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About us

BC Service is committed to Safety of Life at Sea for over 75 years as an Authorized Service Provider and Equipment Manufacturer; besides its leader role in the LSA Services, BC Service has developed and further expanded its technical and engineering capabilities to provide solutions all around as needed.



We not only maintain, repair and inspects all LSA equipment; our BC Academy is an International Training Center for onshore and offshore personnel, focused on any equipment make and type.

90 service engineers trained and certified

75+ years of experience

70% of our service engineers previously employed by LSA manufacturers

and...

over **2.000** inspections carried out annually

Corporate Values

Our core values are Quality and Stakeholders Satisfaction

Your problem is our problem, we work hard to satisfy your needs.

We are a dynamic and proactive reality propelled by the enthusiasm, talent, and experience of our people.

Globally present with our subsidiaries in the Americas, Europe, and Asia, we are active worldwide in all shipping sectors: cruise & ferries, cargo ships, oil & gas industries.

Why Us?

- Authorized Service Provider by Administrations / ROs in accordance to Resolution 402(96) Requirements
- 24/7 availability
- Reliability based on over 75 years of experience
- Price guaranteed – what we quote is what we invoice
- Daily rates, no matter the working hours
- Turn key projects to keep costs under control
- Long term agreements
- Worldwide service





BC Service has more than 75 years of experience in LSA (Life Saving Appliances) inspections, repairs and general overhaul and it is authorized by most Administrations, Class Registries and Manufacturers to inspect and certify all the LSA installed onboard.

1942 – 1989

BC Service starts as a manufacturer of boats and lifeboats in Genoa

1989 – 1998

Supply of boats on Sun, Dawn, Crown, Regal and Grand Princess, Rotterdam and Seven Sees Navigator

2007

BC Service becomes a Fassmer authorized service station

2009

BC Service received ISO 9001-2008 and IMO certification
BC Service becomes a Mad Rock certified company for release gear installation and after sales inspections and service

2010

BC Service becomes a leader in servicing LSA equipment with more than 70 years of experience in lifeboats and opens a new facility in Miami, Florida (USA)

Authorized by Panama, MCA, Italian Flags and Class Registeries such as Lloyd's Register, Bureau Veritas, DNV, GL and RINA

2011

BC Service enters the offshore market and has its first contract with ENI

BC Service operating in Brazil

2012 – 2013

BC Service celebrates its 70th anniversary opening new offices in Southampton & Singapore

BC Service signs agreement with Carnival Corporation, SAIPEM and expands the scope of work with ENI Fleet maintenance agreement with Maersk

2014

BC Service introduces U-Hook, the Universal Hook design to fit all existing lifeboats

New opening in Shanghai

2015

Hundreds of U-Hooks installed
BC Service operating in Brazil

2016

LSA Long Term Agreements signed with major companies in cruise & ferries, cargo ships and oil & gas industries

2017

U-Hook installations exceed #1000
Joining of forces with CTS/MGS Group

BC Service and Cruise Trading & Services/Marine Global Services (CTS/MGS Group, a dedicated ship refurbishment and technical projects company) have joined forces and became part of a Group

2018

Moving forward to meet forthcoming new IMO requirements, our Training Standards have been designed on make and type

2020

SOLAS amendments entry into force; BC Service is an Authorised Service Provider by make and type of equipment approved by Administrations and ROs under the requirements of the Resolution 402(96)

Quality Satisfaction Index

As part of a continuous improvement process, we ask our customers to evaluate our services on each attendance; through the results of such evaluations we can better analyse our performances and take proper actions where needed.

During year 2020 we collected a total of 2996 evaluations and reached an average evaluation of 4,56 on a scale from 1 to 5 for a **satisfaction index of 89%!** This is the best way for us to understand our client's satisfaction.



