

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/	Unisleeve 300626 M. Rapheal Mensah ZA des Ajeux, Rue Pierre Gilles de Gennes 72400 La Ferté-Bernard France +33 2 43 60 62 65 / +33 6 15 36 28 49 rapheal.mensah@sleevever.com
---	--

Ticket number:	E1872
Customer order:	U7760-221E-23
Machine customer name:	Bobst
Tiket type:	INTERVENTION
Assign to:	CouV -> vivien.Coutellier@bst.group
Ticket date:	2023/11/23
Material:	VIDEO_IPQ_Center
SN-WA:	WA20226 ASO046235
Installation date of material:	2018/06/08
Teamviewer:	921285584
PC model:	IPC-BG-R7910-2680-BSTE02.0
Original Application Version	2.8.1

2 day(s) of intervention calculation

2023 / 2023	Tue.05.12	Wed.06.12
Drive time	2	1.5
AM Start	10:45	09:45
AM End	13:30	13:00
PM Start	14:30	13:15
PM End	18:00	18:30
Drive time	1.5	2

Start date of visite	2023/12/05-10:45
End date of visite	2023/12/06-18:30
Reason:	Matrix camera is moving and then gets stuck and image is no longer updating. Offer for Maintenance troubleshoot and training has to be sent.
Actions:	Camera's lens on camera 1 (recto) is not working - inverse lens from camera 1 to camera 2. white calibration on Dalsa P4 70 kHz. The image of the HDD and a copy of the Protocol HDD were done onsite, a copy of those will be sent to the customer on new SSD Hard Drive.
Remarks:	

Rm

Customer_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: R. MENSAH

Date : 12/12/23



BST eltromat FRANCE signature:

Name:

Date :



Am

ATTACHED CALL'S FILE(S)

CDE client E7760-221E-23

--	--	--