

|                                                                                                                                                                                                                                                                                     |                                                                                                                                                                |
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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.elxis.group/">https://www.bst.elxis.group/</a> | <b>Sarl Chocolaterie Boum</b><br>Amine Hernoune<br>CITE BOUAROUA N°4 LOCAL A SETIF<br>19000 SETIF<br>Algérie<br>+213774738386<br>a.hernoune@line-emballage.com |
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|                                |                                     |
|--------------------------------|-------------------------------------|
| Ticket number:                 | E2514                               |
| Customer order:                |                                     |
| Machine customer name:         | ROT61036                            |
| AR:                            |                                     |
| Tiket type:                    | REMOTE                              |
| Assign to:                     | CouV -> vivien.Coutellier@bst.group |
| Ticket date:                   | 2025/04/15                          |
| Material:                      | VIDEO_IPQ_View                      |
| Type:                          |                                     |
| SN:WA:                         | ASO048005_WA0020320                 |
| Installation date of material: |                                     |
| Teamviewer:                    | 1 084 232 580                       |
| PC model:                      |                                     |
| Original Application Version   | 2.12.5                              |

1 day(s) of intervention calculation

|             |           |
|-------------|-----------|
| 2025 / 2025 | Tue.15/04 |
| AM Start    | 11:00     |
| AM End      |           |
| PM Start    |           |
| PM End      | 14:00     |

|                            |                                             |
|----------------------------|---------------------------------------------|
| Start date of intervention | 2025/04/15-11:00                            |
| End date of intervention   | 2025/04/15-14:00                            |
| Reason:                    | The homing of the matrix cam is not working |
| Actions:                   | support au client pour aider le client      |
| Solution:                  |                                             |
| Remarks:                   | 3h de support à facturer                    |
| 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)

Customer signature:

Name:

Date :

BST eltromat FRANCE signature:

Name:

Date :

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

[report non signé](#)

