

On Customer Site

Visit Report

Reference :

Commande BSTe France : SER230725rev1		Intervention. : E1738	
Customer :	BBC CELLPACK Packaging	System :	iPQ View
Customer Contact :	M. Laurent Keller	SN / WA :	WA0019053
Customer Order number :	CDE CLIENT 705063	Machine Name :	I69

Visit Purpose :

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

	17/08/2023	18/08/2023				
Travel To	4	0.5				
Start Time	13h30	8h00				
Lunch Time	0	0				
End Time	18h30	13h00				
Travel From	0.5	4				

Details	Preventive maintenance following check list. 8 Flash Bulbs replaced on Front camera (8 for stock). Software upgrade from v2.3.3 to v2.17.9 + Base Image on SSD 512Go
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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 : [BBC CELLPACK Packaging – 20 rue Burnkirch – BP20 – 68720, Illfurth - France](#)

Contact person at customer : [M. Laurent Keller \(Responsable Maintenance\)](#)

Customer Mail & Mobile/Landline : laurent.keller@cellpack.com / +33 3 89 89 79 92

System Type : [iPQ View](#)

WA/ASO : [WA0019053](#)

Machine Manufacturer/Model/Nickname : [Schiavi / SG 1200 / i69](#)

Date : [18/08/2023](#)

Name : [Arnaud Darcel](#)

Comments :

Signatures :

A handwritten signature in black ink, appearing to be 'A. Darcel'.

Arnaud Darcel 2023-08-23T08:19:12+02:00

BST eltromat FSE

Customer

On Customer Site

Technical da Prior to a Preventive Maintenance :

Check for system affecting modification reports and software releases.

Check for iPQ-Spectral sensor replace date.

Check with customer about problems and demands.

1. ~~Replace filters of cabinets~~, check fan function.

OK/NA

☒ ☐

2. Visual check of system basic hardware condition :

OK/NA

- Check if all screws are in position and tightened.
- Check cables for damages and correct fit in cable trunks.
- Check if all connectors are tightened.

☒ ☐
☒ ☐
☒ ☐

3. Check image quality of screens with test pattern :

OK/NA

- Load test pattern from screen supplier on computer and display on all screens.
- Check for color quality, pixel defects, contrast, brightness.
- Recalibrate touch screen if necessary.

☒ ☐
☒ ☐
☒ ☐

4. Traverse and WSC-Camera according to separate instruction :

OK/NA

- Replace flash bulbs for main flash.
- Clean glasses in front of main flash.
- Change filters, check fan function.
- Clean lens from dust.
- Clean shadow reducing backplate.
- Check flash bulb in lacquer (Cold Seal) flash.
- Clean half mirrored glass in lacquer flash.
- Check ZIF function with buttons on WSC Control Board.
- Visual check and cleaning of traverse bars.

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5. ~~Check power flash or homogeneous BackPlate :~~

OK/NA

- Check function of flash bulbs according to instruction.
- Clean surface of white plate.
- Visual check and cleaning of traverse bars.

☐ ☒
☐ ☒
☐ ☒

6. ~~Alarm status indicator :~~

OK/NA

- Check function of light bulbs in green, yellow and red.
- Check function of acoustic alarm.

☐ ☒
☐ ☒

7. ~~Verify the web way in front of line cameras and under measurement wheel :~~

OK/NA

- There must be no waves on the web.
- The rollers must be smooth, not (max. slightly) spiraled. (iPQ-Check, sis,icm,bc).
- The guide rollers must rotate with the web speed.
- The measuring wheel must be mounted on a roller wrapped $\geq 90^\circ$ material.
- The line camera must be mounted according to project drawing.
- Web guiding unit in machine must be in operation.

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☐ ☒

8. ~~Line ship cameras and illumination LED function and image quality :~~

OK/NA

- Clean internal mirrors and camera lenses with mirror cleaner.
- Clean LED front illumination and possible LED backlight with window cleaner.
- Verify mechanical mounting of components, special the position of LED backlight to front illumination unit.
- Check LEDs function by sunglasses or welding glasses.
- Change filters and check fans on function.
- Check / proceed the mechanical alignment.
- Check / proceed a white alignment.
- Check / proceed a shading.

