

On Customer Site

Visit Report

Reference :

Commande BSTe France : 20226930		Call : E1600	
Customer :	Semoulin Packaging	System :	iPQ Center
Customer Contact :	M.Mathieu Dehon	SN / WA :	ASO034236 / WA0019792
Customer Order number :	SERV230412	Machine Nickname :	Miraflex

Visit Purpose :

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

	05/07/2023	06 /07 /2023		
Travel To	4.0	0.5		
Start Time	10h30	8h30		
Lunch Time	1	1		
End Time	17h30	15h00		
Travel From	0.5	4.0		

Details	Troubleshoot problème camera lignes jaunes sur W&H Miraflex. Changement alimentations 24V et Frontlight.Calibration blancs+cables+alignement
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Purpose of the visit completed : Yes ☒ No ☐

Need a new visit : Yes ☐ No ☒

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Customer name and place : [Semoulin Packaging / rue du Couvent 44, 7350 Hensies · Belgique](#)

Contact person at customer : [M. Mathieu Dehon / +32 479 99 17 16](#)

Customer Mail & Mobile/Landline : Mathieu.dehon@semoulinpackaging.com

System Type : [iPQ Center](#)

WA/ASO : [WA0019792 / ASO034236](#)

Machine Manufacturer/Model/Nickname : [W&H/Miraflex C](#)

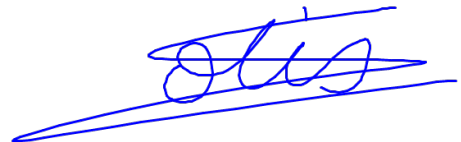
Date : [06/07/2023](#)

Name : [Richard Relin](#)

Comments :

Signatures :

Richard Relin 2023-07-06T15:19:08+02:00



Loris Piscedda 2023-07-06T15:18:47+02:00

BST eltromat FSE

Customer

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Technical datas

Computer name : [19792IPQ-CENTER](#)Computer description : [iPQ-Center, WA19792](#)Total Physical Memory : [32 GB](#)Free Space in C Drive (System) : [27.6 GB](#)Free Space in D Drive (Data) : [51.8GB](#)Free Space in E Drive (Log) : [363 GB](#)Free Space in F Drive (Protocol) : [1.78 TB](#)Screen Resolution 1 : [1920X1080](#)Screen Resolution 2 : [1920x1200](#)Screen Resolution 3 : [1920x1080](#)Camera Type : [DALSA P4 70Hz – Qty :2](#)Computer Model / Image : [R7910-E5-2680 \(BST02\)](#)Date : [2017](#)Global Version : Current : [2.17.2](#) New :TCU.x : Current : [1.12](#) New :WSX_3xx/WSC_4xx : Current : [1.9.4](#) New :PPS.3 : Current : [2.2](#) New :ILI-CTRL : Current : [1.4.2](#) New :**Remote Maintenance (Teamviewer)**IP address : [DHCP Automatic](#)

Subnet mask :

Default gateway :

Preferred DNS server :

Alternate DNS server :

Teamviewer ID : [310 684 454 / v12](#)

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Notes

-Ventilateur camera EBMPAPST 624HH + UPS ELLIPSE 1200 HS