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To the entire Team at Terra Sonic,

I just want to let the team know how spectacular and important your continued service to your customer is. In the past we have always had great service from Terra Sonic both in-house, at your facility in Marietta, as well as in the field when needed. Terra Sonic has always hit a home run in the service department. I work with all of the major drill rig companies and your service is at the top of the roster.

Recently we were working on a project, and an issue came up with the Sonic Head on our Terra Sonic TSi 150CC Sonic Rig. It was around 9:00 in the morning when I got the call from my Driller...rig down head not running. Never a good call to get! After discussing our options with the service team at Terra Sonic we had 3 options to choose from. Option 1: Repair the Sonic Head in the field which would have meant tearing the Sonic Head down and reassembling it on site which would require 1 to 2 days realizing this is not the ideal location to do this type of repair. Option 2: Tear down the rig and haul it down to Marietta at the factory, or back to our shop...we would have at least 3 days down time with this route. Option 3: The real game changer!!! Do a REMEX (Remanufactured/Exchange) Sonic Head in the field with a new 12 month warranty. Good news was they had a Sonic Head on the shelf ready to go. The staff at Terra Sonic literally leapt into action, loaded a recertified Sonic Head, and was at our jobsite within 4 hours from the initial call. Our driller had the hydraulic lines labeled, disconnected and free when Jay from Terra Sonic arrived with the REMEX Sonic Head. At 5:00 PM the same day the rig was back up, running casing in the ground, and we completed the well we started that morning. Our client was deeply impressed with this unprecedented turnaround time. When I spoke to the client project manager that evening he was dumbfounded that we were back up and drilling on the same day. He had a similar experience with another drilling company and rig manufacturer, and they were down for well over a week waiting for the parts to arrive for the rig. He was expecting the same again when he heard the news about our rig. Terra Sonic hit a Grand Slam!

Not only was our TSi 150CC up and running the same day, but we now have a renewed warranty for 12 months, and our REMEX Sonic Head now has several new components and engineering improvements added since we purchased our rig 2 years prior. When I got the bill for the REMEX Sonic Head, field labor and the rebuild/recertification of our old Sonic Head I was also dumbfounded. It was so very reasonably priced...considering the cost of 3 days down time had we pulled the rig off the site. Also, the impression our teams made on our client made it the bargain of the century. Terra Sonic nailed a Grand Slam on this repair, and they allowed me to Hit a Grand Slam with our client as well. Not only did we get back up and running on the same day, but we ultimately finished the project ahead of schedule and below budget.

Thanks Team Terra Sonic!

Richard W. Stock, Jr.
President, CWD, COSS