PypeServer FAQ

Q: My pipe profiling machine already has software, why would I upgrade it with PypeServer?

A: First and foremost, PypeServer will save you lots of time and money. PypeServer connects to your CAD and BIM software to eliminate the need for machine programming, improves cut quality to speed weld prep, and saves pipe, all while being very easy to use.

Second, PypeServer offers advanced part nesting, pipe inventory management, and real-time part status to reduce the impact of change orders. There's also label printing with QR codes that can link to spool sheets, fit-up information, field instructions, or any other documents on your network.

Finally, PypeServer will soon allow the control of other shop machines like RazorGage so its productivity benefits can extend to your other tools.

Q: How much money can I save with PypeServer?

A: It depends on how busy your shop is but there are three main sources of savings with PypeServer:

1. elimination of pipe machine programming
2. elimination or reduction of weld prep time
3. more efficient use of pipe

If you use PypeServer to get spools directly from your CAD or BIM software, your machine operator can save 3 to 5 minutes of programming time per part. Similarly, PypeServer's improved cut quality can save your welders at least a minute per cut in fit-up time or 3 to 5 minutes per part. Assuming an average fully burdened labor rate of $30/hour (50 cents per minute) and a total of 8 minutes saved per part, your shop will save $4 in labor per part. If you cut 250 parts per month, that amounts to about $1000 in labor savings per month. Busier shops and/or higher labor rates realize even greater savings.

Pipe material savings vary a lot depending on the size, type, and volume of pipe you cut. However, PypeServer's highly optimized nesting algorithms and its ability to nest into your machine's dead zone, commonly result in material savings of 5% or more.

You can get a more accurate savings estimate using our online tool at:

https://www.pypeserver.com/roi-calculator

Q: What machines are compatible with PypeServer?

A: PypeServer is compatible with machines from Lincoln Electric (Vernon Tool), HGG, and Machitech. PypeServer is also compatible with pre-2020 Watts machines. If you're purchasing a brand new Lincoln/Vernon or Machitech machine, it will come standard with PypeServer. PypeServer is an added-cost option for new HGG machines.

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If you're interested in upgrading an existing Vernon machine with PypeServer, it's compatible with both the current generation VMD machines (serial numbers 7000+) as well as the prior generation VP machines (serial numbers 6211-6999).

If you're interested in upgrading a pre-2020 Watts machine with PypeServer, please contact PypeServer to determine if your machine's electronics are compatible. If not, they can usually be upgraded along with the software for much higher performance at a reasonable cost.

Q: Will PypeServer cut parts as well as my machine's stock software?

A: PypeServer will typically produce cuts at least as good and usually better than the machine's own software, particularly with thick pipe. PypeServer accounts for plasma beam shape to ensure that the cut angle you want is the cut angle you actually get. PypeServer also uses both plasma kerf and actual measured pipe thickness to ensure that part lengths and hole diameters are as accurate as possible. Finally, PypeServer uses predictive motion algorithms to ensure that the torch speed is smooth and steady, preventing overburn and cut jitter. All of these factors reduce or eliminate the need for weld prep, thereby saving both time and money.

Q: What CAD/BIM packages are compatible with PypeServer?

A: PypeServer works with most common BIM and CAD packages, including Revit, GTP STRATUS, MSuite, eVolve MEP, Trimble SysQue, Victaulic Tools for Revit, Allied BIM, Tekla, Codeware COMPRESS, AutoCAD Plant3D, CADWorx, SolidWorks, SpoolCAD, Ship Constructor, Acorn, and others.

PypeServer can also import files in a wide variety of formats, including PCF, CSV, IFC, and STP.

Q: Can I use PypeServer with more than one machine or CAD/BIM package?

A: Yes. You can run multiple machines with a single PypeServer installation and you can run multiple CAD/BIM compatibility licenses at the same time. PypeServer easily adapts as you upgrade or change your design software over time (e.g. adding BIM software, changing Revit plug-ins, etc.) and scales up as your shop grows and adds new machines.

Q: How is PypeServer set up to work with my machine?

A: PypeServer runs on a small, dedicated server computer that's typically placed near your pipe profiling machine for use by your machine operator. Both the PypeServer computer and your pipe profiling machine are networked together to allow PypeServer to put control files in a shared folder on the machine computer. After selecting which parts are to be cut and nesting them, PypeServer will write a control file to the machine computer. The file is selected using the machine's own software, the torch is positioned, and the parts are then cut in a single operation.

By joining PypeServer to your company network, any authorized user in your design office or elsewhere on your network can run PypeServer remotely without having to go down to the shop floor. This is convenient if you want your designers to be responsible for pulling spools into PypeServer and/or nesting the parts before cutting.

Q: How much downtime should I expect during installation?

A: The downtime for your pipe profiling machine is limited to the time it takes to get it on your network, if it isn't already, and to set up a shared network folder for PypeServer's command files. These tasks will typically take your computer support person just a few minutes and they can be done prior to installing PypeServer whenever the pipe profiler isn't active.

It takes about 30 minutes to physically assemble the PypeServer stand-up desk and computer. Once that's done, the computer is connected to your network and given access to the pipe profiler's shared network folder. These tasks don't impose any downtime on the machine and even after everything is set up, the pipe profiler's software will continue to function as a backup.

Q: Is PypeServer cloud-based and will my machine go down if I lose internet access?

A: No. For maximum reliability PypeServer software runs locally on its own computer and doesn't require internet connectivity, not even for its extensive built-in help catalog of videos and documents.

We do prefer to use the internet if available for troubleshooting, software updates, license renewals, and other services. For customers who have no internet access in their shop or who prefer to stay offline, we have alternative offline procedures available.

Q: How do you support your customers?

A: PypeServer has dedicated customer support personal available Monday through Friday from 8:00 am to 5:00 pm Pacific time. We also use an online support service that can be accessed from the PypeServer application or a link on the PypeServer computer desktop.

Q: Do you offer additional training for machine operators?

A: PypeServer support will provide as much time as needed to ensure your machine operator is comfortable with using the software.

Q: What does PypeServer cost?

A: PypeServer is priced with an up-front component for the software and hardware plus an annual fee for licensing, updates, and support. The exact pricing depends on your configuration, including the

number and type of machines, the number of importers, the number of remote seats, and whether you need label printing.

Please contact PypeServer by email at sales@pypeserver.com or by phone at 425-333-7736 to discuss in detail.

Q: What's included with my annual fees?

A: The annual fees includes the following:

- licensing
- software updates
- additional training and support as necessary, and
- an extended warranty on all PypeServer-supplied computer hardware.

Q: What if I want to change the options I license?

A: No problem, you can change your options at any time. For example, it's quite common for shops to bring in PypeServer and set it up to work with their CAD software prior to transitioning to a BIM system. PypeServer can be configured to operate with one or the other or both systems at the same time to support a more gradual transition. Licenses can be changed with just a phone call and any fee changes are pro-rated to your renewal date.

Q: What if I replace my PypeServer-equipped pipe profiler?

A: Because PypeServer runs with its own dedicated computer and communicates with your pipe profiler over the network, it's simple and relatively inexpensive to transfer an existing PypeServer installation to a different machine.

Q: How many sites are running PypeServer?

A: PypeServer in installed at approximately 150 sites.