

Visit Report

Reference :

Commande BSTe France : Offre SERV220826DT		Intervention. : E1651 (IPQ) & E1721 (R20)	
Customer :	KOMORI for GUDANG GARAM	System :	IPQ + R20
Customer Contact :		SN / WA :	ASO065060 - WA0021084
Customer Order number :	CDE CLIENT LS149865	Machine Nickname :	KOMORI CHAMBON HELIO

Visit Purpose :

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

	12/07/2023	13/07/2023	14/07/2023	15/07/2023	16/07/2023	17/07/2023
Travel To	Flight	Flight	0.5	0.5	OFF	0.5
Start Time	12H00		8h00	8h00		8h00
Lunch Time			0.5	0.5		0.5
End Time		22H00	18H00	14H00		19H30
Travel From			0.5	0.5		0.5

	18/07/2023	19/07/2023	20/07/2023	21/07/2023	22/07/2023	23/07/2023
Travel To	0.5	OFF	0.5	0.5	0.5	OFF
Start Time	8h00		8h00	8h00	8h00	
Lunch Time	0.5		0.5	0.5	0.5	
End Time	18h30		19h00	18h00	15h00	
Travel From	0.5		0.5	0.5	0.5	

	24/07/2023	25/07/2023	26/07/2023	27/07/2023	28/07/2023	29/07/2023
Travel To	0.5	0.5	0.5	0.5	0.5	0.5
Start Time	8h00	8h00	8h00	8h00	8h00	8h00
Lunch Time	0.5	0.5	0.5	0.5	0.5	13h00
End Time	18h00	19h00	19h00	19h20	18h30	Flight 18h00
Travel From	0.5	0.5	0.5	0.5	0.5	

On Customer Site

	30/07/2023					
Travel To	Flight 8h00					
Start Time						
Lunch Time						
End Time						
Travel From						

Details	Commissioning on Registrar20 + IPQ Center On 25/07/2023 machine still not running to be able to set Registrar20 & IPQ Test at 60 – 80 – 100 – 120 – 160 m/min Asked Komori to set a second speed during Acceleration and Deceleration Event 2mm/s for circonfrentiel compensator motors – test in Conclusive (for acceleration moment) Asked Komori to set an other setting: to keep second high speed after the end of the event (5 formats after) Cutting tool (DR) set and works as Komori recommandation. Komori still have some doubt about Register printing in speed production. That speed was not able to be reach during my presence on site. Komori will make the necessary to be able to reach speed production to see register mark behavior. Helpdesk, I or both will be available to make finetuning to reach Komori acceptance for their customer acceptance machine. On IPQ, the option waste indicator looks working per format and is not able to send a signal on specific defect. Need to confirm more detail about waste indicator to be able to eject 1 BOX (1format=8boxes). On wirings we connect TCU directly and bypass additionnal optocoupler.
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Purpose of the visit completed: Yes ☐ No ☒

Need a new visit: Yes ☐ No ☐ to check after customer machine acceptance.

Customer name and place: [Gudang GARAM, Kediri \(Indonesia\)](#)

Contact person at customer:

Customer Mail & Mobile/Landline :

System Type : [iPQ Center + Registrar20](#)

WA/ASO : [ASO065060 - WA0021084](#)

Machine Manufacturer/Model/Nickname : [Komori CHAMBON](#)

Date :

Name : [NGUYEN](#)

Comments :

Signatures :

BST eltromat FSE

Customer




Technical datas

IPQ CENTER

Computer name: 21084iPQ-Center1-1

Computer description : iPQ-Center, WA21084

Total Physical Memory:

