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Paola Popesso - 2023-01-30 - Comments (0) - Service Mode

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The use of special or user supplied filters during Service Mode operations is generally not allowed. If your programme requires special non-ESO filters that you wish to supply, please [contact](#) the User Support Department as soon as you receive the time allocation notification to discuss your requirements.

You should be aware of the following technical restrictions:

- **HAWK-I, VISIR, VIRCAM:** The use of non-ESO filters in these cryogenic instruments is *not* currently possible. To discuss the possibility of revising the ESO supplied filter sets in these instruments, please contact [Paranal Observatory](#) and [User Support Department](#) prior to submission of the proposal.
- **FORS2:** The use of special filters during Service Mode operations is *not allowed*. See the [FORS](#) web pages for further information.

When you are ready to ship your filter to Chile, please contact the [Observing Programmes Office](#) for assistance. Please allow up to one month for your shipment to arrive at the telescope.