

BST Eltromat France SARL Impasse de la Noisette - CE402 F-91374 Verrières le Buisson Tél.: +33 1 69 20 07 41 Email: bstfrance@bst.group Web: https://www.bst.elxis.group/	DS Smith Velin ACU231586 Olivier DIDIER ZI de la plaine 88510 ELOYES France 06 49 82 45 67 olivier.didier@dssmith.com
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Ticket number:	E2103
Customer order:	
Machine customer name:	Cobden & Chadwick
Tiket type:	INTERVENTION
Assign to:	RelR -> richard.relin@bst.group
Ticket date:	2024/05/27
Material:	VIDEO_IPQ_Center
Type:	iPQ Center
SN:WA:	ASO100401_WA0022760
Installation date of material:	2024/01/29
Teamviewer:	https://citrixcloud.dssmith.com/logon/LogonPoint/index.html
PC model:	BKA-BSTE04
Original Application Version	3.1

1 day(s) of intervention calculation

2024 / 2024	Mon.03/06
Drive time	3.5
AM Start	13:30
AM End	
PM Start	
PM End	16:41
Drive time	3.5

Start date of intervention	2024/06/03-13:30
End date of intervention	2024/06/03-16:41
Reason:	matrix camera WSC_573 is not flashing anymore. black picture on application WSC-PSF.2-1 LED is not ON WSC connectors 230V is present Fuse WSC PFS ok Shipp new WSC-PSF.2-1 board underwarranty 3EBLT241788 WSC-PSF.2-1 high voltage pow. sup. wsc_300 Statistical value: 489,00 EUR
Actions:	WSC psf was damaged by customer - Richard repaired on site by making a welding point
Remarks:	WSC Card changed now camera is working normally.
Ticket status:	solved

Comment(s)

(If fields are not visible please open PDF file with Google chrome or Microsoft edge navigator or update your navigator)

Customer signature:

Name:

Date :


Richard Relin 2024-06-05T18:08:43+02:00

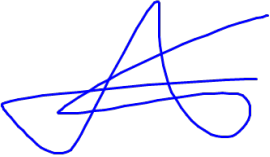
BS

T

eltromat FRANCE signature:

Name:

Date :


Richard Relin 2024-06-06T17:12:30+02:00

ATTACHED CALL'S FILE(S)

warranty exchanged ASO107083	FACT 10112379.pdf	AR ASO107083.pdf	WSC board mounting by customer	new wsc psf damaged by customer
				