Free Space in C Drive (System): 52.6

Free Space in D Drive (Data) : 96.9

Free Space in E Drive (Log): 48.9

Free Space in F Drive (Protocol): 1.81

Screen Resolution 1: 1920x1080

Screen Resolution 2: 1920x1080

Screen Resolution 3: N/A

Screen Resolution 4: N/A

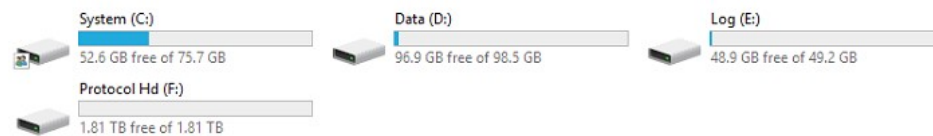
Camera Type: wsc_572

Computer Model: IPC-beg-BKA-BSTE01.0-2

Date: 2020

Part/Serial: 3EBPC250649-200038474

▼ Devices and drives (4)



Global Version : Current : 2.15.10 New :

TCU.x : Current : 1.11 New :

WSX_3xx/WSC_4xx : Current : 1.9.1 New :

PPS.3 : Current : N/A New :

ILI-CTRL : Current : 1.4.3 New :

Remote maintenance check box

Remote Access (Snapshot gallery, pdf upload, WF applications)

IP address :

Subnet mask :

Default gateway :

Preferred DNS server :

Alternate DNS server :

Teamviewer ID: 464 396 573

OK/NOK/NA

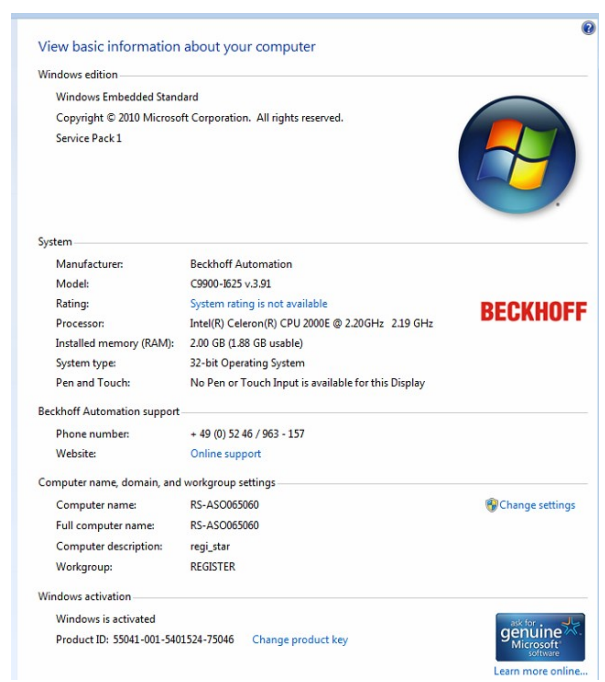
- Dcf and pdfx folder
- Windows Credentials
- iPQ-xxxxxx_bak_date_time.zip file generated from sysconfig.py

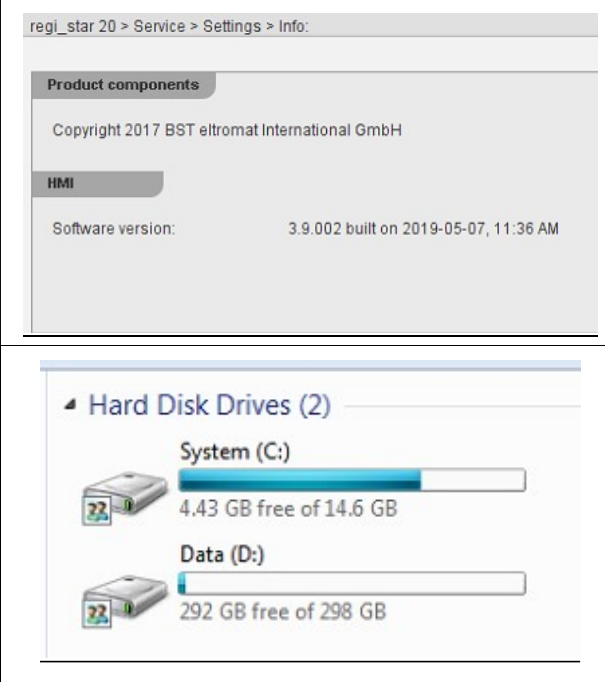
☐	☐	☒
☒	☐	☐
☒	☐	☐

On Customer Site

- MmxlpMap file in mmx folder for Check systems (Overlapping) ☒ ☐
- Screenshot from Application settings ☒ ☐
- Screenshot from visconfig.py (Mmx + Srb + Image) ☒ ☐

