

On Customer Site

Visit Report

Reference :

Commande BSTe France : SERV221004DT		Intervention. : PM428	
Customer :	Almapack	System :	iPQ View
Customer Contact :	M. Abdeljalil Belfakir	SN / WA :	ASO038541 / WA0019968
Customer Order number :	BC1411288	Machine Name :	BOBST

Visit Purpose :

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

	23/01/2023	24/01/2023	26/01/2023			
Travel To	7	0	0			
Start Time		14h00	11h00			
Lunch Time		0	0			
End Time		18h00	12h00			
Travel From		0.5	0.5			

Details	Maintenance Préventive + Instruction Mise à jour du logiciel
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Purpose of the visit completed : Yes ☒ No ☐

Need a new visit : Yes ☐ No ☒

On Customer Site

Customer name and place : [Almapack • ZI Sidi Ahmed Ben Yechou – Ain Harrouda – 28630 – Casablanca - Maroc](#)

Contact person at customer : [M. Abdeljalil Belfakir \(Directeur Usine\)](#)

Customer Mail & Mobile/Landline : a.belfakir@almapack.ma / +212 6 61 15 36 06

System Type : [iPQ View](#)

WA/ASO : [WA0019968/ASO038541](#)

Machine Manufacturer/Model/Nickname : [BOBST/RC6002C/BOBST](#)

Date : [26/01/2023](#)

Name : [Arnaud Darcel](#)

Comments :

Signatures :



Arnaud Darcel 2023-01-26T10:44:22+01:00

BST eltromat FSE



Abdeljalil Belfakir 2023-01-26T10:44:07+01:00

Customer

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Technical data 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.

OK/NOK//NA

1. Replace filters of cabinets, check fan function.

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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.
- Recalibrate touch screen if necessary.

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4. Traverse and WSC-Camera according to separate instruction :

OK/NOK/NA

- Replace flash bulbs for main flash.
- Clean glasses in front of main flash.
- Change filters, check fan function.
- Clean lens from dust.
- Clean shadow reducing backplate.
- Check flash bulb in lacquer (Cold Seal) flash.
- Clean half mirrored glass in lacquer flash.
- Check ZIF function with buttons on WSC Control Board.
- Visual check and cleaning of traverse bars.

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5. Check power flash or homogeneous BackPlate :

OK/NOK/NA

- Check function of flash bulbs according to instruction.
- Clean surface of white plate.
- Visual check and cleaning of traverse bars.

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6. 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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7. 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 rollers must be smooth, not (max. slightly) spiraled. (iPQ-Check, sis,icm,bc).
- The guide rollers must rotate with the web speed.
- The measuring wheel must be mounted on a roller wrapped $\geq 90^\circ$ material.
- The line camera must be mounted according to project drawing.
- Web guiding unit in machine must be in operation.

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8. Line ship cameras and illumination LED function and image quality :

OK/NOK/NA

- Clean internal mirrors and camera lenses with mirror cleaner.
- Clean LED front illumination and possible LED backlight with window cleaner.
- Verify mechanical mounting of components, special the position of LED backlight to front illumination unit.
- Check LEDs function by sunglasses or welding glasses.
- Change filters and check fans on function.
- Check / proceed the mechanical alignment.
- Check / proceed a white alignment.
- Check / proceed a shading.

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9. Check measurement wheel : Encoder =

OK/NOK/NA

- Mounted according to latest mechanical drawing.
- Pressure according to iPQ-Check maintenance manual. (10-15N)
- No dirt or damages on rubber surface.
- Smooth running.
- Running on the web.
- Not too far from line camera unit (≤ 1 meter).
- Rollers not or only slightly spiraled.

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OK/NOK/NA

10. Exchange the UPS battery according to iPQ-Check maintenance.

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- Model : Eaton 3S 700 IEC V2

Date :

11. 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 and features.
- Check if an update of communication Workflow components is also necessary.

