

Example of Technical Support provided by Instrumentation GDD:



Within a week, GDD was able to state that the source of noise affecting IP Survey data was external and was also able to correct its dataset, saving a contractor and its consultant, time and money.

Wed, May 11, 2016, 1:38AM



A client contacted GDD as the data from the offset Pole-Dipole survey ($a=50m$, $n=1-32$) being acquired by the field crew were of poor quality, and they were not sure if it was due to an internal issue, or an external source.

The receiver seemed to detect a randomly changing V_p through the ground even when the transmitter was OFF. As far as they could tell, there was no easily identified source of the noise (powerlines or near-by geophysical surveys)...

Geophysical Consultant, Australia.

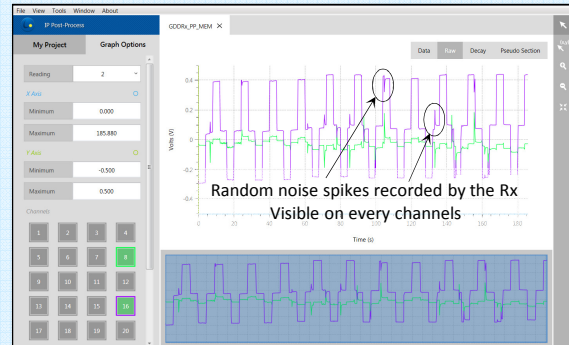
Client is informed that GDD is taking care of its inquiry

Wed, May 11, 2016, 9:46AM

After an internal email discussion and in order to fully understand the situation, we get back to the client asking for the **IP Receiver fullwave file.**

Friday, May 13, 2016

Data is being analysed by GDD using the IP Post-Process software. From the fullwave data, it appears that **the random noise is not related to the Rx itself** but most-likely originates from an external source.



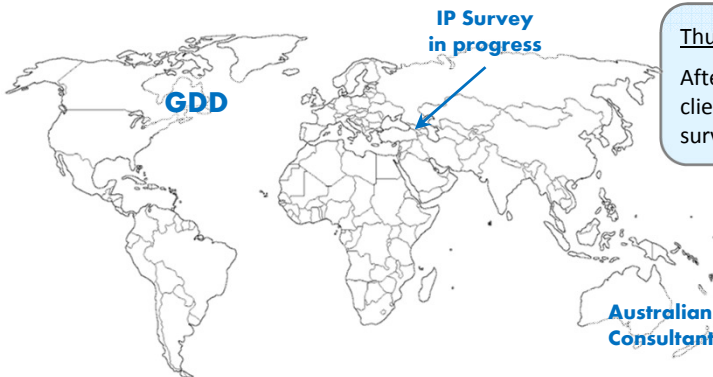
Thursday, May 19, 2016

After investigation of the local and regional area, it has come to the client's attention that there **was an airfield** located some 15km from the survey area, being potentially the source of the external noise.

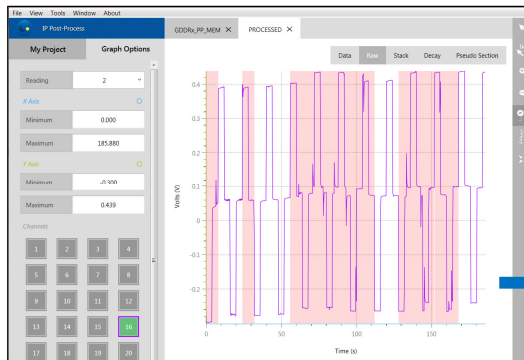
Friday, May 20, 2016

GDD's recommendation to **optimize the IP survey** given these field conditions was:

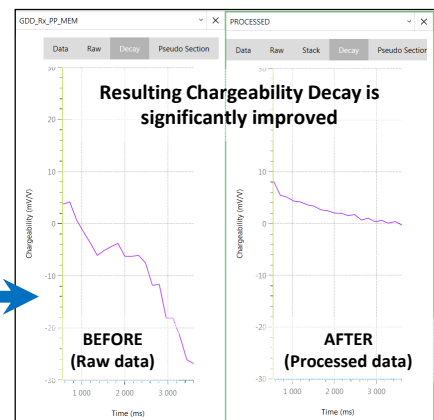
1. Monitor the signal before/after acquisition using the Rx "Show signal" option;
2. Collect as much Stacks as possible;
3. Use the GPS synchro if possible using GDD Tx CTRL;
4. Monitor the V_p cycles' symmetry (SYM) at the Rx;
5. Make sure the wires connections are strong and efficient;



