaking hammer, done hydraulic tank flushes, changed filters, and installed a new winch line – stuff caused by hard use."

He appreciates the timely service he's received.

"I can take the rig to the Geoprobe® service center and get it back in a week. Other places put rigs on the back burner and would have it for three months," Bolyard said. "That can make or break a small company like us."

Before Geoprobe® expanded their service center network to Hickory, North Carolina, the closest Geoprobe® service center was in Florida. Now they're only an hour and half drive away from a manufacturer's service location.

"We're under the gun here working seven days a week, and I don't have anyone I can spare to drive a rig to Florida," Bolyard said. "Hickory isn't a bad drive for us. It's a pretty good fit for where we're located and who they have on staff right now."

TREVIN BOLICK
NCSC service
lead

828-998-0977



Air rotary drilling in Durham, North Carolina, with the 7822DT is made easy by knowing expert technicians are nearby at a regional service center.

Confidence to Tackle Air Rotary Using 7822DTs

The convenient service location gives them added confidence to take on more challenging projects like doing air rotary with their 7822DTs, which he describes as being hard on the machines.

"On average we're doing air rotary five days a month. The one this month is on a former landfill in the Triassic basin which is notorious for shallow bedrock. We're installing monitoring wells 30-50 feet deep," Bolyard said. "The job we did for this client a month ago went so well, they've given us three to four more projects. So we'll definitely be using the Geoprobe® North Carolina Service Center more because we're taking on some tougher jobs."

And should they experience troubles while in the field, there's added peace of mind having expert service technicians just a phone call away.

"They even said that if we had a breakdown in the field, they could do a mobile service. That's a relief," Bolyard said. "Sometimes you're back in the woods and just need to get the rig started."

POST USED RIGS ON GEOPROBE® WEBSITE

CLEAR OUT OLD RIGS. MAKE ROOM FOR NEW.

Our used rigs page gets hundreds of global views daily – all makes, all models, all drilling gear.

LIST YOUR EQUIPMENT – FREE.

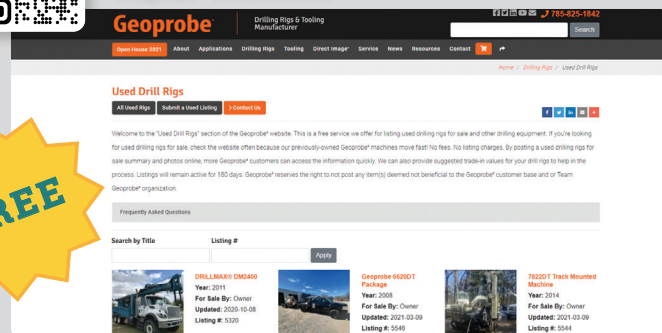
- **VISIT** the used machine page
- **CLICK** "Submit a new listing"
- **COMPLETE** the form

WE'LL HELP YOU MOVE IT.



SCAN TO POST

Geoprobe® Used Web Site



FREE

North Carolina Service Center Celebrates One-year Anniversary with Free Customer Appreciation Event



Top of page: Service bays of NCSC full with variety of Geoprobe® combination rigs. Bottom left: During the First Anniversary Customer Appreciation, attendees gather near the NCSC service truck while Luke Shiew, sales representative for the region, goes over features of 3100GT truck-mounted geotechnical drill rig. Bottom right: Todd Courbot, manager, highlights advantages of Geoprobe® Centerpoint Connected during service presentation for those attending the event.

Meet the Geoprobe® NCSC Team Members



2515 US HIGHWAY 70 SW
HICKORY, NC 28602



828-998-0977



TREVIN BOLICK
NCSC service lead

TREVIN BOLICK, NCSC service lead, specializes in hydraulic and mechanical repairs on all drilling equipment. He started in 2024 and has a background with Schramm, Driltech, Sandvik, Atlas, and IR rigs. He lives in Hickory with his wife and four children. He enjoys coaching youth football, attending live music nights, and working with his hands.

"I am proud to work at Geoprobe® because I believe we offer a quality product that is produced, serviced, and supported by great people who care about people. It is unheard of in today's world for a company to be truly about 'people'."



TODD COURBOT
NCSC manager

TODD COURBOT, NCSC manager, has been with Geoprobe® since 1999 and specializes in direct push machines. He has a degree in environmental engineering. Todd has a wife, three adult children, and enjoys tennis.