BC Service
Safety by experience

Quality Survey

Officer / Name:	Dario Polanco
Rank / Position:	Safety officer
Ship Name:	PRIDE
Type of Service:	Annual inspection
Supervisor Name:	Massimiliano Ferrari
From Date:	
To Date:	

For each item below, express your opinion choosing between: Strongly Disagree – Disagree – Neutral – Agree – Strongly Agree

1	Technicians were properly equipped with the right tools and equipment	Agree
2	Technicians performed a walkthrough with Senior Officer and explained all the remarks.	Strongly Agree
3	Technicians communication with onboard personnel was satisfactory	Strongly Agree
4	Would you recommend BCSERVICE for future jobs?	Strongly Agree
5	Technicians behavior onboard was in compliance with the Vessels Policies & Procedures.	Strongly Agree
6	Technicians were experienced and responsive to question and concerns	Strongly Agree
7	Overall, you are satisfied with the result of the service.	Strongly Agree

Is there anything you would suggest or like to be improved?
Comments & Suggestions:

No comments

Any remarks you would like to be further elaborated on?
Comments & Suggestions:

No comments

Ship Stamp & Signature:



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BC Service
Safety by experience

Quality Survey

Group

As BC Service and Cruise Trading & Services/Marine Global Services (CTS/MGS Group) have joined forces and became part of a Group in September 2017, the Hotel Division of BC Service, dealing with Jacuzzis, sinks, tubs, showers and slides is being transferred to CTS/MGS.

Through such reallocation of hotel services, each company will be focused on its core business: BC Service on LSA, CTS on hotel refurbishments and MGS on technical projects.

