

On Customer Site

Visit Report

Reference :

Commande BSTe France : CM2309055		Call / PM number : PM860	
Customer :	BBC Cellpack Packaging	System :	Premius
Customer Contact :	M. Laurent Keller	System Number :	653217_07
Customer Order number :		Machine Nickname :	I67

Visit Purpose :

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

	03/04/2025	/ /	/ /	/ /	/ /	/ /
Travel To	0					
Start Time	13H30					
Lunch Time	0					
End Time	15h30					
Travel From	0					

Details	Maintenance Préventive sur système Premius selon checklist ci-dessous.	
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Purpose of the visit completed : Yes ☒ No ☐

Need a new visit : Yes ☐ No ☒

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Maintenance Checklist for Premius systems

Available supporting documents :

- Premius PM -1st step (fr)
- Premius digital - User Manual French
- Base de données « GENIUS mdb
- Système de base Fenêtre d'état du système (save Trace)

Customer name and place : [20 rue Burnkirch – BP20 – 68720 – Illfurth, France](#)

Contact person at customer / Title : [M. Laurent Keller / Maintenance Manager](#)

Customer Mail & Mobile/Landline : laurent.keller@cellpack.com / +33 3 89 68 79 73

System Type : [Premius](#)

SN : [653217_07](#)

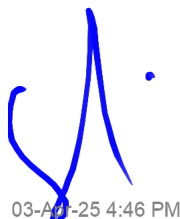
Machine Manufacturer/Model/Nickname : [W&H / Merkur Heliostar / i67](#)

Date : [03/04/2025](#)

Name : [Arnaud Darcel](#)

Comments :

Signatures :



03-Apr-25 4:46 PM

BST eltromat FSE



03-Apr-25 4:58 PM

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. Premius digital Controller :

OK/NOK/NA

- Check fan function.
- Replace or ~~clean~~ fan filter : [Damaged screw](#)

☒	☐	☐
☐	☒	☐

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.
- White calibration (if the colors are not uniform)
- Gray calibration (color control option)
- Lens calibration (Register option)
- Recalibrate touch screen if necessary.

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4. Traverse and Optic Head according to separate instruction :

OK/NOK/NA

- Replace flash bulbs / flash blocks. :
 - o Camera 1 : [Top \(4/4\) – Bottom \(4/4\)](#)
 - o Camera 2 : [Top \(4/4\) – Bottom \(4/4\)](#)

Last replacement date :

Screwed ☒ Welded ☐

- Clean glasses on flash units (Top/Bottom).
- Lens glass cleaning.

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☒	☐	☐
☒	☐	☐

On Customer Site

- | | |
|--|---|
| - Visual check and of traverse bars. | ☒ ☐ ☐ |
|
 | |
| 5. Check power flash or homogeneous BackPlate : | OK/NOK/NA |
| - Check function of flash bulbs. | ☐ ☐ ☒ |
| Result : | |
| - Clean /Check surface of BackPlate. | ☐ ☐ ☒ |
| Dimension : 1350x350 (Scratched) | |
|
 | |
| 6. Alarm status indicator : | OK/NOK/NA |
| - Check function of light bulbs in green, yellow and red. | ☐ ☐ ☒ |
| - Check function of acoustic alarm. | ☐ ☐ ☒ |
|
 | |
| 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 guide rollers must rotate with the web speed. | ☒ ☐ ☐ |
| - The line camera must be mounted according to project drawing. | ☐ ☐ ☒ |
| - Web guiding unit in machine must be in operation. | ☒ ☐ ☐ |
|
 | |
| 8. 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, features and developments. | ☐ ☐ ☒ |
|
 | |
| 9. Check function and performance of the system / customer feedback : | OK/NOK/NA |
| - System performance at splice situations. | ☒ ☐ ☐ |
| - System performance after "out of print" situations. | ☒ ☐ ☐ |
| - System performance close to max press speed | ☒ ☐ ☐ |
| - Check remote service function with BST eltromat RS. (**) | ☒ ☐ ☐ |
| - Teamviewer Version check and upgrade (v12) : | ☒ ☐ ☐ |
| Current version : v11 New : v11 + v15 (Portable) + Anydesk | |

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

OK/NOK/NA

- Explain special functions more detailed on operators (On request). ☐☐☒
- Guide the production and watch how operators work with the system to give hints for a better operation if necessary. ☐☐☒

11. Backup / Fine tuning : (***)

OK/NOK/NA

- *Preconditions : above points are checked and okay* ☒☐☐
- Backup HardDisk or Image-PC exist from current Base Image -PC. ☐☒☐
- Save trace on USB stick and explain the procedure to the customer. ☒☐☐
- Save database (Genius.mdb) ☒☐☐
- FireViewer icon placed on desktop ☒☐☐

OK/NOK/NA

12. Make a backup for our own service purpose and put this on our server.

☒☐☐

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Technical datas

Computer name : [PREMIUS](#)

Computer description :

Total Physical Memory : [4 GB](#)

Free Space in C Drive (System) : [463 / 465 GB](#)

Free Space in D Drive : [1.81 / 1.81 TB](#)

Screen Resolution 1 : [1280x1024](#)

Screen Resolution 2 :

Computer Type : [PD Controller i3 – C2C 3.0 Ghz A1](#)

OS : [Windows Embedded POSReady 2009 – SP3](#)

(*) Global Version : Current : [1.32.28](#)

New :

(**) Remote Maintenance (Teamviewer)

IP address : [DHCP Automatic](#)

Subnet mask :

Default gateway :

Preferred DNS server :

Alternate DNS server :

Teamviewer ID : [472 197 105 / v12](#)

- (***)
- Trace on USB Stick
 - Database (Genius.mdb)
 - Screenshot from Application settings
 - System picture
 - FireViewer adapters : [0-7+2](#)

OK/NOK/NA

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Parts replaced during Preventive Maintenance :

1 -

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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Notes
