Frequently Asked Questions (FAQ's)

What is Performance Calculator?

- A newer and simplified version of the previous performance calculator, RuleStream.

How come there are fewer configuration options?

- This is to help streamline the process to the most common configurations. If you have a situation where your configuration can not be made, please send an email to Customer Connection and we will get back to you to discuss your options.

How do I know that my configuration is completely updated and ready for me to move to the information page?

- After each input, the configuration should automatically update but just to be safe there is an "update" button located in the top left of the page that will update the entire configuration.

What if there is no "next" button to continue to the information page?

- Then a selection has been made that is out of range causing an "invalid" warning to appear. Select another option to continue.

How do I change from imperial units to metric units?

- After you have configured your product, on the information page there is a button where you can toggle between imperial and metric.

What if I completed the configuration and submitted my info but never received my performance sheet?

- The reason a performance sheet was not provided in the email is because the configuration had too many warnings. Please send an email with your pipe configuration to discuss further through Customer Connection or contact NOV™ Grant Prideco™.
- Check your Junk folder for an email from marketing@global.com

What if I want a custom configuration?

- In order to have a custom configuration built, please contact us through Customer Connection and we will get back to you as soon as possible.

Grant Prideco | NOV Wellbore Technologies