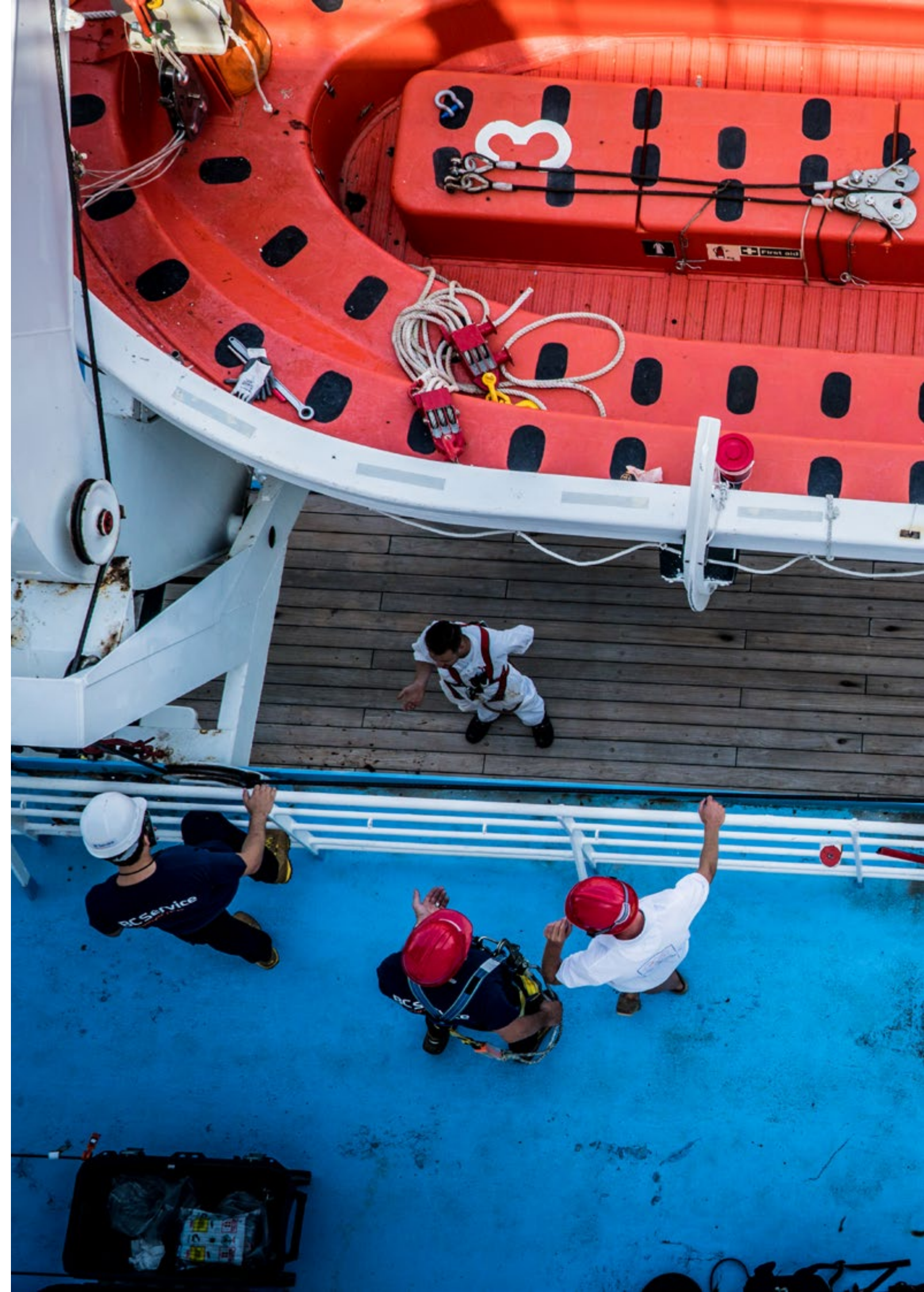


Services Onboard

Life Saving Appliances

Annual and Five Yearly Inspections
Authorized Service Provider as per Resolution 402(96)

Extented and detailed check lists for release gears, lifeboats, and launching appliances to guarantee the highest standards of safety for passengers and crew.





