

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.elxis.group/	BERHALTER Swiss Die-Cutting Matthias Hutter Lindenstrasse 120 9443 Widnau Switzerland
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Ticket number:	E2280
Customer order:	CDE CLIENT 7019971
Machine customer name:	566
AR:	
Ticket type:	INSTALLATION
Assign to:	DarA -> amaud.darcel@bst.group
Ticket date:	2024/10/19
Material:	VIDEO_Tubescan_DS
Type:	DS 660 HR3
SN:WA:	ASO105236_50.2949
Installation date of material:	2024/11/14
Teamviewer:	1 516 014 127 / v15
PC model:	OptiPlex SFF 7010
Original Application Version	8.0.26.24240
Upgraded VERSION application during intervention	8.0.34.30962 from Ticket E2280
Upgraded VERSION application during last intervention	8.0.34.30962 from Ticket E2280

2 day(s) of intervention calculation

2024 / 2024	Tue.12/11	Wed.13/11
Drive time	4.5	0.5
AM Start	13:30	08:30
AM End		11:00
PM Start		
PM End	18:00	12:00
Drive time	0.5	4.5

Start date of intervention	2024/11/12-13:30
End date of intervention	2024/11/13-12:00
Reason:	Nous vous confirmons la semaine 46 les 12, 13 et 14 novembre Le planning serait le suivant : 12/11/24 matin => Déplacement 12/11/24 13h30 – 17h30 => FAT caméra BST 13/11/24 8h30 – 17h30 => FAT caméra BST 13/11/24 8h30 – 12h00 => Conclusion et FAC caméra BST 13/11/24 AM => Retour
Actions:	- Software Upgrade: Updated from v8.0.26.24240 to v8.0.34.30962. - Sensitivity Detection: Changed from "Basic" to "Expert." - Web Tension: Increased to 120N to improve flatness under the camera (addressing web stability and fault alarms). - Marking Test on 6 Lanes: o Single Defect: Marking 2 before / Defect / 1 after : OK on lanes 1, 2, 3, and 5 NOK on lanes 4 and 6 o Four Consecutive Defects: 2 before / Defect 1 / Defect 2 / Defect 3 / Defect 4 / 1 after : OK on lanes 1, 2, 3, and 5 NOK on lanes 4 and 6 - Test Roll and Detection Fine-Tuning: o Averaging : Setting 1 (No averaging): Fault alarm, web too unstable for this mode. Setting 4: Web stable for inspection. o Background area : table defect detection without fault alarms using 0.31mm² / Contrast 9. o Structure area : Stable defect detection without fault alarms using 0.17mm² / Contrast 9. Note : Some defects cannot be detected on the text due to minimum size and averaging. Based on web and print stability, the above settings are the minimum possible values to avoid false alarms.
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: M. Hutter

Date : 25/11/2025



BST eltromat FRANCE signature:

Name: M. Arnaud Darcel

Date : 25/11/2024



lundi 25 novembre 2024 10:40:55

ATTACHED CALL'S FILE(S)

Picture 20241114	Screenshot 20241114	Tests