Using GDD's IP Post-Process software, the client could remove the erratic noise, reprocess the data and recover good sections



Select and discard noisy half-cycles (in red) with GDD's software



Instrumentation GDD offers customer services 7 days per week. GDD'S Technical Team is happy to provide support for its worldwide clients.



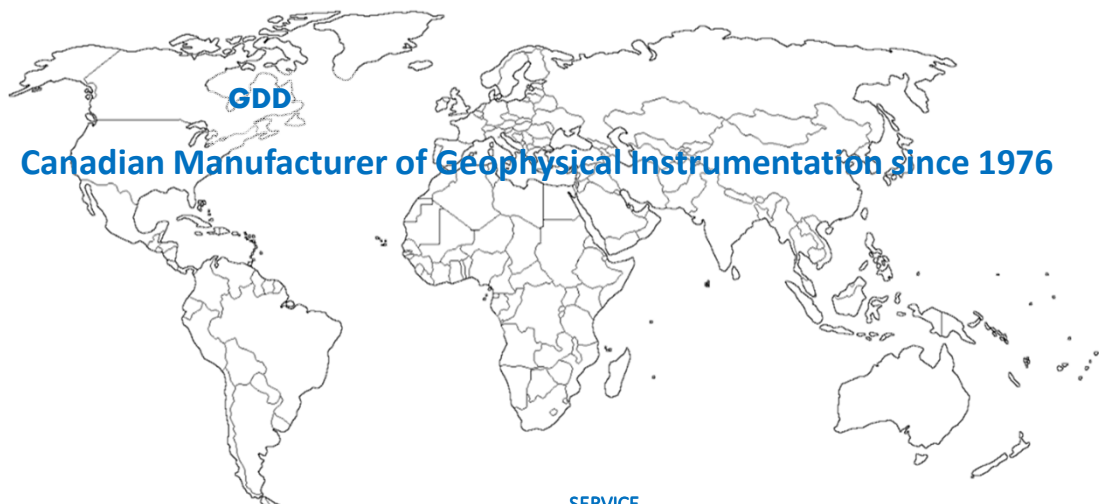
At GDD, client's email or call for technical support is **First Priority**.

1. An internal email is sent to the Technical team;
2. From GDD's records, the team identifies which hardware and software version are at stake;
3. Once received, the data is thoroughly analysed by GDD's Engineers and/or Geophysicists;
4. An internal discussion is being held if necessary;
5. Very shortly, the client will receive tips to improve its data quality or procedures to pin point the source of an hardware trouble and fix the situation if possible.

The client is first!

GDD is well known for its excellent after-sales service and support.

Depending on the nature of the trouble, the instrument may need to come back to GDD for repairs/maintenance. Detailed procedures and support is offered for international shipping. Sending a Repair Cost Estimate prior to move forward is part of GDD's standard procedures. In addition, possible upgrades (hardware and software) for new features will be brought to his attention.



PURCHASE

Can be shipped anywhere in the world.

RENTAL

Starts on the day the instrument leaves our office in Québec to the day of its return to our office. 50% of the rental fee of the last 4 months of rental can be credited towards the purchase of the rented instrument.

WARRANTY

All instruments are covered by one-year warranty. All repair under warranty will be done free of charge at our office in Québec, Canada. Transportation, taxes and duties are extra, if applicable.

SERVICE

If an instrument manufactured by GDD breaks down while under warranty or service contract, it will be replaced free of charge during repairs (upon request and subject to instrument availability).

OTHER COSTS

Shipping, insurances, customs and taxes are extra if applicable.

PAYMENT

Checks, credit cards, money transfer, etc.



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