

WOOD WORKS

C.N. Wood's RapidView IBAK Service Center



Facility helps customers protect uptime, extend equipment life and maintain critical infrastructure



Keeping inspections moving

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Donny Holmes,
RapidView IBAK
Service Specialist,
C.N. Wood

Sewer and stormwater inspection equipment plays a critical role in keeping communities functioning. For contractors and municipalities throughout New England, C.N. Wood Co. Inc.'s RapidView IBAK Service Center in North Haven, Conn., provides a local resource for maintaining and repairing the equipment that makes those inspections possible.

The service center supports C.N. Wood's full territory through the company's nine branches. Customers can drop off equipment at any C.N. Wood location, and the company's internal transfer system brings it to North Haven, helping reduce shipping, handling and insurance costs.

"We want to make the process as simple as possible for the customer," said Donny Holmes, RapidView IBAK Service Specialist at C.N. Wood's North Haven branch. "Once the equipment gets to me, I let them know we have it, diagnose the issue and communicate what needs to happen next. The goal is to keep them informed and get their equipment back to work as quickly as we can."

Holmes brings a lifelong mechanical background to the role. He began working on vehicles at 16, later moved into power generation and joined C.N. Wood in 2021 before becoming certified through RapidView IBAK North America in 2024.

Since then, Holmes has helped C.N. Wood build a fully operational warranty and repair center for RapidView IBAK equipment. The North

Haven facility can service RapidView IBAK cameras, tractors, crawlers, control systems, drums, cables and other components, while also helping customers with software integration and troubleshooting.

"I've always enjoyed figuring out how things work," Holmes shared. "That problem-solving side of the job is what drew me to this. Whether it is mechanical, electrical or software-related, I want customers to know that if they call us, we are going to help them work through it."

Supporting critical infrastructure

RapidView IBAK systems are used to inspect underground pipelines, sewer mains, laterals and other infrastructure that most people rarely see but rely on every day. In New England, where many municipalities maintain aging underground systems, dependable inspection equipment helps crews identify cracks, blockages, infiltration and other issues.

Inspection cameras give operators a clear view inside pipelines, while tractors and crawlers carry those cameras through difficult underground environments. Some systems can also support repair-related work or help crews locate specific problem areas from above ground.

"Everybody needs water and sewer systems to work safely," Holmes stated. "These cameras help crews see what is happening underground, and the better they can see the issue, the better they can plan the repair before it turns into a bigger problem."

That ability to identify issues early is one reason Holmes sees strong value in newer high-definition systems. While standard-definition systems still serve many customers well, HD technology provides sharper image quality that can help crews spot defects sooner.

"If you put an SD system and an HD system side by side, the image quality is night and day," Holmes explained. "When you are looking for cracks or early signs of failure, clarity matters. HD can help crews be more proactive because they can see more detail in the pipe."

C.N. Wood also supports customers who continue to run legacy equipment. Holmes said many older RapidView IBAK systems remain serviceable, and the service center can help keep them operating with seals, repairs, updates and component replacements when parts are available.



C.N. Wood's RapidView IBAK Service Center in North Haven, Conn., provides a local resource for maintaining and repairing equipment with certified technicians.



▶ VIDEO

RapidView IBAK Service Specialist Donny Holmes runs diagnostics and verifies equipment functions.

For customers considering an upgrade, C.N. Wood can help evaluate whether to modernize parts of an existing system or move into a new HD setup. Depending on the application, that may include updated controls, power supplies, drums, cables, cameras or other components.

"There are ways to step into newer technology without always replacing everything at once," Holmes noted. "We can look at what a customer has, what they need the system to do and what makes sense for their budget. Sometimes the best answer is repair, sometimes it is an upgrade, and sometimes it is helping them plan for the next step."

Built for service

C.N. Wood established the dedicated RapidView IBAK Service Center in North Haven in 2024. The facility includes specialized testing equipment, power supplies, system emulators, anti-static workstations, pressure-testing tools and controlled work areas designed specifically for sensitive camera and crawler components. Holmes uses a BE710X-based test system to run many diagnostics and verify equipment functions. For certain legacy products, he has additional testing methods that allow him to evaluate older systems.

