

On Customer Site

Visit Report

Reference :

Commande BSTe France : CM2309055		Call / PM number : PM610	
Customer :	BBC Cellpack	System :	IPQ View
Customer Contact :	M. Laurent Keller	Typ / ASO / SN :	ASO024725_WA0019053
Customer Order number :		Machine Nickname :	SCHIAVI I69

Visit Purpose :

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

	22 / 02 / 2024	/ /	/ /	/ /	/ /	/ /
Travel To	0.5					
Start Time	09h00					
Lunch Time	0					
End Time	11h00					
Travel From	3.5					

Details	Maintenance préventive.
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Purpose of the visit completed : Yes ☒ No ☐

Need a new visit : Yes ☐ No ☒

On Customer Site

Maintenance Checklist for Premium systems

Available supporting documents :

- iPQ-Center Setup Instruction
- iPQ-Center Maintenance routines
- WSC-Camera Maintenance routine
- LED illumination maintenance routine

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

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

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

System Type : [lpq View](#)

SN : [ASO024725_WA0019053](#)

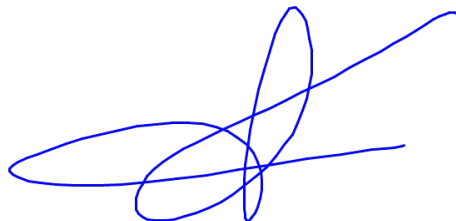
Machine Manufacturer/Model/Nickname : [SHIAVI I69](#)

Date : [22/02/2024](#)

Name : [Richard Relin](#)

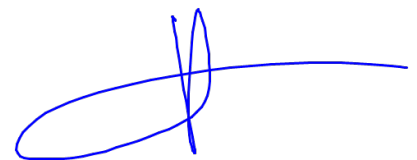
Comments :

Signatures :



Richard Relin 2024-02-23T09:08:23+01:00

BST eltromat FSE



Laurent Keller 2024-02-22T12:36:13+01:00

Customer

On Customer Site

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.

☒ ☐ ☐

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

☐ ☒ ☐

☒ ☐ ☐

☐ ☒ ☐

☐ ☒ ☐

☐ ☐ ☒

☒ ☐ ☐

4. Traverse and Optic Head according to separate instruction :

OK/NOK/NA

- Replace flash bulbs / flash blocks.
- Clean glasses on flash units (Top/Bottom).
- Lens glass cleaning.
- Visual check and cleaning of traverse bars.

☐ ☒ ☐

☒ ☐ ☐

☒ ☐ ☐

☒ ☐ ☐

5. 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.

☐ ☒ ☐

On Customer Site

6. 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 : [v12](#)

New :

7. 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. ☐ ☒ ☐

8. 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

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

☐ ☒ ☐

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

☐ ☒ ☐

- Model : [3S 700](#)

Date : [2015](#)

On Customer Site

Technical datas

Computer name : [19053iPQ-Center1-1](#)

Computer description : [iPQ-Center, WA19053](#)

Total Physical Memory : [8 GB](#)

Free Space in C Drive (System) : [23 GB](#)

Free Space in D Drive : [98.7 GB](#)

Screen Resolution 1 : [1920x1080](#)

Screen Resolution 2 : [1920x1080](#)

Computer Type : [IPC-BG-OptiPlex XE2](#)

(*)Global Version : Current : [2.17.9](#) New :

TCU.x : Current : [1.12](#) New :

WSX_3xx/WSC_4xx : Current : [1.9.6](#) New :

PPS.3 : Current : [2.2](#) New :

ILI-CTRL : Current : [1.4.3](#) New :

() Remote Maintenance (Teamviewer)**

IP address : [172.20.71.5](#)

Subnet mask : [255.255.255.0](#)

Default gateway : [172.20.70.254](#)

Preferred DNS server : [172.29.17.48](#)

Alternate DNS server :

On Customer Site

Remote Access (Snapshot gallery, pdf upload, WF applications)

IP address :

Subnet mask :

Default gateway :

Preferred DNS server :

Alternate DNS server :

Teamviewer ID : [1 986 843 823 / v12](#)

	OK/NOK/NA
(***) - 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)	☒ ☐ ☐

Parts replaced during Preventive Maintenance :

1 -	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 -
2 -

On Customer Site

Notes