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9. ~~Check measurement wheel~~ : Encoder =

OK/NA

- Mounted according to latest mechanical drawing. ☐ ☒
- Pressure according to iPQ-Check maintenance manual. (10-15N) ☐ ☒
- No dirt or damages on rubber surface. ☐ ☒
- Smooth running. ☐ ☒
- Running on the web. ☐ ☒
- Not too far from line camera unit (≤ 1 meter). ☐ ☒
- Rollers not or only slightly spiraled. ☐ ☒

OK/NA

10. Exchange the UPS battery according to iPQ-Check maintenance.

☐ ☒

- Model : Eaton 3S 700 IEC Date : 2015

11. Check for useful software update with release letter : (*)

OK/NA

- Update to latest released software version IF system is affected from bug fixes and/or new functions and features. ☒ ☐
- Check if an update of communication Workflow components is also necessary. ☐ ☒

12. ~~Check Spectral color measurement~~ :

OK/NA

- Check sensor front, sensor flashes and reference tiles for dust and contamination. ☐ ☒
- Proceed an alignment of sensor to backing by SUAT-tool. ☐ ☒
- Proceed an alignment of a possible backing wheel by SUAT-tool. ☐ ☒
- Check and clean backing from contamination. ☐ ☒
- Check if sensor can reach its manual calibration and parking position. ☐ ☒
- Check backing wheel functions : spin, air pressure, (parallel) position to web. ☐ ☒

13. Check function and performance of the system :

OK/NA

- Performance of 100% print defect detection. ☐ ☒
- System performance at splice situations. ☐ ☒
- System performance after "out of print" situations. ☐ ☒

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- | | |
|---|--|
| - System performance close to max. iPQ check system speed. | ☒ ☐ |
| - Check function/performance of additional software options like barcode, color Monitoring, Smartregister, etc. | ☐ ☒ |
| - Check remote service function with BST eltromat RS. (**) | ☒ ☐ |
| - Teamviewer Version check and upgrade (v15) : | ☒ ☐ |
| - Check availability of system in customer network for snapshot gallery, pdf-upload And WorkFlow applications. | ☐ ☒ |

14. Give an instruction and production guiding for system operators.

OK/NA

- | | |
|---|--|
| - Explain new functions from software upgrade | ☐ ☒ |
| - Proceed a practice training at machine about all basic functions. | ☐ ☒ |
| - Explain special functions more detailed on operators request. | ☐ ☒ |
| - Guide the production and watch how operators work with the system to give hints for a better operation. | ☐ ☒ |

15. Backup for customer :

OK/NA

- | | |
|--|--|
| - <i>Preconditions : above points are checked and okay</i> | ☒ ☐ |
| - Backup HardDisk or Image-PC exist from current Base Image -PC. | ☒ ☐ |
| - If NOK on previous point, make a new Image-PC or Backup HDD. | ☒ ☐ |
| - Write date and WA/ASO number on Backup HardDisk or Image-PC file name and give a copy to the customer. | ☐ ☒ |

OK/NA

16. Make a backup for our own service purpose and put this on our server. (*)**
☒ ☐

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Technical datas

Computer name : [19053iPQ-Center1-1](#)Computer description : [iPQ-Center,WA19053](#)Total Physical Memory : [8 GB](#)Free Space in C Drive (System) : [23.0 GB](#)Free Space in D Drive (Data) : [98.7 GB](#)Free Space in E Drive (Log) : [99.8 GB](#)Free Space in F Drive (Protocol) : [216 GB](#)Screen Resolution 1 : [1920x1080](#)Screen Resolution 2 : [1920x1080](#)Camera Type : [wsc_522](#) – Qty : 2Computer Model : [IPC-BG-OptiPlex XE2 SFF.3](#)Date : [2015](#)Global Version : Current : [2.3.3](#) New : [2.17.9](#)TCU.x : Current : [1.8.5](#) New : [1.12](#)WSX_3xx/WSC_4xx : Current : [1.6.2](#) New : [1.9.6](#)PPS.3 : Current : [2.2](#) New : [2.2](#)

