

On Customer Site

Visit Report

Reference :

Commande BSTe France : CM2112043 / PR220905		Commande BSTe : PM357	
Customer :	Socoplan (Arcade Beauty)	System :	iPQ Center
Customer Contact :	M. Franck Bourdon	SN / WA :	ASO076651 / WA0021547
Customer Order number :	6000	Machine Nickname :	DCM 3 – CI12284

Visit Purpose :

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

	13/09/2022	14/09/2022				
Travel To	4	0.75				
Start Time	14h00	8h45				
Lunch Time	0	0				
End Time	17h45	14h00				
Travel From	0.75	4				

Details	Maintenance Préventive – Remplacement des 8 Flash Bulbs – Mise à jour sur nouvelle base image. Instruction opérateur. Backup
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Purpose of the visit completed : Yes ☒ No ☐

Need a new visit : Yes ☐ No ☒

On Customer Site

Customer name and place : [Socoplan \(Arcade Beauty\), 12 All. De Dissé - 79600, Airvault – France](#)

Contact person at customer : [M. Franck Bourdon](#)

Customer Mail & Mobile/Landline : f.bourdon@arcadebeauty.com / +33 6 07 48 31 95 / +33 5 49 64 95 01

System Type : [iPQ Center](#)

WA/ASO : [WA0021547 / ASO076651](#)

Machine Manufacturer/Model/Nickname : [DCM / BIVA 2–680-9C / DCM 3](#)

Date : [14/09/2022](#)

Name : [Arnaud Darcel](#)

Comments :

Signatures :



Arnaud Darcel 2022-09-14T13:30:19+02:00

BST eltromat FSE



Franck Bourdon 2022-09-14T13:30:01+02:00

Customer

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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.

☒ ☐ ☐

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 :

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. ☒ ☐ ☐

OK/NOK/NA

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

☐ ☒ ☐

- Model : [EL1200USBIEC](#) Date : [2021](#)

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. ☐ ☒ ☐

12. Check function and performance of the system :

OK/NOK/NA

- Performance of 100% print defect detection. ☒ ☐ ☐
- System performance at splice situations. ☒ ☐ ☐
- 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 (v12) : ☒ ☐ ☐
- Check availability of system in customer network for snapshot gallery, pdf-upload And WorkFlow applications. ☐ ☒ ☐

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13. Backup for customer :

OK/NOK/NA

- *Preconditions : above points are checked and okay* ☒ ☐ ☐
- 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

Make a backup for our own service purpose and put this on our server. (*)**☒ ☐ ☐**Parts replaced during Preventive Maintenance :**

1 – 8 Flash Bulbs

2 -

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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Technical datas

Computer name : [21547IPQ-Center1-1](#)Computer description : [iPQ-Center, WA21547](#)Total Physical Memory : [64 GB](#)Free Space in C Drive (System) : [31.6 GB](#)Free Space in D Drive (Data) : [96.1 GB](#)Free Space in E Drive (Log) : [50.6 GB](#)Free Space in F Drive (Protocol) : [7.20 TB](#)Screen Resolution 1 : [1920x1080](#)Screen Resolution 2 : [1920x1080](#)Camera Type : [DALSA P4 40Hz – Qty : 1](#)Computer Model / Image : [beg-BKA-BSTE03](#)Date : [2021](#)Boot = [F12](#)Global Version : Current : [2.17.2](#)New : [2.17.8](#)TCU.x : Current : [1.12](#)New : [1.12](#)WSX_3xx/WSC_4xx : Current : [1.9.4](#)New : [1.9.6](#)PPS.3 : Current : [2.2](#)New : [2.2](#)ILI-CTRL : Current : [1.4.3](#)New : [1.4.3](#)**Remote Maintenance (Teamviewer)**IP address : [172.20.11.50](#)Subnet mask : [255.255.255.0](#)Default gateway : [172.20.11.254](#)Preferred DNS server : [172.20.20.10](#)Alternate DNS server : [10.217.3.10](#)

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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 : [280 278 141 / v15](#)

- Dcf and pdfx folder
- Windows Credentials
- iPQ-xxxxxx_bak_date_time.zip file generated from sysconfig.py
- MmxlpMap 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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Notes
