

On Customer Site

## Visit Report

**Reference :**

|                                 |                              |                          |                             |
|---------------------------------|------------------------------|--------------------------|-----------------------------|
| Commande BSTe France : PR220225 |                              | Call / PM number : E1147 |                             |
| Customer :                      | Ds Smith Packaging Sud-Ouest | System :                 | Premius                     |
| Customer Contact :              | M. Christophe Andrieux       | Typ / ASO / SN :         | B149959_3683                |
| Customer Order number :         | M3 2005563                   | Machine Nickname :       | Corben Chawick P1007 / 1987 |

**Visit Purpose :**

|                        |                                        |                |                          |                 |                                     |
|------------------------|----------------------------------------|----------------|--------------------------|-----------------|-------------------------------------|
| Mechanical Preparation | <input type="checkbox"/>               | Installation   | <input type="checkbox"/> | Start-up        | <input type="checkbox"/>            |
| Maintenance            | <input type="checkbox"/>               | Under Contract | <input type="checkbox"/> | Out of Contract | <input type="checkbox"/>            |
| Troubleshoot           | <input checked="" type="checkbox"/>    | Under Warranty | <input type="checkbox"/> | Out of Warranty | <input checked="" type="checkbox"/> |
| Instruction            | <input type="checkbox"/> Yes           |                |                          |                 |                                     |
|                        | <input checked="" type="checkbox"/> No |                |                          |                 |                                     |

|             |                |     |     |     |     |     |
|-------------|----------------|-----|-----|-----|-----|-----|
|             | 07 / 04 / 2022 | / / | / / | / / | / / | / / |
| Travel To   | 5.5            |     |     |     |     |     |
| Start Time  | 8h30           |     |     |     |     |     |
| Lunch Time  | 0              |     |     |     |     |     |
| End Time    | 13h30          |     |     |     |     |     |
| Travel From | 5.5            |     |     |     |     |     |

|         |                                       |
|---------|---------------------------------------|
| Details | Changement Disque dur et Alimentation |
|---------|---------------------------------------|

Purpose of the visit completed : Yes ☒ No ☐

Need a new visit : Yes ☐ No ☒

On Customer Site

## Maintenance Checklist for Premium systems

Available supporting documents :

- Premium PM -1st step (fr)
- Premium digital - User Manual French
- Base de données « GENIUS mdb
- Système de base Fenêtre d'état du système (save Trace)

Customer name and place : [Ds Smith Packaging Sud-Ouest / Rue du Commerce, 16100 Châteaubernard](#)

Contact person at customer / Title : [M. Christophe Andrieux \(Coordinateur maintenance Flexotor\)](#)

Customer Mail & Mobile/Landline : [florent.seigneurin@dssmith.com](mailto:florent.seigneurin@dssmith.com) / +33 5 45 35 49 91

System Type : [Premium](#)

SN : [B149959\\_3683](#)

Machine Manufacturer/Model/Nickname : [Corben Chadwick](#)

Date : [07/04/2022](#)

Name : [Richard Relin](#)

Comments :

Signatures :



Richard Relin 2022-04-07T13:29:25+02:00

BST eltromat FSE



Christophe Andrieux 2022-04-07T13:29:02+02:00

Customer

On Customer Site

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## Technical datas

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Computer name : **PREMIUS**

Computer description :

Total Physical Memory : **3 GB**

Free Space in C Drive (System) : **34.8 GB**

Free Space in D Drive : **465 GB**

Screen Resolution 1 : **1280x1024**

Screen Resolution 2 : **1280x1024**

Computer Type : **PD Controller C2C 3.0 GHz A1**

Flash Bulb Reference : **Flash 330 DC 24V 40VA SN : 13042481606**

(\*) Global Version : Current : **1.32.9**

New :

(\*\*) **Remote Maintenance (Teamviewer)**

IP address : **Need to be check by IT**

Subnet mask :

Default gateway :

Preferred DNS server :

Alternate DNS server :

**Teamviewer ID : 571 430 170/v12**

- (\*\*\*)
- Trace on USB Stick
  - Database (Genius.mdb)
  - Screenshot from Application settings
  - System picture
  - FireViewer adapters : **4**

OK/NOK/NA

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*On Customer Site*

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Notes

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