

On Customer Site

Visit Report

Reference :

Commande BSTe France : CM2105039		Commande BSTe Int. : PM962	
Customer :	Etik Ouest (Soullans)	System :	Helios II 660mm
Customer Contact :	Mme Nadège Thué	SN :	1004601
Customer Order number :	CM2105039	Machine Nickname :	D4

Visit Purpose :

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

	16/09/2025					
Travel To	0.5					
Start Time	08h30					
Lunch Time	0					
End Time	10h30					
Travel From	0					

Details	Maintenance Préventive du système Helios II 660 mm sur machine D4 suivant check list. Lamps must be urgently replaced : Gain result = 95
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Purpose of the visit completed : Yes ☒ No ☐

Need a new visit : Yes ☐ No ☒

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Maintenance Checklist for Inspection Systems

Available supporting documents :

- Check list for maintenance

Customer name and place : [Etik Ouest / ZA, Route des Borgnières – 85300 - Soullans](#)

Contact person at customer : [Mme Nadège Thué](#)

Customer Mail & Mobile/Landline : nthue@etikouest.com / +33 2 51 49 17 27

System Type : [Helios II 660mm](#)

SN : [1004601](#)

Machine Manufacturer/Model/Nickname : [GIC / ??? / D4](#)

Date : [16/09/2025](#)

Name : [Arnaud Darcel](#)

Comments :

Signatures :



17-Sep-25 12:03 PM

BST eltromat FSE



17-Sep-25 11:57 AM

Customer

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Prior to a Preventive Maintenance :

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

1. Cleaning the optical parts :

OK/NA

- Mirror cleaned with ZEISS lens wipes. ☐ ☒
- Camera lens cleaned with ZEISS lens wipes. ☒ ☐
- Reflectors cleaned with soft cloth using iso propanol or alcohol. ☒ ☐
- Back plate cleaned. ☒ ☐
- Computer filter cleaned/~~replaced~~ ☒ ☐

2. Camera calibration :

OK/NA

- Field of View / Period 10.05 : [739.12 mm](#) ☒ ☐
- Offset/Gain Calibration : [146/162/142 – 65/64/58 – 9/9/7 \(White \(LF\)\)](#) ☒ ☐
- Zero LED calibration : Anyspeed & Zero Signal : [AnySpeed 129](#) ☒ ☐

3. Check functioning of the Lamps :

OK/NA

- Lamps replacement. : [Qty x3 - 23720002](#) ☐ ☒
- Brightness and uniformity of the image checked. ☒ ☐

4. Replacement of the encoder wheel :

OK/NA

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

5. Software update :

OK/NA

- Software Update (if necessary). ☒ ☐

Old SW version : [5.5.0.0](#)

New SW version : [5.5.0.0](#)

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6. Final check of the running system :

OK/NA

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

7. Backup :

OK/NA

- BackupRestore ☒ ☐
- Archive Printflow ☒ ☐
- Acronis ☐ ☒

Parts replaced during Preventive Maintenance :

- | | |
|-----|-----|
| 1 - | 3 - |
| 2 - | 4 - |

Parts suggested to replace during the next Maintenance :

- | | |
|--|-----|
| 1 - Lamps 23720002 Qty 3 | 3 - |
| 2 - | 4 - |

Part need to be replaced as soon as possible :

- | | |
|--|-----|
| 1 - Lamps 23720002 Qty 3 | 3 - |
| 2 - | 4 - |

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Technical datas

Computer name : [AVT-D4](#)

Total Physical Memory : [16 GB](#)

Free Space in C Drive (System) : [29.9 / 49.9 GB](#)

Free Space in D Drive : [348 / 415 GB](#)

Free Space in F Drive (Backup) : [399 / 465 GB](#)

OS : [Windows Embedded Standard SP1 v7.740](#)

Screen Resolution Touch : [1920x1080](#)

Computer Model : [95203515 / X79TO](#)

Date : [Nov, 2014](#)

Remote Maintenance (Teamviewer)

IP address : [\(DHCP Automatic\)](#)

Subnet mask :

Default gateway :

Preferred DNS server :

Alternate DNS server :

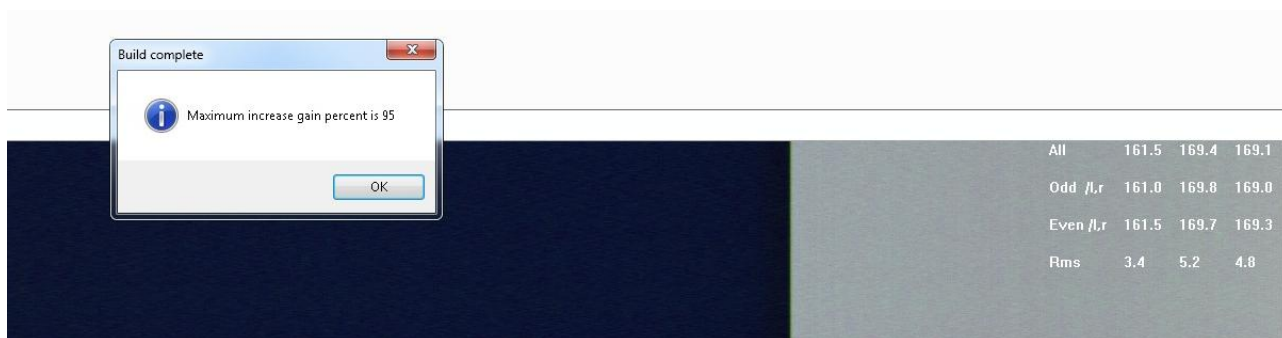
Teamviewer ID / Version : [558 227 945 / v12 \(No cable\)](#)

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Notes

1- Gain calibration : Lamps not replaced

Calibration result :



Gain on old lamps :

