

On Customer Site

Visit Report

Reference :

Commande BSTe France : CM1708006		Call / PM number : PM651	
Customer :	RKW Castelletta	System :	Shark 4000
Customer Contact :	M. Cyril Bartellemy	System Number :	2098 2012/45
Customer Order number :	01/860289/12	Machine Nickname :	Miraflex

Visit Purpose :

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

	24 / 05 / 2024	/ /	/ /	/ /	/ /	/ /
Travel To	1.5					
Start Time	08h30					
Lunch Time	0					
End Time	09h30					
Travel From	0					

Details	Maintenance preventive sur système Shark 4000.
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Purpose of the visit completed : Yes ☒ No ☐

Need a new visit : Yes ☐ No ☒

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Maintenance Checklist for Premius systems

Available supporting documents :

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

Customer name and place : [RKW Castelletta / 2 Allée de la Richelande, 42330 Chamboeuf](#)

Contact person at customer / Title : [M. Cyril Barthelemy / Responsable Impression](#)

Customer Mail & Mobile/Landline : cyril.barthelemy@rkw-group.com / +33 6 79 05 47 67

System Type : [Shark 4000](#)

SN : [141897_2092 2012/45 Ver: A](#)

Machine Manufacturer/Model/Nickname : [W&H / Miraflex CL / Miraflex](#)

Date : [24/05/2024](#)

Name : [Richard Relin](#)

Comments :

Signatures :



Richard Relin 2024-06-04T09:29:47+02:00

BST eltromat FSE



2024-05-24T11:15:23+02:00

Customer

Prior to a Preventive Maintenance :

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Check for system affecting modification reports and software releases.

Check for iPQ-Spectral sensor replace date.

Check with customer about problems and demands.

1. Shark digital Controller :

OK/NOK/NA

- Check fan function.
- Replace or ~~clean~~ fan filter.

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☒ ☐ ☐

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.

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3. Check image quality of screens with test pattern :

OK/NOK/NA

- Load test pattern from screen supplier on computer and display on all screens.
- 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.

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4. Alarm status indicator :

OK/NOK/NA

- Check function of light bulbs in green, yellow and red.
- Check function of acoustic alarm.

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5. Verify the web way in front of line cameras and under measurement wheel :

OK/NOK/NA

- There must be no waves on the web.
- The guide rollers must rotate with the web speed.
- The line camera must be mounted according to project drawing.
- Web guiding unit in machine must be in operation.

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☒	☐	☐

6. 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.

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7. 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) :

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Current version : [v12](#)

8. 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.

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9. 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)
- PCO icon placed on desktop

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OK/NOK/NA

10. Make a backup for our own service purpose and put this on our server.☐ ☒ ☐

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Technical datas

Main Power 230V Input : [234 V](#)

Computer name : [G11OCO](#)

Computer description :

Total Physical Memory : [2.83 GB](#)

Free Space in C Drive (System) : [124 GB](#)

Free Space in D Drive : [227 GB](#)

Screen Resolution 1 : [1280x1024](#)

Computer Type : [Shark 4000 OCO-Controller / 163625_49 2012/45 Ver: J](#)

(*) Global Version : Current : [2.2.10](#)

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

IP address : [DHCP Automatic](#)

Subnet mask :

Default gateway :

Preferred DNS server :

Alternate DNS server :

Teamviewer ID : [1 214 168 222 / v12](#)

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

OK/NOK/NA

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☐	☒	☐
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☒	☐	☐

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Parts replaced during Preventive Maintenance :

1 -	3 -
2 -	4 -

Parts suggested to replace during the next Maintenance :

1 –
2 -

Part need to be replaced as soon as possible :

1 -	4 -
2 -	5 –

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Notes

-Système obsolete

-Ecran tactile HS