ILI-CTRL : Current : New :

Remote Maintenance (Teamviewer)IP address : [172.20.71.5](#)Subnet mask : [255.255.254.0](#)Default gateway : [172.20.70.254](#)Preferred DNS server : [172.29.17.48](#)

Alternate DNS server :

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Remote Access (Snapshot gallery, pdf upload, WF applications)

IP address :

Subnet mask :

Default gateway :

Preferred DNS server :

Alternate DNS server :

Teamviewer ID : [1 986 843 823 / v15](#)

	OK/NA
- Dcf and pdfx folder	☐ ☒
- Windows Credentials	☐ ☒
- iPQ-xxxxxx_bak_date_time.zip file generated from sysconfig.py	☒ ☐
- MmxlpmMap file in mmx folder for Check systems (Overlapping)	☐ ☒
- Screenshot from Application settings	☒ ☐
- Screenshot from visconfig.py (Mmx + Srb + Image)	☒ ☐

Parts replaced during Preventive Maintenance :

1 – [8 Flash bulbs + 8 in stock](#) 3 – [SSD Hard Disk 512Go](#)
 2 - [Filters](#)

Parts suggested to replace during the next Maintenance :

1 – [UPS Eaton 3S 700](#) 3 – [Filters](#)
 2 – [16 Flash Bulbs](#)

Part need to be replaced as soon as possible :

