

On Customer Site

## Visit Report

### Reference :

|                                  |                    |                          |                       |
|----------------------------------|--------------------|--------------------------|-----------------------|
| Commande BSTe France : CM2005031 |                    | Commande BSTe Int :PM421 |                       |
| Customer :                       | Wipak (Bousbecque) | System :                 | iPQ Center            |
| Customer Contact :               | M. Eric Ghesquier  | SN / WA :                | ASO071462 / WA0021340 |
| Customer Order number :          |                    | Machine Nickname :       | Flexotecnica          |

### Visit Purpose :

|                        |                                        |                |                                     |                 |                          |
|------------------------|----------------------------------------|----------------|-------------------------------------|-----------------|--------------------------|
| Mechanical Preparation | <input type="checkbox"/>               | Installation   | <input type="checkbox"/>            | Start-up        | <input type="checkbox"/> |
| Maintenance            | <input checked="" type="checkbox"/>    | Under Contract | <input checked="" type="checkbox"/> | Out of Contract | <input type="checkbox"/> |
| Troubleshoot           | <input type="checkbox"/>               | Under Warranty | <input type="checkbox"/>            | Out of Warranty | <input type="checkbox"/> |
| Instruction            | <input type="checkbox"/> Yes           |                |                                     |                 |                          |
|                        | <input checked="" type="checkbox"/> No |                |                                     |                 |                          |

|             | 19 / 01 / 2023 | 20 / 01 / 2023 |  |  |  |  |
|-------------|----------------|----------------|--|--|--|--|
| Travel To   | 0.5            | 0.5            |  |  |  |  |
| Start Time  | 08h30          | 8h30           |  |  |  |  |
| Lunch Time  | 0.5            | 0.5            |  |  |  |  |
| End Time    | 17h30          | 13h30          |  |  |  |  |
| Travel From | 0.5            | 4.5            |  |  |  |  |

|         |                                                                                                    |
|---------|----------------------------------------------------------------------------------------------------|
| Details | Mise a jour du système avec changement de disque dur et Maintenance suivant les points ci-dessous. |
|---------|----------------------------------------------------------------------------------------------------|

Purpose of the visit completed : Yes ☒ No ☐

Need a new visit : Yes ☐ No ☒

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Customer name and place : [Wipak • Drèce des Bois, 59166 Bousbecque](#)

Contact person at customer : [M.Eric Ghesquier](#) Responsable Maintenance

Customer Mail & Mobile/Landline : [eric.ghesquier@wipak.com](mailto:eric.ghesquier@wipak.com) / +33 6 07 87 46 47

System Type : [iPQ Center](#)

WA/ASO : [WA0021340/ASO071462](#)

Machine Manufacturer/Model/Nickname : [Flexotecnica/M1414](#)

Date : [19/01/2023](#)

Name : [Richard Relin](#)

Comments :

**Signatures :**



Richard Relin 2023-01-26T01:48:57+01:00



Eric Ghesquier 2023-01-20T13:36:38+01:00

BST eltromat FSE

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.

**1. Replace filters of cabinets, check fan function.**

OK/NOK/NA

☒ ☐ ☐

**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

- 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.

☒ ☐ ☐

☒ ☐ ☐

☐ ☒ ☐

**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 ( $\leq 1$  meter). ☒☐☐
- Rollers not or only slightly spiraled. ☒☐☐

OK/NOK/NA

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

☒☐☐

- Model : [ELLIPSE 1200](#) Date [2022](#)

**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. 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. ☐ ☒ ☐

**14. 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. ☒ ☐ ☐

**15. Make a backup for our own service purpose and put this on our server. (\*\*\*)**

OK/NOK/NA

☒ ☐ ☐

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## Technical datas

Computer name : 21340iPQ-Center1-1

Computer description : iPQ-Center,WA21340

Total Physical Memory : 32 GB

Free Space in C Drive (System) : 51.7 GB

Free Space in D Drive (Data) : 97.4GB

Free Space in E Drive (Log) : 49GB

Free Space in F Drive (Protocol) : 1.67TB

Screen Resolution 1 :1920X1080

Screen Resolution 2 :1920X1080

Screen Resolution 3 :

Screen Resolution 4 :

Camera Type : DALSA P4 40Hz – Qty :2

Computer Model / Image :

Date : 2020

Global Version : Current : 2.15.12

New : 2.17.9

TCU.x : Current : 1.12

New : 1.12

WSX\_3xx/WSC\_4xx : Current : 1.9.2

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 :

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 :** [686 526 293/ 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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| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

**Parts replaced during Preventive Maintenance :**

1 -

2 -

**Parts suggested to replace during the next Maintenance :**

1 - [8 Bulbs](#)

2 -

**Part need to be replaced as soon as possible :**

1 -

2 -

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## Notes

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**-Cable Reseau a passer pour remote**