Registrar20





regi_star 20 > Service > Maintenance > EtherCAT:

Box or terminal description	Address	Status	Link Status	CRC all	CRC A	CRC B	CRC C
EK1100 (Bus coupler) - -	1008	Op	OK	0	0	0	0
EK1100 (Bus coupler) - -	1002	Op	OK	0	0	0	0
EK1100 (Bus coupler) - -	1004	Op	OK	0	0	0	0
EK1122 (Junction box) - -	1003	Op	OK	0	0	0	0
EL2004 - Motor output term	1016	Op	OK	0	0	0	0
EL2004 - Motor output term	1032	Op	OK	0	0	0	0
EL2004 - Motor output term	1018	Op	OK	0	0	0	0
EL2004 - Motor output term	1034	Op	OK	0	0	0	0
EL2004 - Motor output term	1019	Op	OK	0	0	0	0
EL2004 - Motor output term	1035	Op	OK	0	0	0	0
EL2004 - Motor output term	1021	Op	OK	0	0	0	0
EL2004 - Motor output term	1037	Op	OK	0	0	0	0
EL2004 - Motor output term	1022	Op	OK	0	0	0	0
EL2004 - Motor output term	1038	Op	OK	0	0	0	0

External job control interface ☐ not configured

Machine interface ☒ OK

EtherCAT boxes and terminals ☒ OK

Dimmutive interface ☐ not configured

Motor interface ☐ not configured

EtherCAT device status Op

Lost frames Max. lost frames

Frames / sec Max. frames / sec

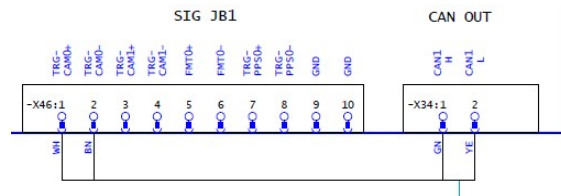
Lost queued frames Max. Lost queued frames

Queued frames / sec Max. queued frames / sec

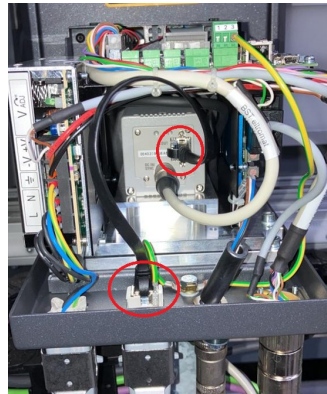
Notes

CAMERA IPO

- During starting up, wires were inverted (trigger from TCU to camera)
cable (-315W6) connector was not plug in -X46 but in -X36



- Power for additional monitor was not set properly (230V) and HDMI cable damaged.
- Mechanical adjustment of 100% (10mm to web) and traverse camera (20mm to web) done.
100% camera alignment done (yellow bars on full field of view) + white calibration
traverse camera traverse calibration + offset done B-A settings for all (there is only 1 web path)
- Advise to change network cable inside camera.



Maintenance instruction on IPQ Center application:

Zunan
Zulfa
Puguh
Rufi i
Ridho

Operators service instructions on IPQ Center application:

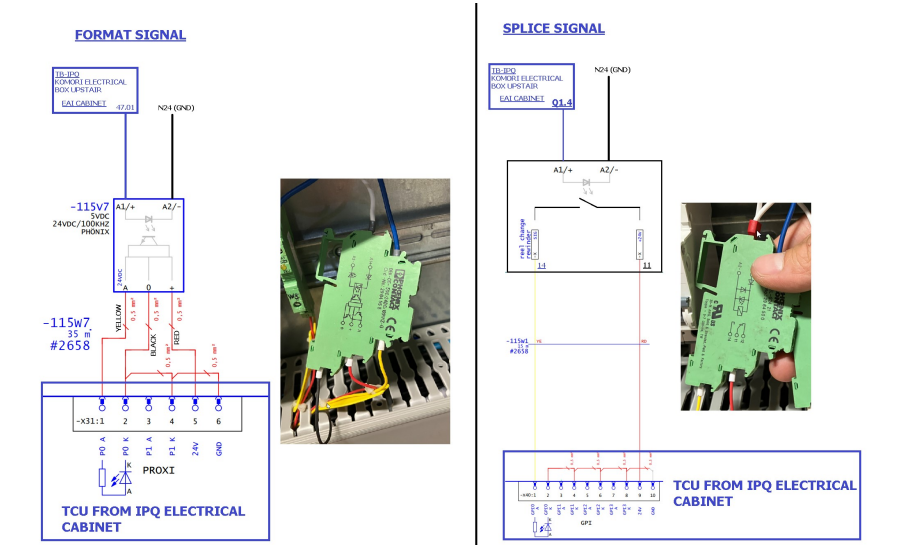
Puguh
aan
ipong

On Customer Site

WIRINGS CHANGEMENT OR ADDITIONAL INFORMATION ON IPQ:

Format and splice signal:

Missing optocoupler for format signal and relay for splice signal.



On Customer Site

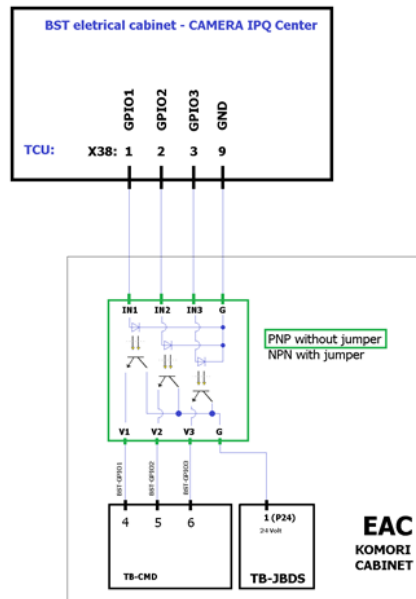
WASTE indicator wirings:

Missing cable to control ejectors (passing a new cable from IPQ electrical cabinet to EAC Komori cabinet with 4 wires) and connect as electrical below.

Defects detected by camera is activating optocoupler regarding each lane.

Komori get correctly signal (**tested and OK**)

Regarding setting, a distance is set to "0" because Komori will handle the ejection. (Setting of distance in their PLC)



On Customer Site

REGISTAR20

Maintenance instruction on Registrar20 application:

Zunan

Zulfa

Puguh

Rufi i

Service instruction on Registrar20 application:

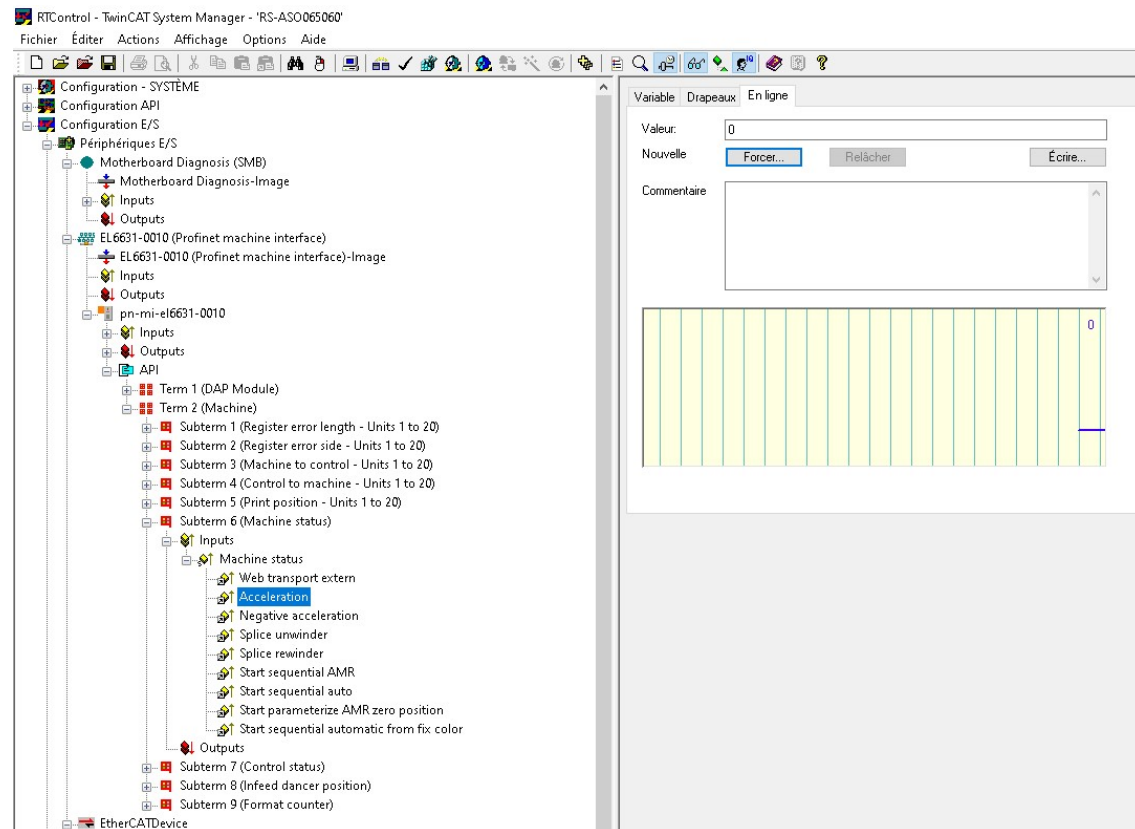
Puguh

aan

ipong

- Ethercat communication problem during starting up.
On keyboard (address:1001), 24V and GND was inverted

Checking input from KOMORI (Profinet signal)



In cutting tool, speed was different as real. Because in Komori PLC pulses encoder was set as 4000 pulses instead of 3600 pulses.

Checking output EL2004 for longitudinal and lateral motor. Command are well doing movement on both direction on each Print Unit (from PU1 to PU12).

On 28/07/2023:Komori validate cutting tool settings:

The gate is moving after each acceleration or deceleration -> change **0 at current position** to **Enc, 0 at EncoZero**

And choose Fix measurement for PU13 (Cutting tool) and uncheck "automatic gate tracking"

On Customer Site

Acceleration event		Positive acceleration		Negative acceleration	
Trigger event when speed change at least by	999 m/min per	10 s	999 m/min per	10 s	
Do not trigger event, when speed is above	50 m/min		50 m/min		
When event is triggered, disable controller for	-1 Formats		-1 Formats		
When event is triggered, use event parameters for	-1 Formats		-1 Formats		
Splice event					
When triggered, disable controller for	-1 Formats	When triggered, use event param. for	-1 Formats		
Skip error event					
	Length	Length event param.	PIV		
Trigger, when deviation is above	1000 μ m	1000 μ m	1000 μ m		
When triggered, disable controller for	1 Formats	1 Formats	1 Formats		
Measurement filter					
Time constant lowpass	3	3	3		
Gravure core					
Time constant lowpass	3	3	3		
Gravure core					
Feedback constant	400 ms	400 ms			
Feedback gain	1500	2800			
Dead band	30 μ m	30 μ m			
Hysteresis	20 μ m	30 μ m			
D portion	0	0			
PIV core					
Dead periode			2	Formats	
Switching periode			8	x50ms	
Dead band			50	μ m	
Switching level			3	Formats	

Maximum speed reaching during test on site: 160m/min: on scope commis-2:
soit 0.284mm->soit +/-0.142mm on PU11 (black on showing by arrows)