1 -
 2 -

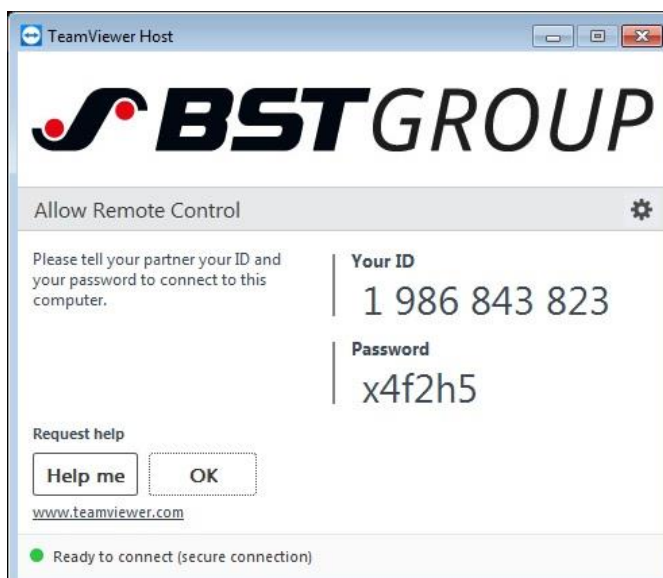
On Customer Site

Notes

1- UPS Eaton 3S 700 down



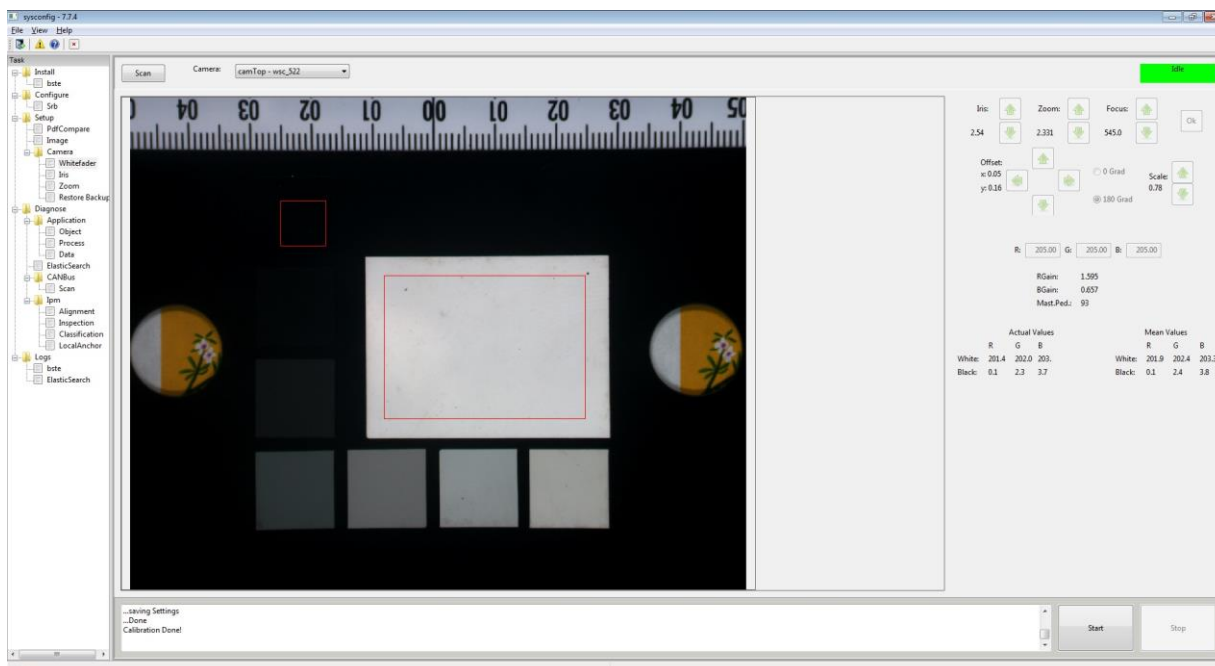
2- Teamviewer



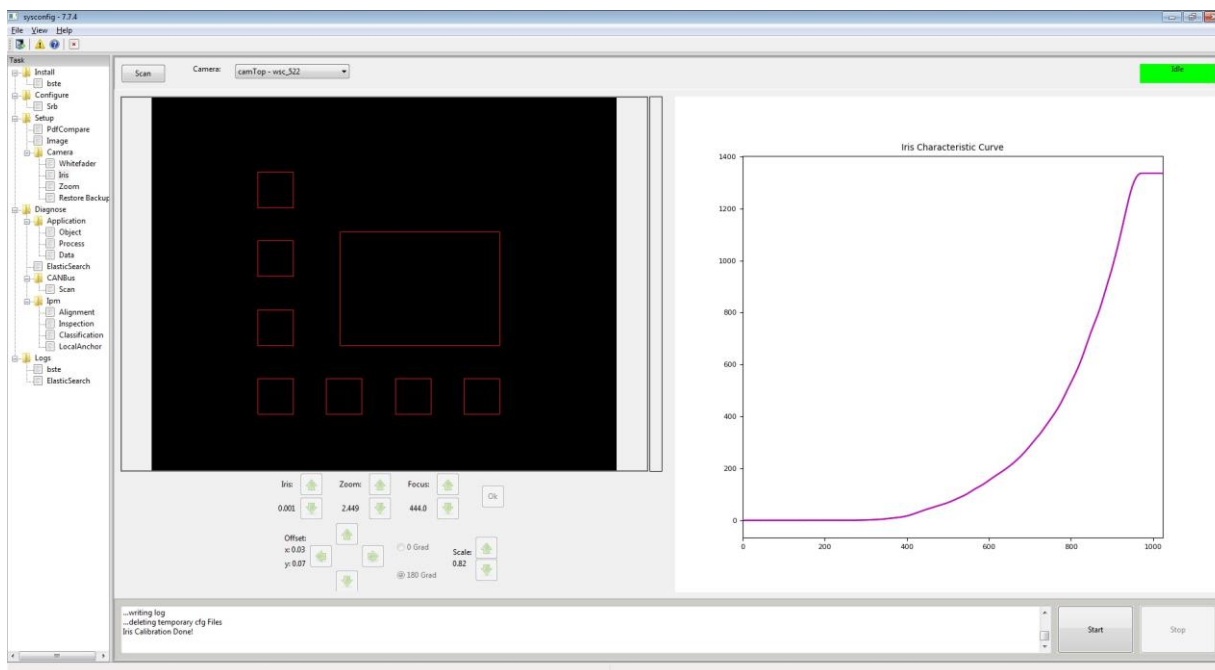
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3 – Front Camera Calibration

