

RIVO MULTITRADE OPTICAL SYSTEMS

After-sales service for 100G liquid-cooled switch



Overview

After Sales For assistance, please reach out to your local dealer or our after-sales service team. Alternatively, you can easily submit a request Liquid Co.

Key Takeaways

After-sales service for 100G liquid-cooled switches includes troubleshooting, preventive maintenance, fluid management, component replacement, and lifecycle support to ensure optimal performance and reliability. Troubleshooting and Technical Support

After-sales support typically begins with diagnosing operational issues. For liquid-cooled systems, common checks include verifying coolant flow, inspecting cold plates, and ensuring proper connection of sensors and power components. If errors occur, such as abnormal resistance in motorized components or controller faults, service teams can guide users through step-by-step troubleshooting, including checking cables, connectors, and circuit boards, and replacing faulty components when necessary .

Preventive and Corrective Maintenance



Comprehensive service programs include routine inspections, preventive maintenance, and corrective actions. This involves monitoring coolant quality, performing fluid sampling, testing for contamination, and adjusting system parameters to maintain thermal efficiency. Preventive maintenance also covers cleaning, air purging, and ensuring that pumps, valves, and cold plates operate correctly . Corrective maintenance ensures rapid replacement of defective parts to minimize downtime.

Lifecycle and Operational Support

Vendors often provide full lifecycle support, from installation and commissioning to ongoing operation. This includes validating installation, performing start-up tests, training operators, and offering remote troubleshooting and condition-based maintenance. Service agreements may include dedicated response times, spare parts availability, and asset management to maintain continuous operation of high-density switches .

Fluid Management Services

Liquid-cooled switches require specialized fluid management, including coolant sampling, quality testing, and environmentally safe disposal. Some providers collaborate with top coolant suppliers to ensure peak performance and prevent system degradation. Proper fluid management is critical for maintaining uniform cooling and preventing overheating of ASICs and high-power components .

Training and Knowledge Transfer

After-sales service often includes hands-on training for operators, ensuring that staff can safely manage and maintain the liquid-cooled infrastructure. Training covers operational safety, compliance with environmental regulations, and best practices for system monitoring and maintenance .

Vendor-Specific Support

Companies like Cisco, Vertiv, and Motivair offer tailored after-sales services for high-performance liquid-cooled switches. These services may include digital twin modeling, AI-readiness assessments, and customized service agreements to match the specific deployment and operational requirements of 100G switches . In summary, after-sales service for 100G liquid-cooled switches is a comprehensive package that combines technical troubleshooting, preventive and corrective maintenance, fluid management, operator training, and lifecycle support to ensure reliable, high-performance operation in demanding data center environments .

Article Content

Understanding 100G Data Center Switch TCO: Lifespan Support and

This FAQ addresses pre-sales budgeting, operational expenses (power/ cooling), transceiver compatibility costs, post-sales support

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This document is for preliminary research. Verify specifications against current standards, product documentation and project requirements.

