

On Customer Site

Visit Report

Reference :

Commande BSTe France :		Commande BSTe Int. :	
Customer :	DS Smith Velin	System :	IPQ CENTER WITH CHECK PRO
Customer Contact :	M. Nicolas PIERRON	SN :	WA0022230_ASO090729
Customer Order number :	ASO090729	Machine Nickname	FISCHER

Visit Purpose :

Mechanical Preparation	☒	Installation	☒	Start-up	☐
Maintenance	☐	Under Contract	☐	Out of Contract	☐
Troubleshoot	☐	Under Warranty	☐	Out of Warranty	☐
Instruction	☒ Yes				
	☐ No				

	02/05/23	03/05/23	04/05/23	05/05/23		
Travel To	5					
Start Time	13h30	8h30	9h00	8h30		
Lunch Time		1	1			
End Time	18h30	18h30	22h	14H		
Travel From				4.5		

Details	When the machine is running above 250 m/min it is impossible to have a stable format signal. The cameras turns red randomly and lose the image I tried to change the port of the GV470 which send me the format signal from the machine or to deactivate the format signal in visconfig (to see if it was working without the signal from the
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On Customer Site

	machine) with no success for both. All the parameters are set correctly for the job, the speed given by the encoder is correct, and it's working fine at lower speed, but the signal is lost when we go faster than 250 m/min. The format length is set correctly, the encoder gives the right speed of the machines, the material is not stretching much, the temperature of the machines is fine, and there is marking on the web to set the inspection correctly (the design should not be an issue). This issue needs to be corrected by the helpdesk asap. The training is completed for the operator. A new dongle for the workflow needs to be send to the customer since they lost the one sent with the system.
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Purpose of the visit completed : Yes ☒ No ☐

Need a new visit : Yes ☒ No ☐

On Customer Site

Customer details for NYQUIST Systems

Customer name and place : **DS Smith Velin**/ ZI de la plaine. 88510 ELOYES

Contact person at customer : **M. Nicolas PIERRON**

Customer Mail & Mobile/Landline : nicolas.pierron@dssmith.com/ [03 29 32 84 78](tel:0329328478) - [06 89 04 78 89](tel:0689047889)

System Type : IPQ CENTER WITH CHECK PRO

SN : WA0022230_ASO090729

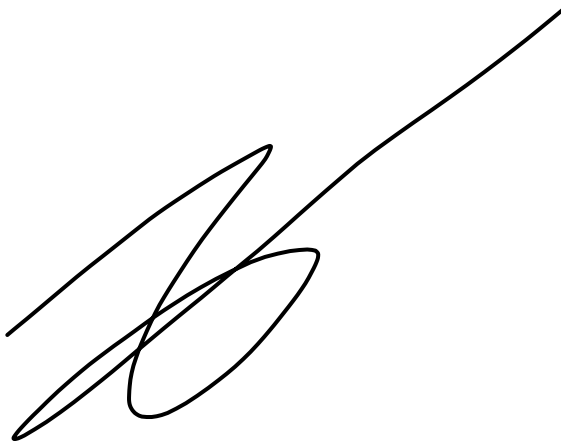
Machine Manufacturer/Model/Nickname : **BOBST / Fischer /**

Date : **05/05/2023**

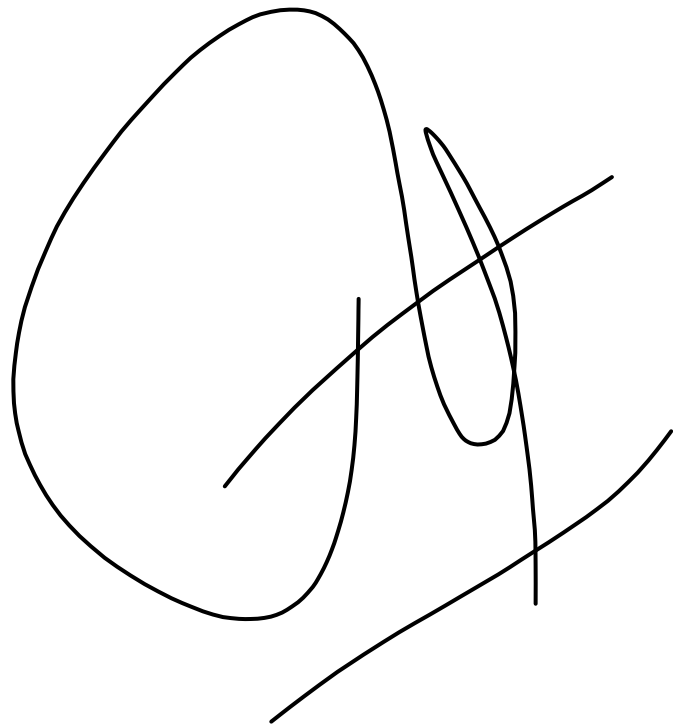
Name : **M. Vivien Coutellier**

Comments :

Signatures :



BST eltromat FSE



Customer

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Technical datas

Computer name : 0022230

Total Physical Memory : 96 Gb

Free Space in C Drive (System) :

OS : [Windows 10 Pro](#)

Screen Resolution Touch : [1920x1080 \(Touch\)](#)

Screen Resolution Full View : [1920x1080](#)

Computer Model : **beg-BKA-BSTE04**

Remote Maintenance (Teamviewer)

IP address : [DHCP](#)

Subnet mask :

Default gateway :

Preferred DNS server :

Alternate DNS server :

Teamviewer ID / Version : [1 534 465 205](#)

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Notes