a- White Fader

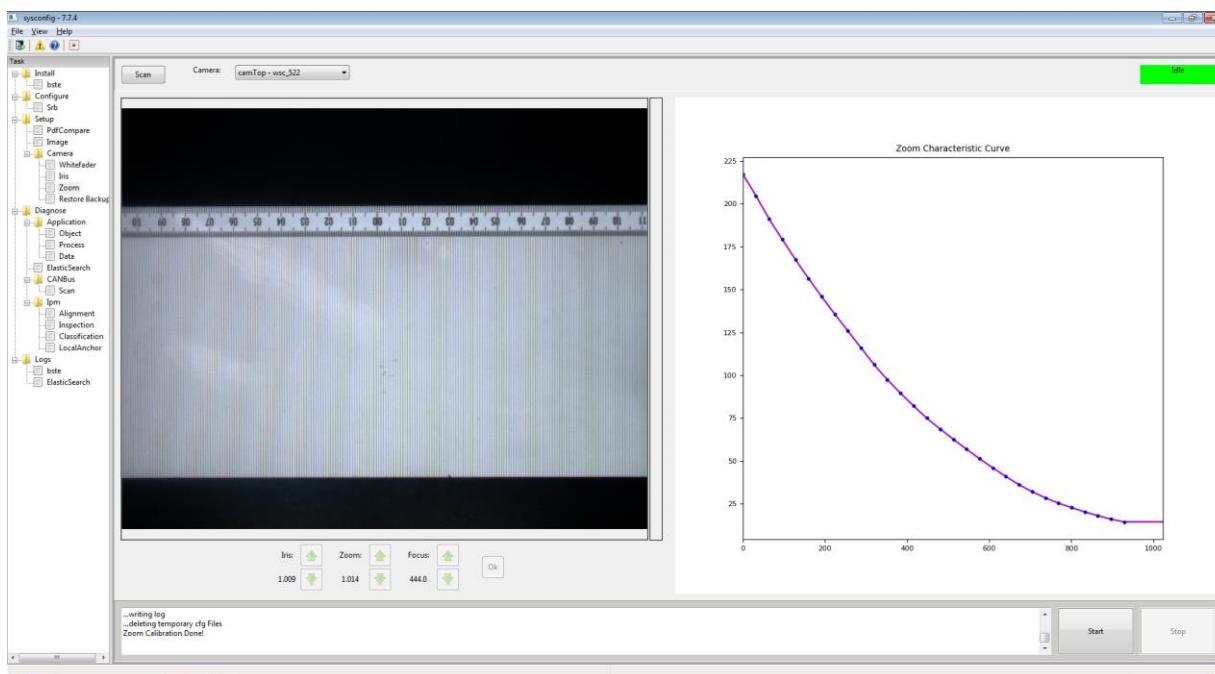


b- Iris



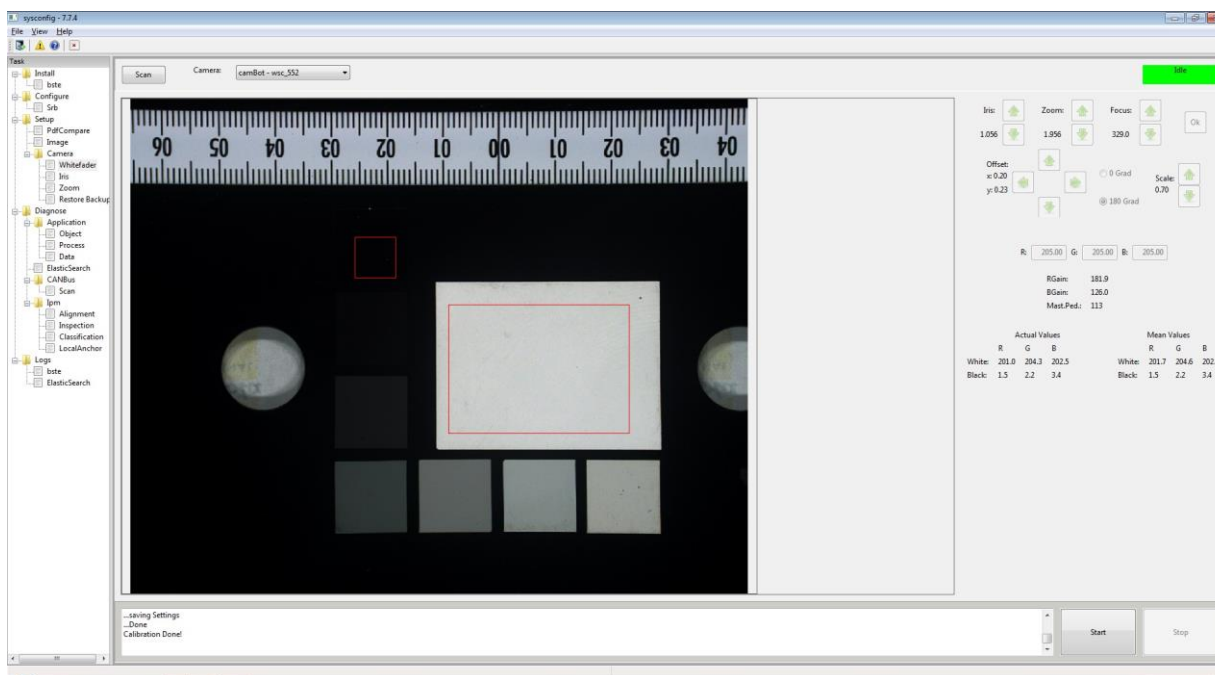
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c- Zoom