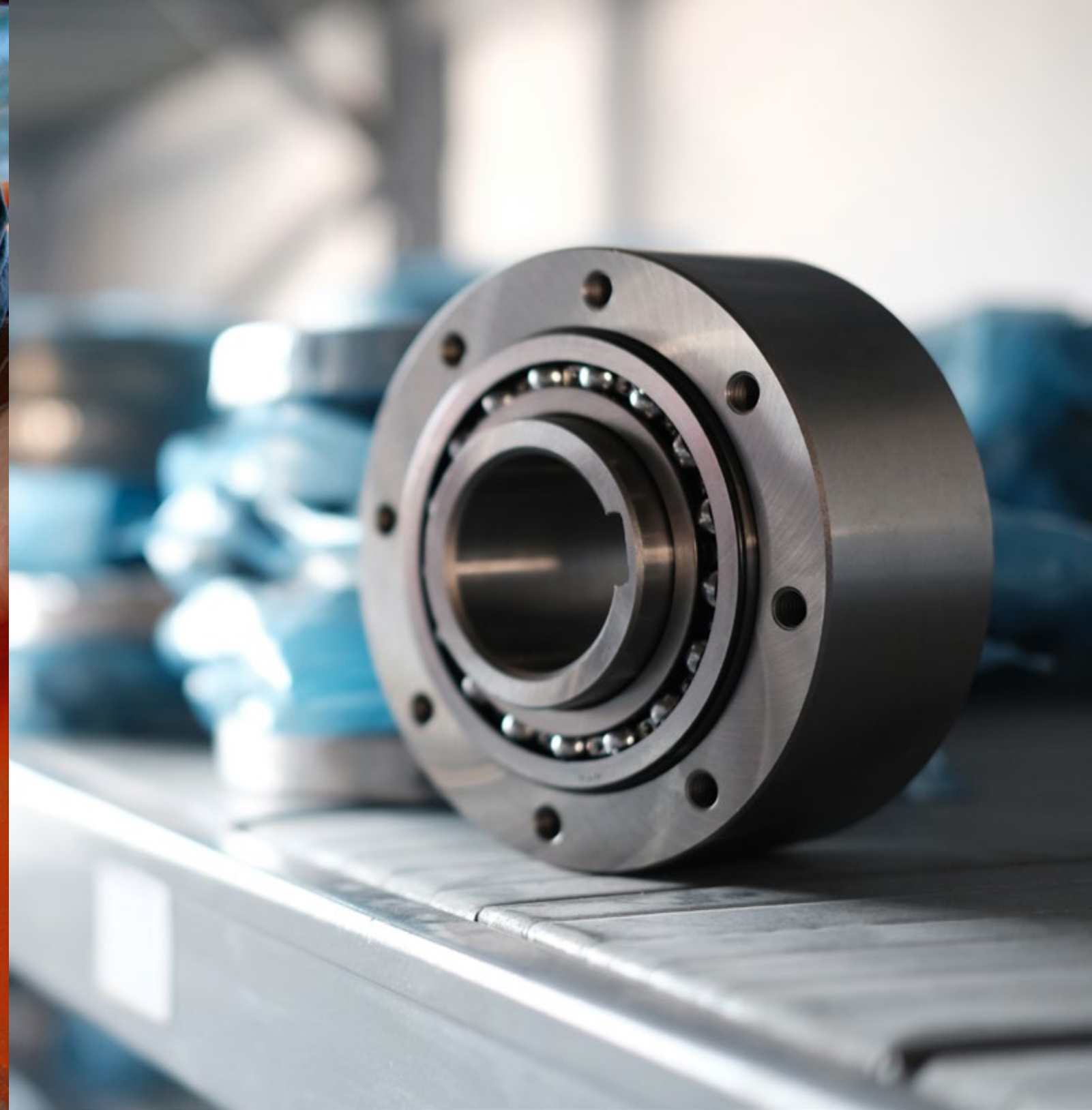
Equipment repairs and complete overhaul



Lifeboat structural and fiberglass repair



Lifeboat release and retrieval systems replacement



Spare Parts provision



Cosmetic work



Overload tests



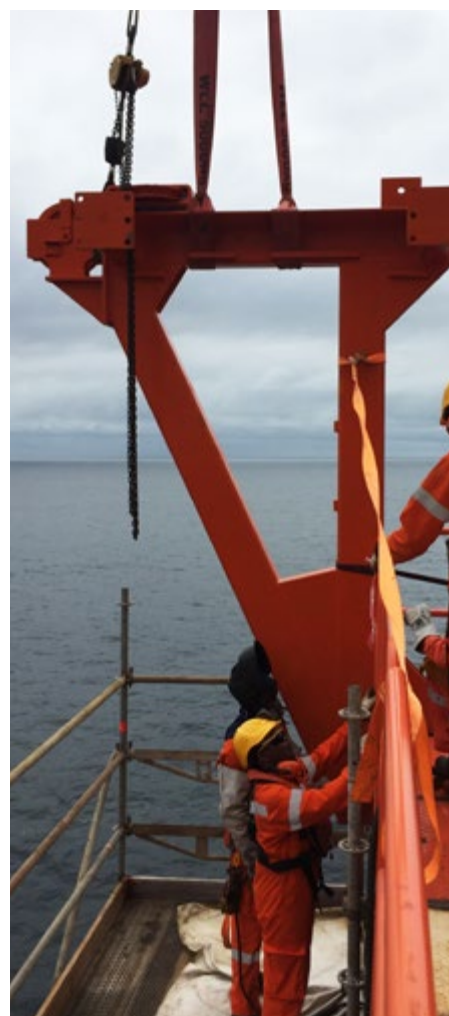
New engines supply / installation and existing engines overhauls