That process often begins with a physical inspection for damage, followed by electrical checks to verify there are no shorts to ground

or internal failures. Holmes then uses filtered air, pressure monitoring equipment and leak testing to verify that components remain sealed.

"These machines work in tough environments, and sometimes they are completely submerged," Holmes commented. "Before I return a repair, I want to know it is holding pressure and protected from water intrusion. I run pressure tests, check for leaks, operate the equipment and, when needed, submerge it to confirm the repair."

Preventive maintenance often includes replacing seals and O-rings that protect the equipment from water, debris and contaminants. Holmes also performs a variety of other tasks, such as checking firmware and software versions, performing calibrations, testing communication between components, verifying that camera functions operate properly, and checking motor functions and transmitters on the tractors.

If the repair requires additional parts or if Holmes discovers something unexpected during disassembly, he updates the customer before proceeding. With routine parts in stock, C.N. Wood moves repairs through the shop quickly.

"I try to be as communicative as possible," Holmes stated. "Customers need to know where their equipment is, what is wrong with it and what it will take to fix it. Once they approve the work, I can get moving, and I have been consistent with turning many repairs around in that 48- to 72-hour range."



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'We have the proper tools and workspace to service the equipment'

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C.N. Wood stocks common routine-maintenance parts such as seals and O-rings at the North Haven facility. The service center also works closely with RapidView's team in Indiana for additional parts, technical support and product guidance. Holmes said that connection helps speed up repairs and keeps information flowing between the service center and the manufacturer.

More than hardware

While much of the service center's work involves physical repairs, C.N. Wood can also help customers troubleshoot software and system-integration issues. The RapidView IBAK trucks operate with IKAS Evolution or IKAS Recorder, but customers can use third-party survey software.

When integration issues arise, Holmes can help coordinate between the customer, software provider and RapidView IBAK support teams. In one case, he helped a customer diagnose an issue that appeared to be hardware-related but ultimately involved software functionality.

"My job was to make sure the customer could keep working while everyone figured out the issue," Holmes recalled. "I verified the hardware, communicated with both sides and helped move the process along. At the end of the day, the customer needed to survey pipe, and that is what we were focused on."

That support reflects a broader goal for the service center: keep customers productive. Whether the issue involves a camera, tractor, truck-mounted system, generator, software connection or control setup, C.N. Wood aims to help customers find a path forward.

"If they call here and need help, I am going to do what I can," Holmes promised. "Sometimes that means repairing the equipment, and sometimes it means helping troubleshoot a program or finding another way to get them through the job. We want them to know they are never alone!"

Simple steps, longer life

Holmes also encourages customers to protect their equipment with basic care after each use.

"The biggest maintenance tip is simple: clean it," Holmes said. "When you finish a survey, rinse the equipment off, get the grime and chemicals off it, and do not let moisture sit against the metal. That simple habit can make a big difference in the life of the machine."

Careful handling also matters. The equipment is built for difficult work, but cameras and circuit boards can still be damaged by drops, impacts, improper disassembly or static electricity.

Inside the North Haven service room, Holmes uses anti-static mats, grounded workstations, wrist straps and other precautions when handling sensitive electronics. That setup helps protect customer equipment during disassembly, repair and reassembly.

"These systems are tough in the pipe, but the electronics inside them still need to be handled correctly," Holmes explained. "That is one reason this facility matters. We have the proper tools and workspace to service the equipment without creating new problems."

Local resource

For customers across New England, C.N. Wood's RapidView IBAK Service Center provides a closer point of support for specialized inspection equipment. That local presence helps municipalities and contractors reduce downtime, manage repair costs and keep critical inspection equipment available for daily work.

The service center also reinforces C.N. Wood's broader commitment to product support. By combining factory certification, specialized tooling, parts access and direct communication, the company gives customers a practical way to protect their investment in RapidView IBAK equipment.

"These systems help keep infrastructure moving, and our job is to keep the systems moving," Holmes concluded. "When customers send equipment here, I want them to know it will be tested, repaired and handled the right way. If we can help them avoid downtime and get more life out of their equipment, that is a win for their business." ■

Pressure testing the RapidView IBAK rover's seals and O-rings is a standard part of routine maintenance at C.N. Wood's new RapidView IBAK Service Center.