"Great people, great customers. We get to help people every day!"



LEVI DAVIS
NCSC service technician

LEVI DAVIS, NCSC service technician, began as a summer intern in 2024, progressing into a full-time role. He specializes in ADH bushing replacement and repairs.

"It's nice to be part of a growth-oriented team that prioritizes customer's needs."



JERRY HENNING
NCSC service technician

JERRY HENNING, NCSC service technician, specializes in cylinder rebuilds. He started in 2024 and was a former drill rig operator, focusing on water wells.

"The in-house manufacturing and production provide quick solutions for customers."



CLAYTON SMITH
NCSC service technician

CLAYTON SMITH, NCSC service technician, is the newest NCSC team member. Prior to working at Geoprobe®, he was a drill rig operator focused on blast hole drilling.

"Geoprobe is a customer and employee centered group of people."

NEW

FREE

CENTERPOINT CONNECTED: ADD OWN SERVICE NOTES

NEW UPDATES RELEASED IN JUNE ADDRESS CUSTOMER FEEDBACK SINCE PORTAL LAUNCHED ONE YEAR AGO.

- **CUSTOMER SERVICE NOTES:** add your own service notes to your rigs.
- **ORDER EXPORT:** export your order details using the button on the orders page.
- **ORDER NAVIGATION:** more easily navigate between orders using the new button on the orders page.



SCAN TO WATCH

New Centerpoint Connected Features



Centerpoint Connected Customer Portal Fills Gaps

Keeping four crews busy strictly on environmental drilling, **AST ENTERPRISES INC.** has a fleet of five 7822DTs and one 54LT. Focused on thorough maintenance, they devised internal tracking systems using Google Sheets.

"We have one for daily maintenance where we log where the rig is located, the hours, and an inspection. This is how we keep track of hours," Drew Fryman, project manager, said. "We have another one where we log service like oil and filter changes, noting when it took place and when we need to complete the next one."

Fryman quickly signed up when he learned the Geoprobe® customer portal Centerpoint Connected tracked orders and service logs.

"We use Centerpoint Connected to fill the gaps. I value being able to see if the crew talked to the Geoprobe® service team, what was diagnosed, and ordered," Fryman said. "I can track quotes to see when items were ordered and how much. It's nice to see when we last purchased a hammer and its cost."

He suggested Centerpoint Connected improvements to Lee Shaw, sales representative.

"In a perfect world we would also track our daily maintenance and service records within Centerpoint Connected," Fryman said. "Our ability to add our own service notes also benefits the Geoprobe® service team so they can see what service we performed on the rig to better diagnose and troubleshoot issues."

Team Geoprobe® listened and recently released Centerpoint Connected updates (see above), including:

- **Customer service notes**
- **Order export**
- **Order navigation**

"Everything new featured in this update came from customer requests," Stevie Merrill, web and software developer, said. "The ability of our company to receive feedback from our customers and act on it makes us an asset to all who do business with us."

For Fryman, tools like Centerpoint Connected are increasingly critical.

"Having a one stop shop for service records and equipment needs will help companies like AST continue to grow as more employees with less experience are entering the field," Fryman said.

COMMON REPAIRS COMPLETED, PARTS STOCKED AND SHIPPED SAME-DAY

FULL-SERVICE. ALL BRANDS. ALL RIGS.

From inspections to full rebuilds, our service centers do:

- **Hammer + cylinder rebuilds**
- **Slide + rig maintenance**
- **Electrical troubleshooting + repairs**
- **Top head + mud pump rebuilds**
- **Air compressor + hydraulic service**
- **Rig remounts + refurbishments**



WE'RE READY.

Equipped with advanced diagnostics, specialty tools, and stocked inventory for fast turnarounds.

EMERGENCY FIX? WE'VE GOT:

- **Hydraulic hoses**
- **Top head + mud pump parts**
- **Filters**

CALL BEFORE 2 P.M. LOCAL TIME – WE USUALLY SHIP SAME DAY.



SCAN TO WATCH

Same Day Service Parts



DEMO RIG DISCOUNTS COMING SOON

Geoprobe® sales and engineering teams have been busy with 2025 rig and tooling demos. Soon, some of those rigs will be available at a discount.

INTERESTED?

Ask us about price and availability.



