

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/	CONSTANTIA Jeanne d'Arc SAS 231032 M. François Curé B.P. 51 52300 Vecqueville France +33 3 25 94 68 47 / +33 6 78 05 86 26 francois.cure@cflex.com
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Ticket number:	E1825
Customer order:	
Machine customer name:	Comexi
Tiket type:	REMOTE
Assign to:	RelR -> richard.relin@bst.group
Ticket date:	2023/10/23
Material:	VIDEO_IPQ_Center
SN:WA:	ASO077271_WA21553
Installation date of material:	2022/02/24
Teamviewer:	1126221355 / v15
PC model:	IPC-BG-BKA-BSTE03.0-3
Application Version:	2.17.9

Start date of visite	2023/10/24-17:10
End date of visite	2023/10/24-20:10
Reason:	Zoom of the matrix camera is not working. The message "matrix cam1 : Zoom fault motor"
Actions:	Zoom stuck.dismantled and unblocked zoom,remounted and calibrated. All is working fine again.
Remarks:	
Status:	open

Customer signature:

BST eltromat FRANCE signature:

Richard Relin 2023-10-25T12:27:00+02:00

Francois Baudhoin2023-10-25T12:26:44+02:00