

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/	RKW Saint Freres Emballage S.A.S 231801 M. Stéphane Szczypa Rue Marius Sire 80420 Ville Le Marcelet France +33 3 22 39 49 00 / +33 7 64 40 00 65 stephane.szczypa@rkw-group.com
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Ticket number:	E2483
Customer order:	
Machine customer name:	135
AR:	
Tiket type:	INTERVENTION
Assign to:	NguJ -> jean-baptiste.nguyen@bst.group
Ticket date:	2025/03/26
Material:	VIDEO_IPQ_Center
Type:	iPQ Center
SN:WA:	ASO086208_WA0021968
Installation date of material:	2024/03/15
Teamviewer:	619 529 961 / v15
PC model:	Beg-BKA-BSTE03
Original Application Version	2.17.7

1 day(s) of intervention calculation

2025 / 2025	Wed.02/04
Drive time	1.5
AM Start	07:30
AM End	
PM Start	
PM End	10:30
Drive time	2

Start date of intervention	2025/04/02-07:30
End date of intervention	2025/04/02-10:30
Reason:	default zoom + CAN issue
Actions:	repair lens zoom replace RJ45 inside matrix camera check bit rate
Solution:	Bit rate in PCAN-view is set at 1MBit/s for 2h(extern) and FFh(intern) and should be 250kBit/s
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)

Customer signature:

Name:

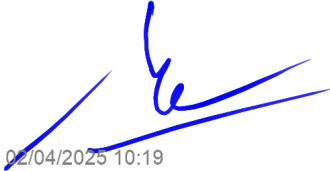
Date :


02/04/2025 10:19

BST eltromat FRANCE signature:

Name:

Date :


02/04/2025 10:19

ATTACHED CALL'S FILE(S)

[Offre_250326-0353.pdf](#)

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