

BIMESPRO services for customers using MCVD and other equipment

MCVD and other optical fiber fabrication equipment performance depends strongly on design characteristics, operator, and engineering skills (see [BIMES training services](#)) and proper maintenance. Regular preventive maintenance is crucial for MCVD system up-time and productivity, as well as production yield. Skilled maintenance engineers are needed to take care of different MCVD or similar equipment parts and subsystems. As MCVD equipment is more and more complex, it is often quite difficult to have skilled personnel available for most demanding maintenance activities.

At BIMES we are aware of the importance of keeping all equipment in perfect working condition, so we offer different maintenance services to our customers:

- Regular service on-line support through dedicated e-mail channel
- Spare parts and consumable delivery, including support for pre-2020 Optacore delivered equipment.
- Periodic equipment services
 - Yearly or periodic MCVD equipment inspection and calibration
 - Custom service contracts for BIMES range of equipment
- Process know-how support and process analysis
- Software and control system maintenance
- Software development or modification services

BIMES and Bimes partner BLUBIT software and control system) can provide services either on-line or dispatch engineers to customer's site. Most of the maintenance issues regarding control system operation and software are performed on-line, from BLUBIT headquarters in Slovenia.

On-line support offers the following options:

- Help desk, operating from 8 to 16 hours CET, on workdays,
- E-mail support at support@bimespro.com or support@blubit.si
- Internet chat support by calling to WhatsApp, Skype, or WeChat (others available on request)
- Remote upgrades to WinCONTROL software,
- Remote WinCONTROL maintenance, checking and troubleshooting,
- Teleconferences with equipment, software, and technology specialists (by appointment only)
- Parallel on-line process monitoring and consulting by process specialist (by appointment only)

There is a number of tasks which cannot be made remotely, and services have to be performed by customer or by Bimes personnel on-site:

- Repair or exchange of piping panels and piping components,
- Exchange of electrical or electronic parts or instruments,
- Pyrometer or IR scanner calibration (performed by original supplier),
- Mass Flow Controller repair and calibration (performed by original supplier),
- Any other maintenance or service task where the cause of trouble is not clear after remote consultation.

In cases where problems cannot be solved by the customer, original equipment supplier or by remote consultations, Bimes can dispatch service engineer or process specialist, upon receiving an order, based on Bimes service quote.

Bimes also offers spare part and consumable supply for Bimes-made equipment. Bimes supports customers who own equipment delivered before 2020 by Optacore company. For spare parts please send a request to above mentioned mail addresses, or to sales@bimespro.com and Bimes representative shall write back with the shortest possible delay. Many parts and devices are kept in stock in Bimes facility. Bimes can also offer service and spare part supply agreements, where key components are kept on Bimes stock against a moderate fee.