

BST Eltromat France SARL Impasse de la Noisette - CE402 F-91374 Verrières le Buisson Tél.: +33 1 69 20 07 41 Email: bstfrance@bst.group Web: https://www.bst.elexis.group/	PAC LIST M. Sébastien SALGUES Parc d'activité Millau Lévèzou 12100 Millau France +33 6 78 51 08 46 // +33 5 65 59 22 32
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Ticket number:	E1819
Customer order:	
Machine customer name:	M213
Tiket type:	REMOTE
Assign to:	NguJ -> jean-baptiste.nguyen@bst.group
Ticket date:	2023/10/18
Material:	ProView
SN:WA:	
Installation date of material:	2023/05/15
Teamviewer:	1 180 677 996
PC model:	3ELEC379193-22002004_PROView-CTRL.1
Original Application Version	1.0.6
Upgraded VERSION application during intervention	1.1

Start date of visite	2023/10/18-08:10
End date of visite	2023/10/18-08:10
Reason:	Caméra maatriciell 1: Moteur de traverse - Défaut du moteur
Actions:	upgrade version to 1.0.6 to 1.1
Remarks:	After the upgrade the fault came back, it could be caused by the temperature of the cabinet where the controller was placed. The customer moved the controller outside. wait for customer update to close the ticket
Status:	solved --> Intervention terminée / Intervention finished
Billing:	underwarranty

Customer signature:

BST eltromat FRANCE signature:

	 02/11/2023
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