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12. Check Spectral color measurement :

OK/NOK/NA

- Check sensor front, sensor flashes and reference tiles for dust and contamination.
- Proceed an alignment of sensor to backing by SUAT-tool.
- Proceed an alignment of a possible backing wheel by SUAT-tool.
- Check and clean backing from contamination.
- Check if sensor can reach its manual calibration and parking position.
- Check backing wheel functions : spin, air pressure, (parallel) position to web.

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13. Check function and performance of the system :

OK/NOK/NA

- Performance of 100% print defect detection.
- System performance at splice situations.

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|---|---|
| - System performance after “out of print” situations. | ☐ ☐ ☒ |
| - System performance close to max. iPQ check system speed. | ☐ ☐ ☒ |
| - Check function/performance of additional software options like barcode, color Monitoring, Smartregister, etc. | ☐ ☐ ☒ |
| - Check remote service function with BST eltromat RS. (**) | ☐ ☒ ☐ |
| - Teamviewer Version check and upgrade (v15) : | ☐ ☒ ☐ |
| - Check availability of system in customer network for snapshot gallery, pdf-upload And WorkFlow applications. | ☐ ☐ ☒ |

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

OK/NOK/NA

- | | |
|---|---|
| - Explain new functions from software upgrade | ☐ ☐ ☒ |
| - Proceed a practice training at machine about all basic functions. | ☒ ☐ ☐ |
| - Explain special functions more detailed on operators request. | ☒ ☐ ☐ |
| - Guide the production and watch how operators work with the system to give hints for a better operation. | ☒ ☐ ☐ |

15. Backup for customer :

OK/NOK/NA

- | | |
|--|---|
| - <i>Preconditions : above points are checked and okay</i> | ☒ ☐ ☐ |
| - Backup HardDisk or Image-PC exist from current Base Image -PC. | ☒ ☐ ☐ |
| - If NOK on previous point, make a new Image-PC or Backup HDD. | ☒ ☐ ☐ |
| - Write date and WA/ASO number on Backup HardDisk or Image-PC file name and give a copy to the customer. | ☒ ☐ ☐ |

OK/NOK/NA

16. Make a backup for our own service purpose and put this on our server. (*)**
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On Customer Site

Technical datas

Computer name : [19968iPQ-Center1-1](#)

Computer description : [iPQ-Center,WA19968](#)

Total Physical Memory : [8 GB](#)

Free Space in C Drive (System) : [23.3 GB](#)

Free Space in D Drive (Data) : [96.8 GB](#)

Free Space in E Drive (Log) : [99.8 GB](#)

Free Space in F Drive (Protocol) : [216 GB](#)

Screen Resolution : [1920x1080](#)

Camera Type : [wsc_522](#) – Qty : [1](#)

Computer Model : [dell-XE2-i5-4570S](#)

Date : [2017](#)

Global Version : Current : [2.12.1](#)

New : [2.15.10](#)

TCU.x : Current : [1.8.8](#)

New : [1.11](#)

WSX_3xx/WSC_4xx : Current : [1.6.3](#)

New : [1.9](#)

PPS.3 : Current : [2.2](#)

New : [2.2](#)

ILI-CTRL : Current :

New :

Remote Maintenance (Teamviewer)

IP address : [DHCP Automatic](#)

Subnet mask :

Default gateway :

Preferred DNS server :

Alternate DNS server :

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

IP address :

Subnet mask :

Default gateway :

Preferred DNS server :

Alternate DNS server :

Teamviewer ID : / [v12](#)

- Dcf and pdfx folder
- Windows Credentials
- iPQ-xxxxxx_bak_date_time.zip file generated from sysconfig.py
- MmxlpmMap file in mmx folder for Check systems (Overlapping)
- Screenshot from Application settings
- Screenshot from visconfig.py (Mmx + Srb + Image)

OK/NOK/NA

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Parts replaced during Preventive Maintenance :

1 – [8 Flash Bulbs](#)

2 – [Camera Filters](#)

Parts suggested to replace during the next Maintenance :

1 –

2 –

Part need to be replaced as soon as possible :

1 –

2 -

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Notes