CALL TO LEARN MORE:

785-825-1842



3100GT
6 speed head, 3L6, 3 winches



3145GT
6 speed head, 3L8, 3 winches



RT6 CHASSIS
off-road support rig



DM250
carousel, 4X3, 185 air



8150LS
rod handler, ADH



SRC30DT
dual rod magazines



6011DT
limited access, GH60

TEAM GEOPROBE® IS GROWING

Our product line, service center network, and customer base is growing and we're ready to invest in hands-on, technical experts to represent and service our products.

- **Construction Foundation Sales Representative**
- **Sonic Drill Applications & Training Specialist**
- **Water Well Applications & Training Specialist**
- **Service Shop Floor Lead — Indiana**
- **Service Technician — Florida**

If you check 'yes' to the questions below, explore our open positions at: geoprobe.com/jointeam



I WOULD LIKE TO USE MY DRILLING BACKGROUND TO...

- ✓ *run rigs in the field, teaching new techniques.*
- ✓ *connect drillers to solutions, interacting daily.*
- ✓ *provide top customer service, contributing ideas for innovation.*
- ✓ *engage industry leaders, traveling to help customers.*

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Drop hammer chain installation

COMMON SERVICE QUESTIONS ANSWERED IN VIDEO LIBRARY

ROUTINE SERVICE = LONGER RIG LIFE.

Skip the costly repairs. Save time and money by staying ahead on maintenance.

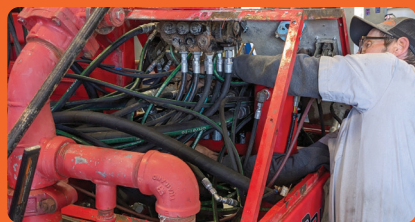
MAKE IT EASY:

Our library of online videos walks you through common service tasks — step by step.



NOT A DO-IT-YOURSELFER?

Call us. Geoprobe® techs are ready to help by phone or in person at our Kansas, Florida, Pennsylvania, or North Carolina shops. Schedule at one of our service centers and get \$500 off your first service when you mention the **First-Time Service Discount** below.



\$500 FIRST-TIME SERVICE DISCOUNT

The first time you bring your rig in for service — no matter the make, model, or brand — we'll deduct \$500 off the final invoice.

- **Good for each new serial numbered rig brought to a Geoprobe® service center**
- **Service must be scheduled before Dec. 31, 2025**



1835 Wall Street • Salina, Kansas 67401

Change Service Requested

PRSRT STD
U.S. Postage
PAID
Permit NO. 68
Wichita, KS

DARREN STANLEY
service director

785-825-1842



Thanks for taking time to read the first-ever *Dynamic Driller: Service Edition*.

Top Service — A Company Objective

Since 1987, top service has been a Geoprobe® priority written into our objectives by the founders. Our service team is committed to that standard every day, supporting your business with reliable, expert care.

To truly deliver top service and make fieldwork simplified, we brought service centers closer to you. Our first center outside our Kansas headquarters opened in Ocala, Florida, during 2018. Since then, we've added locations in Oxford, Pennsylvania, and Hickory, North Carolina.

Geoprobe® Service — One Team

Our regional service centers give you a local contact within driving distance backed by our entire network of

technicians. Any team member from any location can quickly address your needs — we operate as a unified team. Our service team is backed by engineers, purchasing, production, and distribution teams. Together we ensure rapid resolutions; parts purchase, fabrication or selection; and swift shipping to minimize downtime.

How it works:

- **Need help in Ocala, but the expert is in Kansas? Our Kansas team member joins in.**
- **Engineers and service techs partner to solve issues fast — in the shop or on site.**
- **Most of the time our distribution team grabs parts off the shelf and ships same day.**
- **If a part's needed, purchasing or production jump on it.**

Why it matters: We're not just one service team — we're one united Team Geoprobe®, all in on keeping your business running strong.

Service Plus Parts

For projects you prefer to take on yourself or need to tackle in the field, reach out. Our team will pull the part and ship to you as quickly as possible. If your regional service center doesn't have the part on the shelf, we'll ship direct from the factory.

We're excited for you to dive into this inaugural issue. It's packed with insights and practical advice. If you haven't already, we hope you choose to partner with Geoprobe® service in the future. Schedule at one of our service centers and get \$500 off your first service by mentioning the First-Time Service Discount (*see information at left*).

Darren Stanley
Darren Stanley,
Geoprobe® Service Director



For more information on what you have read in this issue, contact us at

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