

On Customer Site

Visit Report

Reference :

Commande BSTe France : Offre INT 210129 PR 210215		Call : E681	
Customer :	DB Technique	System :	TubeScan DS 330 4K
Customer Contact :	M. Sylvain Grand	SN :	38.948
Customer Order number :	n° 1797	Machine Nickname :	Sirius 2

Visit Purpose :

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

	16/02/2021					
Travel To	1.5					
Start Time	13h30					
Lunch Time	0					
End Time	16h30					
Travel From	2					

Details	Remplacement du disque Dur SATA par SSD. Installation base image acronis + configuration. Ecran tactile défaillant. Remplacement par écran TFT en attente d'un nouveau.
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Purpose of the visit completed : Yes ☒ No ☐

Need a new visit : Yes ☐ No ☒

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Maintenance Checklist for NYQUIST Systems

Available supporting documents :

- Maintenance instruction for Digital Strobe & EagleView systems
- Check list for maintenance

Customer name and place : [DB Technique / 547 rue de la Bergeresse, 45160 Olivet](#)

Contact person at customer : [M. Sylvain Grand \(Responsable Maintenance\)](#)

Customer Mail & Mobile/Landline : sylvain.grand@dbtechnique.fr / +33 6 20 50 04 08

System Type : [DS 330 4K / BF3-M2-00833](#)

SN : [38.948](#)

Machine Manufacturer/Model/Nickname : [SMAG / Sirius / Sirius 2](#)

Date : [16/02/2021](#)

Name : [Arnaud Darcel](#)

Comments :

Signatures :



Arnaud Darcel 2021-02-16T16:39:38+01:00

BST eltromat FSE



Sylvain Grand 2021-02-16T16:39:28+01:00

Customer

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Technical datas

Computer name : [TubeScan38948](#)

Total Physical Memory : [16 GB](#)

Free Space in C Drive (System) : [404 GB](#)

OS : [Win 10 PRO](#)

Screen Resolution Touch : [1024x768](#)

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

Computer Model : [D11S](#)

Date : [2019](#)

Remote Maintenance (Teamviewer)

IP address : [192.168.1.197](#)

Subnet mask : [255.255.255.0](#)

Default gateway : [192.168.1.1](#)

Preferred DNS server : [192.168.1.241](#)

Alternate DNS server : [8.8.8.8](#)

Teamviewer ID / Version : [1 166 728 592 / v12](#)

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Notes

- Disque Dur FBE-SU512GBSS3A55S25EU - HDD SSD 512GB