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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.elaxis.group/">https://www.bst.elaxis.group/</a> | <b>GRAVIC HUNGARY</b><br><br>Domokos VASS<br><br>HONGARY<br>+36302463892<br>d.vass@gravicgroup.com |
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|                                                       |                                          |
|-------------------------------------------------------|------------------------------------------|
| Ticket number:                                        | E2621                                    |
| Customer order:                                       | CDE BPA DU 07072025 / 125532             |
| Machine customer name:                                | Comet Smag                               |
| Origin BST France order:                              | 222241                                   |
| AR:                                                   | AR_ASO089491                             |
| Tiket type:                                           | INTERVENTION                             |
| Assign to:                                            | DarA -> amaud.darcel@bst.group           |
| Ticket date:                                          | 2025/07/07                               |
| Material:                                             | VIDEO_Tubescan_DS                        |
| Type:                                                 | TubeScan DS 330 / M2032aC 0.1667         |
| SN:WA:                                                | ASO089491_42.2314                        |
| Installation date of material:                        | 2022/09/30                               |
| Teamviewer:                                           | 518 898 235 / v15                        |
| PC model:                                             | OptiPlex 3080 / Tag 6DXWJN3              |
| Original Application Version                          | 7.4.57.20297                             |
| Upgraded VERSION application during intervention      | 8.0.42.37142.hotfix-9 from Ticket E2621  |
| Upgraded VERSION application during last intervention | E8.0.42.37142.hotfix-9 from Ticket E2621 |

4 day(s) of intervention calculation

| 2025 / 2025 | Tue.15/07 | Wed.16/07 | Thu.17/07 | Fri.18/07 |
|-------------|-----------|-----------|-----------|-----------|
| Drive time  | 6.5       | 0.5       | 0.5       | 0.5       |
| AM Start    | 12:00     | 08:00     | 08:00     | 04:00     |
| AM End      | 12:00     | 12:00     | 13:00     | 06:00     |
| PM Start    |           | 12:30     | 13:30     | 06:00     |
| PM End      |           | 17:00     | 14:30     | 09:30     |
| Drive time  | 4.5       | 0.5       | 3.5       | 3         |

|                                                                                                |                                                                                                                                                                                                                  |
|------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Start date of intervention                                                                     | 2025/07/15-12:00                                                                                                                                                                                                 |
| End date of intervention                                                                       | 2025/07/18-09:30                                                                                                                                                                                                 |
| Reason:                                                                                        | Preventive maintenance<br>- Software upgrade to the latest realease version<br>- Creation of system backup<br>- Installation of the Print Report Manger Pro for a trial period of 45 days<br>- Operator training |
| Actions:                                                                                       | - Need to add memory (16 Go - 2Rx8 DDR4 UDIMM 3200 MT/s<br>- CR2032 battery replaced + BIOS configuration<br>- Acronis                                                                                           |
| Solution:                                                                                      |                                                                                                                                                                                                                  |
| Remarks:                                                                                       |                                                                                                                                                                                                                  |
| Ticket status:                                                                                 | solved                                                                                                                                                                                                           |
| Service instructions (only in case of Service instructions/ Intervention/ Installation ticket) | - Horanek Dávid<br><br>Operator names:<br>- Szívós Dávid<br>- Borza László<br>- Nogell Roland                                                                                                                    |

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

- Software upgrade to the latest realease version
- Creation of system backup
- Installation of the Print Report Manger Pro for a trial period of 45 days

Name:

Date : 17/07/2025

Name: Mr Darcel Arnaud

Date : 17/07/2025

17-Jul-25 1:11 PM

17-Jul-25 1:11 PM

**ATTACHED CALL'S FILE(S)**

|                                                                                   |                                                                                   |                                                                                   |                                                                                   |                                                                                    |
|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| <a href="#">Offre_250624-0441</a>                                                 | <a href="#">CDE BPA DU 07072025</a>                                               | <a href="#">Picture 16072025</a>                                                  | <a href="#">Screenshot 16072025</a>                                               | <a href="#">16 Go - 2Rx8 DDR4 UDIMM 3200 MTs</a>                                   |
|  |  |  |  |  |
| <a href="#">125532</a>                                                            | <a href="#">CDE_250716-0451</a>                                                   |                                                                                   |                                                                                   |                                                                                    |
|  |  |                                                                                   |                                                                                   |                                                                                    |