

On Customer Site

Visit Report

Reference :

Commande BSTe France : AGEPA 20215717		Call : E1089	
Customer :	Semoulin Packaging	System :	iPQ View SIS
Customer Contact :	M.Mathieu Dehon	SN / WA :	ASO34221
Customer Order number :		Machine Nickname :	Comexi 1

Visit Purpose :

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

	25/02/2022			
Travel To	0.5			
Start Time	8h30			
Lunch Time	0.5			
End Time	12h00			
Travel From	4.5			

Details	Maintenance Preventive sur Comexi 1
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Purpose of the visit completed : Yes ☒ No ☐

Need a new visit : Yes ☐ No ☒

On Customer Site

Customer name and place : [Semoulin Packaging / rue du Couvent 44, 7350 Hensies · Belgique](#)

Contact person at customer : [M. Mathieu Dehon / +32 479 99 17 16](#)

Customer Mail & Mobile/Landline : Mathieu.dehon@semoulinpackaging.com

System Type : [iPQ Center](#)

WA/ASO : [ASO34221](#)

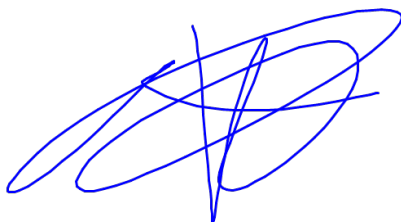
Machine Manufacturer/Model/Nickname : [COMEXI 1](#)

Date : [25/02/2022](#)

Name : [Richard Relin](#)

Comments :

Signatures :

A blue ink signature of Richard Relin, consisting of several overlapping loops and a long horizontal stroke at the end.

Richard Relin 2022-02-25T12:12:57+01:00

A blue ink signature of Mathieu Dehon, featuring a stylized 'M' and 'D' followed by a long horizontal stroke.

Mathieu Dehon 2022-02-25T12:12:37+01:00

BST eltromat FSE

Customer

On Customer Site

Prior to a Preventive Maintenance :

Check for system affecting modification reports and software releases.

Check for iPQ-Spectral sensor replace date.

Check with customer about problems and demands.

OK/NOK/NA

1. Replace filters of cabinets, check fan function.

☒ ☐ ☐

2. Visual check of system basic hardware condition :

OK/NOK/NA

- Check if all screws are in position and tightened.
- Check cables for damages and correct fit in cable trunks.
- Check if all connectors are tightened.

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3. Check image quality of screens with test pattern :

OK/NOK/NA

- Load test pattern from screen supplier on computer and display on all screens.
- Check for color quality, pixel defects, contrast, brightness.
- Recalibrate touch screen if necessary.

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4. Traverse and WSC-Camera according to separate instruction :

OK/NOK/NA

- Replace flash bulbs for main flash.
- Clean glasses in front of main flash.
- Change filters, check fan function.
- Clean lens from dust.
- Clean shadow reducing backplate.
- Check flash bulb in lacquer (Cold Seal) flash.
- Clean half mirrored glass in lacquer flash.
- Check ZIF function with buttons on WSC Control Board.
- Visual check and cleaning of traverse bars.

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5. Alarm status indicator :

OK/NOK/NA

- Check function of light bulbs in green, yellow and red.
- Check function of acoustic alarm.

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☒ ☐ ☐

6. Check measurement wheel :

OK/NOK/NA

- Mounted according to latest mechanical drawing.
- Pressure according to iPQ-Check maintenance manual. (10-15N)
- No dirt or damages on rubber surface.
- Smooth running.
- Running on the web.
- Not too far from line camera unit (≤ 1 meter).
- Rollers not or only slightly spiraled.

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OK/NOK/NA

7. Exchange the UPS battery according to iPQ-Check maintenance.

☐ ☒ ☐

- Model : ECO ELLIPSE 1200 EATON

Date : 2017

8. Check for useful software update with release letter : (*)

OK/NOK/NA

- Update to latest released software version IF system is affected from bug fixes and/or new functions and features.
- Check if an update of communication Workflow components is also necessary.

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☐ ☐ ☒

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9. Check function and performance of the system :

OK/NOK/NA

- Check remote service function with BST eltromat RS. (**) ☒ ☐ ☐
- Teamviewer Version check and upgrade (v12) : ☒ ☐ ☐
- Check availability of system in customer network for snapshot gallery, pdf-upload ☐ ☐ ☒
And WorkFlow applications.

10. Give an instruction and production guiding for system operators.

OK/NOK/NA

- Explain new functions from software upgrade ☐ ☒ ☐
- Proceed a practice training at machine about all basic functions. ☐ ☒ ☐
- Explain special functions more detailed on operators request. ☐ ☒ ☐
- Guide the production and watch how operators work with the system to give hints ☐ ☒ ☐
for a better operation.

11. Backup for customer :

OK/NOK/NA

- *Preconditions : above points are checked and okay* ☒ ☐ ☐
- Backup HardDisk or Image-PC exist from current Base Image -PC. ☐ ☒ ☐
- If NOK on previous point, make a new Image-PC or Backup HDD. ☐ ☒ ☐
- Write date and WA/ASO number on Backup HardDisk or Image-PC file name and ☐ ☒ ☐
give a copy to the customer.

OK/NOK/NA

12. Make a backup for our own service purpose and put this on our server. (***)

☒ ☐ ☐

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Technical datas

Computer name : [12345IPQ-CENTER1-1](#)Computer description : [iPQ-Center, ASO34221](#)Total Physical Memory : [8.0GB](#)Free Space in C Drive (System) : [78.2 GB](#)Free Space in D Drive (Data) : [98.8GB](#)Free Space in E Drive (Log) : [99.7 GB](#)Free Space in F Drive (Protocol) : [216 GB](#)Screen Resolution 1 : [1920X1080](#)Screen Resolution 2 : [1920x1200](#)Camera Type : [IPQ VIEW](#)

Computer Model / Image :

Date : [2017](#)

Global Version :	Current : 2.8.1	New :
TCU.x :	Current : 1.8.7	New :
WSX_3xx/WSC_4xx :	Current : 1.6.2	New :
PPS.3 :	Current : 2.2	New :
ILI-CTRL :	Current : 1.4.2	New :

Remote Maintenance (Teamviewer)IP address : [DHCP Automatic](#)

Subnet mask :

Default gateway :

Preferred DNS server :

Alternate DNS server :

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Remote Access (Snapshot gallery, pdf upload, WF applications)

IP address :

Subnet mask :

Default gateway :

Preferred DNS server :

Alternate DNS server :

Teamviewer ID : [880 960 901 / v12](#)

	OK/NOK/NA
- Dcf and pdfx folder	☒ ☐ ☐
- Windows Credentials	☐ ☒ ☐
- iPQ-xxxxxx_bak_date_time.zip file generated from sysconfig.py	☒ ☐ ☐
- MmxlpMap file in mmx folder for Check systems (Overlapping)	☒ ☐ ☐
- Screenshot from Application settings	☒ ☐ ☐
- Screenshot from visconfig.py (Mmx + Srb + Image)	☒ ☐ ☐

Parts replaced during Preventive Maintenance :

1 –	3 -
2 –	4 -

Parts suggested to replace during the next Maintenance :

1 – [UPS](#)

2 – [Disque dur](#)

Part need to be replaced as soon as possible :

1 -	4 -
2 -	5 -

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Notes
