

IN- SERVICE SUPPORT

Cowan's commitment to fully service its products, both within Australia & in overseas locations, has enabled it to develop an impressive in-service support capability. This includes:

- recompression chambers (land & ship based) & associated support equipment
- underground rescue chambers
- breathing equipment
- mobile gauge testing & calibration
- unmanned safe to dive & functional audits
- oxygen handling equipment
- specialist cleaning for oxygen use
- spare parts management
- technical manuals, repair specifications & training manuals
- training



On-site servicing – RAN Minehunter Fleet

Within Australia, Cowan is the largest provider of hyperbaric maintenance & repair services to Australian Defence, supporting a total of 23 recompression chambers. This involves 3, 6, 12, 5 -yearly & 10-yearly services, call-outs & ad-hoc requests. Servicing is carried out on-site throughout Australia including Newcastle, Sydney, Adelaide, Fremantle and Darwin. A fully equipped mobile service van supports field activities.

Cowan is a recognised training provider and is experienced in supplying technical repair specifications, technical manuals and training manuals to the Australian Navy.



Servicing – on board RAN Minehunter vessel

Overseas, Cowan provides advice & assistance to the Thai Navy Minehunter fleet & is currently undertaking a comprehensive training program, involving Thai Navy officers, in operations/maintenance of the Cowan - Thai Navy Minehunter chambers. Cowan has also provided similar assistance to Intermarine Spa (Italy). Cowan recently carried out the full turnkey installation of its 14-person hyperbaric medical chamber in Phuket, Thailand. Cowan remains involved in the ongoing maintenance & servicing of this extensive system. In May 2003 Cowan carried out the first annual audit of the complete system and reaccredited its Thai agent for a further 12 months as the local service provider. Also, Cowan's role in in-service logistics support extends to the US Navy & Philippines Coastguard.

Facilities:

The facilities at Cowan reflect a commitment to the highest quality, efficiency & use of advanced technology. Cowan has developed its own approved clean rooms for assembly, disassembly, testing & commissioning. This is supported by compressed clean air storage, water purification equipment &, hydro test & weighing facilities.



Cowan operates a fully equipped laboratory for specialist cleaning of components to the US Navy Mil 1330D standard. This facility is especially used to clean components used in the handling & distribution of oxygen. A documented stores department, for the supply of logistic support services & equipment, is also utilised.

Cowan's Quality Management System, is approved by Lloyd's Register Australia in accordance with ISO9001:2000. Lloyds carries out full twice-yearly audits. An indication of the rigour of our system, with over 100 chambers supplied to the USA Navy, not one has received a major non-conformance. Cowan regularly designs & manufactures to Mil Spec requirements, involving AS1210 & ASME standards. It employs a full time QA manager, specifically recruited to oversee the system.



Training in Recompression Chamber operations (left)



Certified Quality Management System

Underground Mine Rescue Chamber (below)



Specialist cleaning laboratory (above)



Underground Drilling Rescue Chamber (above)



Technicians & Management:

Cowan's team of technicians and managers has been progressively recruited and trained over the past decade to carry out the important in-service role. Technicians are Cowan's direct representative when in the field. Therefore, their skill, ability & commitment to maintaining consistently high quality standards & a strong customer focus, & providing an objective approach to issues & events is essential.

The Cowan team includes ex RAN Navy personnel with extensive experience in the operation & maintenance of hyperbaric systems & OCCABA breathing systems. This includes the management of associated information collection & data bases.



Pre-cleaning oxygen handling components



Mobile gauge testing & calibration



Component handling at Cowan



Servicing Scott Masks

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Cowan!

- Accredited US Navy supplier
- Accredited Australian Defence Industry Supplier
- Accredited Australian Navy Hyperbaric Repair facility
- US Navy approved to clean to the US Mil 1330D Std.
- Quality Mgt approved by BAE Systems Australia