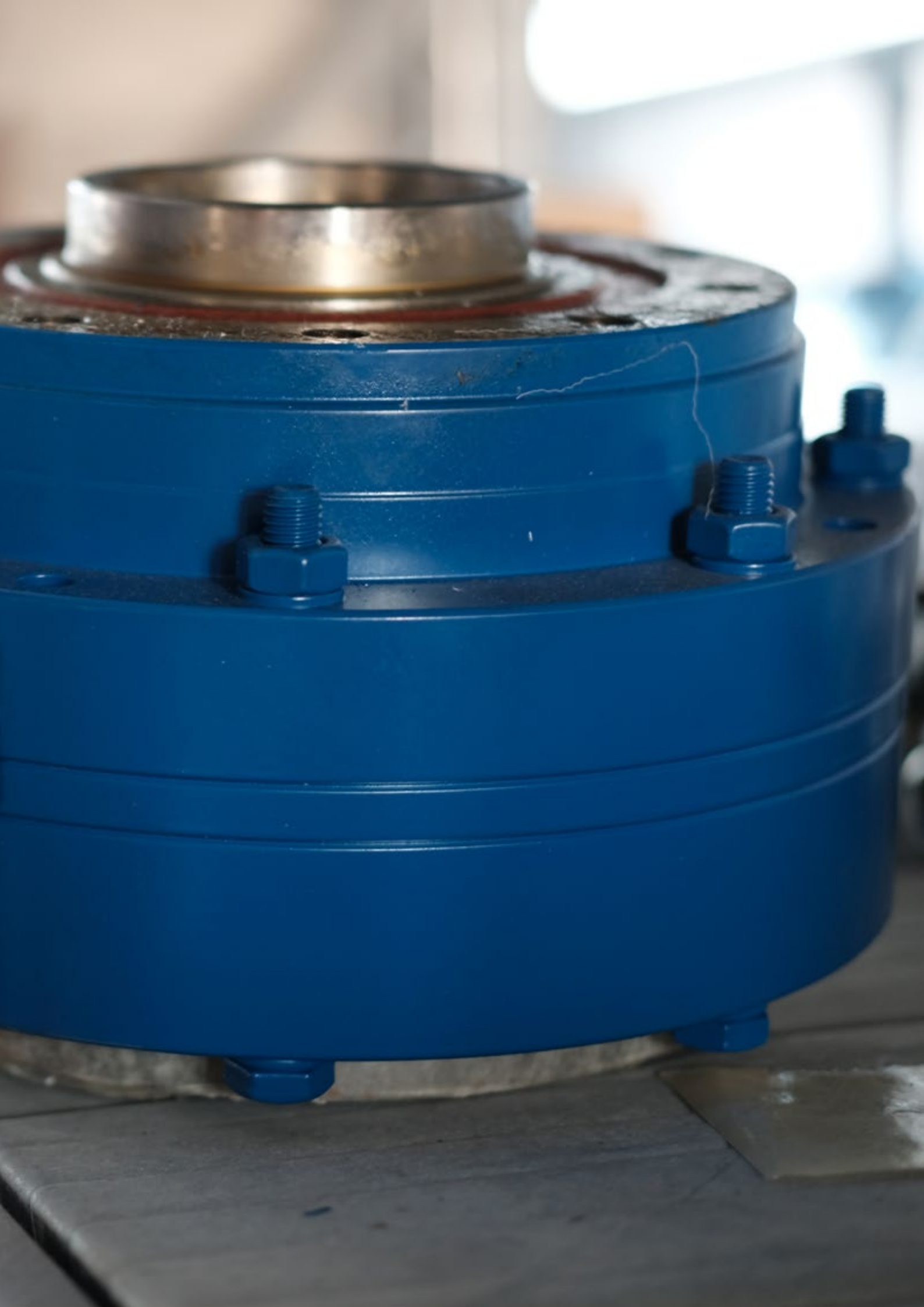


Wire rope supply and replacement

Products

- Lifeboats & Launching Appliances
- U-Hook
- U-ARH
- U-Grease
- U-Bowsing Gear
- U-Door





Spare Parts

We provide Genuine Parts*

*100% of the parts used by LSA manufacturers are produced by third parties.
BC Service provides the same parts as the LSA manufacturers

Davits and winches

Freewheels, brakes pads, brake discs, bearings, HPP filters, seals, gaskets, sheaves, bushings, wire ropes, shackles, clips, nitrogen bottles, manifolds

Hydraulic parts

Relief valves, reset valves, check valves, flexible hoses, fittings, over center valves, ball valves flow equalizer, pressure switches

Accommodation ladders, tender embarkation platforms

Ropes, hydraulic parts, cylinders, Gaskets, seals, valves, pipes, manometers, distributors, cylinders

Lifeboats

Hatches, canopies, HIU membranes, release cables, HIU cables, cams, paint, fiberglass kits, ID letters, FDP

Engines

Gaskets, seals, valves, pipes, manometers, distributors, cylinders

Strong & direct relationship with component manufacturers

**Allows for Costs Saving
from 20% to 50%**

Detailed information in response to our customers' spare parts order.
We provide your buyer and crew with the exact references for the material
or spare part that needs to be purchased for repair, overhaul, and normal
maintenance.

Spare parts agreements:

- Multi-year programs
- Dedicated website
- Optimization of spares on board and at the warehouse
- Discount over normal pricelist per volume of each single order and per annual aggregate.

