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| <b>BST Eltromat France SARL</b><br>Impasse de la Noisette - CE402<br>F-91374 Verrières le Buisson<br>Tél.: +33 1 69 20 07 41<br>Email: <a href="mailto:bstfrance@bst.group">bstfrance@bst.group</a><br>Web: <a href="https://www.bst.elexis.group/">https://www.bst.elexis.group/</a> | <b>DESPESSÉ</b><br>xxx<br><br>VALENCE |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|

|                                |                                 |
|--------------------------------|---------------------------------|
| Ticket number:                 | E2180                           |
| Customer order:                |                                 |
| Machine customer name:         | Tubescan DS330                  |
| Tiket type:                    | REMOTE                          |
| Assign to:                     | RelR -> richard.relin@bst.group |
| Ticket date:                   | 2024/08/02                      |
| Material:                      | VIDEO_Tubescan_DS               |
| Type:                          | DS 330 / M2032aC-0.1667         |
| SN:WA:                         | ASO075681 _ 42.1754             |
| Installation date of material: | 2021/06/02                      |
| Teamviewer:                    | 1 097 410 251                   |
| PC model:                      |                                 |
| Original Application Version   | 7.2.5281                        |

1 day(s) of intervention calculation

|             |           |
|-------------|-----------|
| 2024 / 2024 | Fri.02/08 |
| AM Start    | 15:00     |
| AM End      |           |
| PM Start    |           |
| PM End      | 17:00     |

|                            |                                                                                                                                                            |
|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Start date of intervention | 2024/08/02-15:00                                                                                                                                           |
| End date of intervention   | 2024/08/02-17:00                                                                                                                                           |
| Reason:                    | Message camera not found.                                                                                                                                  |
| Actions:                   | All programs were missing in windows.<br>Installation of all third part programs linked to windows and drivers for camera.<br>Everything is working again. |
| Remarks:                   |                                                                                                                                                            |
| Ticket status:             | open                                                                                                                                                       |

Comment(s)

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

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Customer signature:

|        |  |
|--------|--|
| Name:  |  |
| Date : |  |

BST eltromat FRANCE signature:

|        |               |
|--------|---------------|
| Name:  | Richard Relin |
| Date : | 02/08/2024    |

|  |                                                                                                          |
|--|----------------------------------------------------------------------------------------------------------|
|  | <br>02/08/2024 16:58 |
|--|----------------------------------------------------------------------------------------------------------|