

On Customer Site

Visit Report

Reference :

Commande BSTe France : CM2309055		Call / PM number : PM992	
Customer :	BBC Cellpack	System :	Premium
Customer Contact :	M. Laurent Keller	Typ / ASO / SN :	653217_07
Customer Order number :		Machine Nickname :	Merkur Heliostar i67

Visit Purpose :

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

	28 / 10 / 2025	/ /	/ /	/ /	/ /	/ /
Travel To	0					
Start Time	11h00					
Lunch Time	0					
End Time	12h30					
Travel From	0					

Details	Maintenance préventive.
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Purpose of the visit completed : Yes ☒ No ☐

Need a new visit : Yes ☐ No ☒

On Customer Site

Maintenance Checklist for Premium systems

Available supporting documents :

- Premium PM -1st step (fr)
- Premium digital - User Manual French
- Base de données « GENIUS mdb
- Système de base Fenêtre d'état du système (save Trace)

Customer name and place : [20 Rue Burnkirch - BP20 68720 Illfurth,France](#)

Contact person at customer / Title : [M. Laurent Keller](#)

Customer Mail & Mobile/Landline : laurent.keller@cellpack.com/+33 3 89 68 79 73

System Type : [Premium](#)

SN : [653217_07](#)

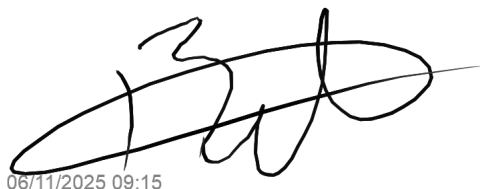
Machine Manufacturer/Model/Nickname : [Merkur Heliostar i67](#)

Date : [28/10/2025](#)

Name : [Richard Relin](#)

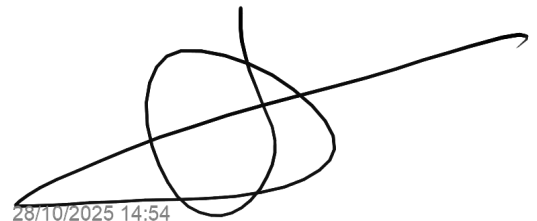
Comments :

Signatures :



06/11/2025 09:15

BST eltromat FSE



28/10/2025 14:54

Customer

On Customer Site

Prior to a Preventive Maintenance :

Check for system affecting modification reports and software releases.

Check for iPQ-Spectral sensor replace date.

Check with customer about problems and demands.

1. Premium digital Controller :

OK/NOK/NA

- Check fan function.

☒ ☐ ☐

- Replace or clean fan filter.

☒ ☐ ☐

2. Visual check of system basic hardware condition :

OK/NOK/NA

- Check if all screws are in position and tightened.

☒ ☐ ☐

- Check cables for damages and correct fit in cable trunks.

☒ ☐ ☐

- Check if all connectors are tightened.

☒ ☐ ☐

3. Check image quality of screens with test pattern :

OK/NOK/NA

- Check for color quality, pixel defects, contrast, brightness.

☒ ☐ ☐

- White calibration (if the colors are not uniform)

☐ ☒ ☐

- Gray calibration (color control option)

☐ ☒ ☐

- Lens calibration (Register option)

☐ ☐ ☒

- Recalibrate touch screen if necessary.

☒ ☐ ☐

4. Traverse and Optic Head according to separate instruction :

OK/NOK/NA

- Replace flash bulbs / flash blocks.

☐ ☒ ☐

Last replacement date : Qty : 8/8 ok Haut - 8/8 OK Bas Cam1 et 2

Screwed ☒

Welded ☐

- Clean glasses on flash units (Top/Bottom).

☒ ☐ ☐

- Lens glass cleaning.

☒ ☐ ☐

- Visual check and cleaning of traverse bars.

☒ ☐ ☐

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5. Check for useful software update with release letter : (*)

OK/NOK/NA

- Update to latest released software version IF system is affected from bug fixes and/or new functions, features and developments.

☐ ☐ ☒

6. Check function and performance of the system / customer feedback :

OK/NOK/NA

- System performance at splice situations.
- System performance after "out of print" situations.
- System performance close to max press speed
- Check remote service function with BST eltromat RS. (**)
- Teamviewer Version check and upgrade (v12) :

☐ ☐ ☒
☐ ☒ ☐
☐ ☒ ☐
☐ ☒ ☐
☐ ☒ ☐

Current version : [v11](#) New :

7. Give an instruction and production guiding for system operators.

OK/NOK/NA

- Explain special functions more detailed on operators (On request).
- Guide the production and watch how operators work with the system to give hints for a better operation if necessary.

☐ ☐ ☒
☐ ☒ ☐

8. Backup / Fine tuning : (***)

OK/NOK/NA

- *Preconditions : above points are checked and okay*
- Backup HardDisk or Image-PC exist from current Base Image -PC.
- Save trace on USB stick and explain the procedure to the customer.
- Save database (Genius.mdb)
- FireViewer icon placed on desktop

☒ ☐ ☐
☐ ☒ ☐
☐ ☒ ☐
☐ ☒ ☐
☒ ☐ ☐

OK/NOK/NA

9. Make a backup for our own service purpose and put this on our server.

☐ ☒ ☐

On Customer Site

Technical datas

Computer name : **PREMIUS**

Computer description :

Total Physical Memory : **3 GB**Free Space in C Drive (System) : **463 GB**Free Space in D Drive : **1.81 TB**Screen Resolution 1 : **1280x1024**

Screen Resolution 2 :

Computer Type : **PD Controller C2C 3.0 GHz A1**Flash Bulb Reference : **Flash 330 DC 24V 40VA SN : E11587403875**

(*) Global Version : Current : **1.32.28** New :

(**) **Remote Maintenance (Teamviewer)**

IP address :

Subnet mask :

Default gateway :

Preferred DNS server :

Alternate DNS server :

Teamviewer ID : 816 606 369 ANYDESK

- (***)
- Trace on USB Stick
 - Database (Genius.mdb)
 - Screenshot from Application settings
 - System picture
 - FireViewer adapters : **8**

OK/NOK/NA

☐	☒	☐
☐	☒	☐
☐	☒	☐
☐	☒	☐
☒	☐	☐

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Parts replaced during Preventive Maintenance :

1 –	3 –
2 –	4 –

Parts suggested to replace during the next Maintenance :

1 –	3 –
2 –	4 –

Part need to be replaced as soon as possible :

1 –
2 –

Note

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Notes

Tout fonctionne normalment, Camera recto comme verso sont en bonne état ,flash 8/8 sur les deux cameras.