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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>CCL Label Lyon</b><br>ACU309479<br>M. Robin Tavernier<br>Parc de Genève - 240 Rue Ferdinand Perrier<br>69800 Saint-Priest<br>France<br>+33 6 22 98 09 13<br><a href="mailto:rtavernier@cclind.com">rtavernier@cclind.com</a> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|                                |                                                                            |
|--------------------------------|----------------------------------------------------------------------------|
| Ticket number:                 | E2344                                                                      |
| Customer order:                |                                                                            |
| Machine customer name:         | Prati 2                                                                    |
| AR:                            |                                                                            |
| Tiket type:                    | INTERVENTION                                                               |
| Assign to:                     | DarA -> <a href="mailto:amaud.darcel@bst.group">amaud.darcel@bst.group</a> |
| Ticket date:                   | 2024/12/06                                                                 |
| Material:                      | VIDEO_Tubescan_DS                                                          |
| Type:                          | Tubescan DS 430 / X104iC-0.2222                                            |
| SN:WA:                         | 34.190 - 44.2231                                                           |
| Installation date of material: | 2024/08/22                                                                 |
| Teamviewer:                    | 551 705 420 / v15                                                          |
| PC model:                      | Optiplex 3080                                                              |
| Original Application Version   | 7.4.40.107                                                                 |

1 day(s) of intervention calculation

|             |           |
|-------------|-----------|
| 2024 / 2024 | Mon.09/12 |
| Drive time  | 3         |
| AM Start    | 10:00     |
| AM End      |           |
| PM Start    |           |
| PM End      | 13:30     |
| Drive time  | 1         |

|                            |                                                                                                                                    |
|----------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| Start date of intervention | 2024/12/09-10:00                                                                                                                   |
| End date of intervention   | 2024/12/09-13:30                                                                                                                   |
| Reason:                    | Blue screen of death                                                                                                               |
| Actions:                   | Disque nvme replaced by SSD 512. Acronis OptiPlex 3080 reloaded + Backup Prog/Config.<br>CR2032 battery replaced & Bios Configured |
| Solution:                  |                                                                                                                                    |
| Remarks:                   |                                                                                                                                    |
| Ticket status:             | solved                                                                                                                             |

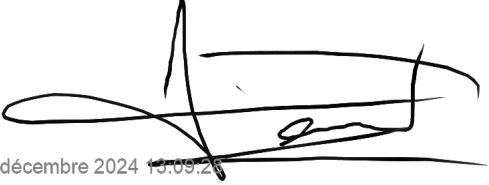
Comment(s)

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

Customer signature:

Name:

Date :



lundi 9 décembre 2024 13:09:28

BST eltromat FRANCE signature:

Name:

Date :



lundi 9 décembre 2024 13:09:48

#### ATTACHED CALL'S FILE(S)

