

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/	Livcer M. Charles de Livonnière 593 avenue Blaise Pascal - Lotissement Anaconda 2 77550 Moissy Cramayel France charles.livonniere@livcer.com
---	--

Ticket number:	E2407
Customer order:	BPA du 30/01/2025
Machine customer name:	P1
Origin BST France order:	222010A
AR:	
Tiket type:	INTERVENTION
Assign to:	DarA -> amaud.darcel@bst.group
Ticket date:	2025/01/30
Material:	VIDEO_Tubescan_DS
Type:	TubeScan DS 550 HR3 / M2051C-0.1388
SN:WA:	ASO085184_44.2249
Installation date of material:	2022/07/04
Teamviewer:	640 427 636 / v15
PC model:	OptiPlex 7090
Original Application Version	7.4.61.23532
Upgraded VERSION application during last intervention	E7.4.64.29287 from Ticket E2209

1 day(s) of intervention calculation

2025 / 2025	Tue.11/02
Drive time	1
AM Start	11:30
AM End	
PM Start	
PM End	16:30
Drive time	2

Start date of intervention	2025/02/11-11:30
End date of intervention	2025/02/11-16:30
Reason:	camera communication error. Need to terminate Unable to initialize cameras. Tubescan will be terminated. Please also check power supply of camera head buzzer always active
Actions:	remove 24V and put back Finally it is well camera board from camera 1 (which is master one) which is defective. we swapped camera board from camera 1 to camera 2 system is working but we recommend to exchange camera board
Solution:	Camera Board replaced - Reinstalled at Customer site the 11/02/2025. Upgrade to v8.0.40.xxx for test... Double TubeScan shortcut
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)

Camera Board replaced - Reinstalled at Customer site the 11/02/2025.
Upgrade to v8.0.40.xxx for test... Double TubeScan shortcut

Customer signature:

Name: **M. Christophe Bourdau**

Date : **11/02/2025**



mardi 11 février 2025 16:09:50

BST eltromat FRANCE signature:

Name: **M. Arnaud Darcel**

Date : **11/02/2025**



mardi 11 février 2025 16:10:08

ATTACHED CALL'S FILE(S)

error message	Offre_250130-0283.pdf	BPA DU 10022025
		