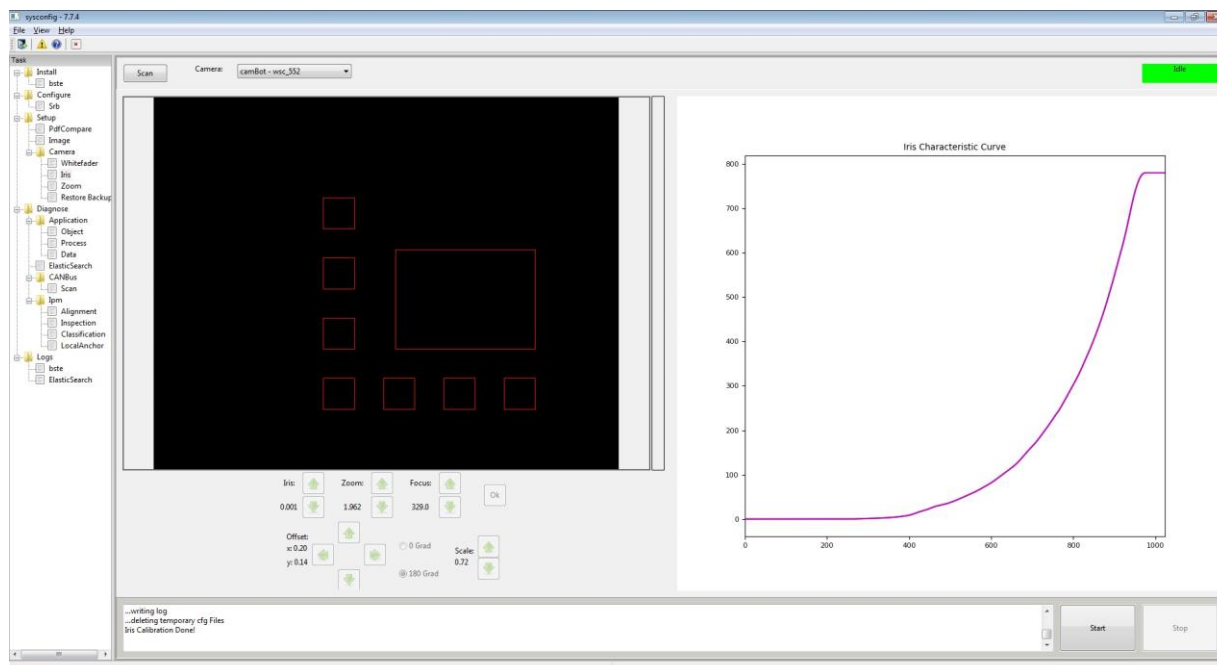
4 – Back Camera Calibration

a- White Fader



On Customer Site

b- Iris



c- Zoom

