

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/	Orbo NV ACU303712 M. Francis Steen Hoogledestraat 31B 8610 Kortemark Belgium +32 478 30 63 47 / +32 51 54 10 10 francis.steen@orbo.be
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Ticket number:	E2775
Customer order:	
Machine customer name:	Comexi CI8 Evolution
AR:	
Tiket type:	REMOTE
Assign to:	RelR -> richard.relin@bst.group
Ticket date:	2025/10/31
Material:	VIDEO_IPQ_Center
Type:	
SN:WA:	ASO086588_WA0021988
Installation date of material:	2024/03/06
Teamviewer:	717498533
PC model:	Bste03.1-3
Original Application Version	2.17.9

1 day(s) of intervention calculation

2025 / 2025	Thu.06/11
AM Start	17:00
AM End	
PM Start	
PM End	18:00

Start date of intervention	2025/11/06-17:00
End date of intervention	2025/11/06-18:00
Reason:	System has frozen twice in 2 days customer had to switch off whole system and reboot. This only happens in the morning causing 1/2 an hour lost every day.
Actions:	Changed HDD protocol. For screen problems change HDMI Cable.
Solution:	
Remarks:	
Ticket status:	open

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:

Date :

BST eltromat FRANCE signature:

Name:

Date :


14/11/2025 14:02