

On Customer Site

Visit Report

Reference :

Commande BSTe France :		Commande BSTe Int. :	
Customer :	SP Group Soplaril Arras-PLASTIENVASE	System :	IPQ center
Customer Contact :	M. Mickael Carincotte	SN :	ASO040662_WA20041
Customer Order number :		Machine Nickname :	H12

Visit Purpose :

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

	07/02/2023	08/02/2023				
Travel To	3.5					
Start Time	13h30	9h00				
Lunch Time	1	1				
End Time	17h00	14h				
Travel From		6				

Details	
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Purpose of the visit completed : Yes ☒ No ☐

Need a new visit : Yes ☐ No ☒

On Customer Site

Maintenance Checklist for IPQ Systems

Available supporting documents :

- Check list for maintenance

Customer name and place : [SP Group Soplaril Arras-PLASTIENVASE / 1 Rue Claude Bernard 6300 ARRAS](#)

Contact person at customer : [M. Mickael Carincotte](#)

Customer Mail & Mobile/Landline : mcarincotte@spg-pack.com; aflant@spg-pack.com

[+ 33 3 21 23 68 11 / +33 6 84 64 10 45 + 33 6 70 30 06 45](#)

System Type : [W&H / Heliostar SH](#)

SN :
[ASO025108 / WA19450](#)

Machine Manufacturer/Model/Nickname : [W&H / Heliostar SH](#)
[/ H12](#)

Date : [08/02/2023](#)

Name : [Coutellier Vivien](#)

Comments :

Replacement of the 8 flashbulb of the matrix camera.

Signatures :

On Customer Site

BST eltromat FSE

Customer

Prior to a Preventive Maintenance :

Check for system affecting modification reports and software releases.

Check for optional light source.

Check with customer about problems, or failure with the system.

1. Cleaning the optical parts :

OK/NOK/NA

- Mirror cleaned with lens wipes.
- Camera lens cleaned with lens wipes.
- Reflectors cleaned with soft cloth using iso propanol or alcohol.
- Backing Bar cleaned with soft using iso propanol or alcohol.
- Optionally acryl insert of backing bar replaced.

☒	☐	☐
☒	☐	☐
☒	☐	☐
☒	☐	☐
☐	☒	☐

2. Check functioning of the LEDs :

OK/NOK/NA

- LEDs checked.
- Brightness and uniformity of the image checked.

☒	☐	☐
☒	☐	☐

3. Replacement of the encoder wheel :

OK/NOK/NA

- Encoder wheel replaced and tightened
- Spring replaced (if necessary) and spring force checked (ca. 1kg/10N)

☐	☒	☐
☐	☒	☐

4. Software update :

OK/NOK/NA

- Software Update (if necessary).

☐	☒	☐
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Old SW version :

New SW version :

On Customer Site

5. Final check of the running system :

OK/NOK/NA

- | | |
|--|---|
| - Stability of live image checked (without reference image). | ☒ ☐ ☐ |
| - Stripe alignment checked (Normal and reflective mode). | ☒ ☐ ☐ |
| - Registration checked. | ☒ ☐ ☐ |
| - Maximum speed checked. | ☐ ☒ ☐ |
| - Stable location of the EagleView camera checked. | ☐ ☐ ☒ |
| - Hard drive capacity checked. | ☒ ☐ ☐ |
| - Backup created and saved locally and/or on USB stick. | ☒ ☐ ☐ |

6. Backup :

OK/NOK/NA

- | | |
|--------------------------------------|---|
| - IPQ Backup folder | ☒ ☐ ☐ |
| - IPQ screenshot folder | ☒ ☐ ☐ |
| - WindowsImageBackup and/or Image | ☐ ☒ ☐ |
| - Application / Computer Screenshots | ☒ ☐ ☐ |

Parts replaced during Preventive Maintenance :

- | | |
|-----------------------------------|-----|
| 1 - 8 FlashBulb for matrix camera | 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 - | 4 - |
| 2 - | 5 - |

On Customer Site

Technical datas

Computer name :

Total Physical Memory : 16 GB

Free Space in C Drive (System) : 203 GB

OS : Windows 7 Pro

Screen Resolution Touch : 1920*1080

Screen Resolution Full View : 1920*1080

Computer Model :

Date :

Remote Maintenance (Teamviewer)

IP address : DHCP Auto

Subnet mask :

Default gateway :

Preferred DNS server :

Alternate DNS server :

Teamviewer ID / Version :

879 943 981 / v15

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Notes

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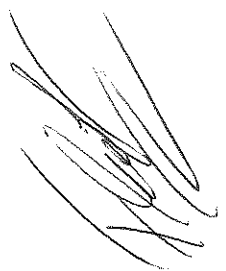
Date : 08/02/2023

Name : Coutellier Vivien

Comments :

Replacement of the 8 flashbulb of the matrix camera.

Signatures :


SP GROUP
1, rue Claude Bernard - CS 20073
62002 ARRAS Cedex - France
Tél. 03 21 23 68 11