

On Customer Site

Visit Report

Reference :

Commande BSTe France : SERV220902		Call : E1296	
Customer :	Orbo Labels	System :	TubeScan DSXL 1400
Customer Contact :	M. Francis Steen	SN :	42.1958
Customer Order number :		Machine Nickname :	Comexi S1DT

Visit Purpose :

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

	29/09/2022	30 /09 /2022				
Travel To	1.5	0.5				
Start Time	08h30	8h30				
Lunch Time	0.5	0.5				
End Time	17h00	12h00				
Travel From	0.5	5.0				

Details	Troubleshoot and answer questions.
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Purpose of the visit completed : Yes ☒ No ☐

Need a new visit : Yes ☐ No ☒

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Customer Details for NYQUIST Systems

Customer name and place : [Orbo nv, Hoogledestraat 31B, 8610 Kortemark - Belgium](#)

Contact person at customer. [M. Francis Steen \(Production Manager\)](#)

Customer Mail & Mobile/Landline. francis.steen@orbo.be / +32 478 30 63 47 / +32 51 54 10 10

System Type : [TubeScan DSXL 1400 / M2032C-0.24](#)

SN : [42.1958](#)

Machine Manufacturer/Model/Nickname : [Comexi/S1DT/Comexi S1DT](#)

Date : [30/09/2022](#)

Name : [Richard Relin](#)

Signatures :



Richard Relin 2022-10-06T22:44:47+02:00

AGEPA
Kaiserbaracke 166 • B-4780 ST.VITH
Tel. +32.80.86.29.83 • Fax +32.80.86.28.21
mailbox@agepa.com • www.agepa.com



BST eltromat FSE

Customer

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Technical datas

Computer name : [Tubescan421958](#)

Total Physical Memory : [32 GB](#)

Free Space in C Drive (System) : [153 GB](#)

OS : [Windows 10 Pro](#)

Screen Resolution Touch : [1024x768](#)

Screen Resolution Full View : [2560x1440](#)

Computer Model : [Optiplex 7080](#)

Date : [2021](#)

Version : [7.4.29.78](#)

Remote Maintenance (Teamviewer)

IP address : [Automatic IP](#)

Subnet mask :

Default gateway :

Preferred DNS server :

Alternate DNS server :

Teamviewer ID / Version : [490 014 933 / v15](#)

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Notes

- Problem with stretch web jumps every now and then in front of camera most likely tension variations.
- The reference square jumps randomly from one place to another (Teamviewer video done with Andreas Volz to be examined by development)
- Text inspection makes system crash when we quit and come back in secondary zone (Video also done by Andreas)
- The operators would like to be able to access the last rolls to see the last defects , they have Qlink with automatic roll change.