Management of spare parts:

BC Service keeps a dedicated area in its facility with spare parts critical in terms of delivery/function that can be shared by several ships; minimum quantity for each part is defined with the client and stock is automatically replenished when needed.



Offices, workshops and warehouses in Genoa (Italy), Miami (Florida, USA), Singapore and Shanghai to reduce delivery time onboard

We are more cost effective than competitors

Always targeting highest quality

- Periodic trainings for our Service Engineers to meet and exceed audits and evaluations by administrations.
- ISO 9001: 2015 and 14001: 2004.

Using only original parts:

- We do not subcontract work.
- Service engineers trained and certified for specific make and type of equipment



Regulatory Framework

BC Service is an Authorized Service Provider for each make and type of equipment by Administrations and ROs in accordance to latest SOLAS requirements

With recently SOLAS amendments entered into force on January 1st, 2020, personnel to carry out inspections, repairs and maintenance shall be trained and certified by the Authorised Service Provider for each make and type of equipment - NO NEED to be trained by the OEM.

Resolution 402(96) sets a clear distinction between Manufacturers and Authorised Service Providers. Manufacturers are the entities whose business is manufacturing equipment, Authorised Service Providers are the entities whose business is to carry out inspections, repairs and maintenance.

Also manufacturers, when carrying out inspections, repairs and maintenance on their manufactured equipment, shall be certified as authorised service providers.

Our local Chinese subsidiary is MSA registered by all classification societies



Academy

We not only maintain, repair and inspect all LSA equipment; our BC Service Academy is an International Training Center for onshore and offshore personnel, focused on every equipment make and type.

Our vision

Hardware enhancement is nothing without Human comprehension.

Our mission

Share technical expertise and spread the best practices in use about the LSA galaxy, support your choices.

Our ambition

To strongly increase the level of reliability and dramatically reduce the number of accidents and failures.



Our Partnerships

Strongest together, aiming to a balanced mix made of expertise, technical skills and the best training network available world-wide.

We are proud to be partner of Rina Academy a “seal of quality”.



RINA ACADEMY

In collaboration with

BC Service
Academy



LIFE SAVING APPLIANCES

- 6 New Courses in collaboration with BC Service Academy -

After many months working to develop a training package to provide LSA equipment maintenance and operation best practices, RINA Academy is proudly announcing a high level collaboration with BC Service Academy.

With over 70 years of experience in LSA inspections, repairs and general overhaul, authorized by most Administrations, Class Registries and Manufacturers to inspect and certify LSA installed onboard, active worldwide in all shipping sectors with subsidiaries in Americas, Europe and Asia, BC Service recently gave birth to BC Service Academy, an International Training Center for onshore and offshore personnel.

While new technologies and advanced materials are changing the world around us, enhancing the overall safety and reliability of LSA equipment, Human Factor is still playing a paramount role to strongly increase the level of reliability and dramatically reduce the number of accidents and failures, and this is just one of the reasons why these six new courses have been added to our portfolio.

Based on a shared know-how, realized with materials specifically created with the purpose of balancing continuous technological improvements with an adequate human involvement, carried out by qualified trainers and skilled technicians, the courses will address topics related to LSA, with the following titles:

- O-S13: [Fall Wires Advanced](#)
- O-S14: [Fall Wires Management - Maintenance and Inspection](#)
- O-S15: [LSA Systems](#)
- O-S16: [LSA Systems - Maintenance and Inspections](#)
- O-S17: [On-Load Release Systems](#)
- O-S18: [Safety Awareness - Survival Craft, Release and Recovery](#)

Available with *IN-HOUSE* approach (at your premises upon your kind request), all of them have been included in the **SAFETY AND CARGO HANDLING** Category of **SHIP OPERATORS** Area, developed only and can be looked up on our website at the following link: <http://www.rina.org/en/our-services/training/maritime-office/ships-operators>.

We invite you to contact us in case of any questions or suggestions, looking forward to welcoming you soon in our courses.

Kind Regards

Enrico Ursomando

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BC Service supports



**Also in 2020 we have supported the
Ospedale Pediatrico Istituto Giannina
Gaslini, giving continuity to funding
the research of infant stroke.
A little help from each of us improves
many lives.**







Our Clients

























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