

On Customer Site

Visit Report

Reference :

Commande BSTe France : CM2103037		Call / PM number : PM984	
Customer :	Schur Flexibles Uni Roto	System :	Webvideo_star TTB
Customer Contact :	M. Aurelien Gervois	ASO / WA :	WA18482
Customer Order number :		Machine Nickname :	Roto 09

Visit Purpose :

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

	13 / 10 / 2025	/ /	/ /	/ /	/ /	/ /
Travel To	4					
Start Time	15h00					
Lunch Time	0					
End Time	16h00					
Travel From	0					

Details	
---------	--

Purpose of the visit completed : Yes ☒ No ☐

Need a new visit : Yes ☐ No ☒

On Customer Site

Maintenance Checklist for **wevideo_star 2000**

Available supporting documents :

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

Customer name and place : [Schur Flexibles Uni Roto – 24 Hameau de la Neuville – 62127 Averdoingt - France](#)

Contact person at customer / Title : [M. Aurelin Gervois \(Maintenance \)](#)

Customer Mail & Mobile/Landline : Aurelien.gervois@schurflexibles.com / +33 6 02 03 59 57

System Type : [wevideo_star TTB](#)

WA/ASO : [WA18482](#)

Machine Manufacturer/Model/Nickname : [Bobst / Rotomec 4003 MP 1100-350-C / Roto 09](#)

Date : [14/10/2025](#)

Name : [Richard Relin](#)

Comments :

Signatures :



15/10/2025 11:35

BST eltromat FSE



15/10/2025 11:34

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.

OK/NOK/NA

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.
- 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.

☒ ☒ ☐

☒ ☐ ☐

☒ ☐ ☐

☒ ☐ ☐

☒ ☐ ☐

☒ ☐ ☐

☒ ☐ ☐

☒ ☐ ☐

☒ ☐ ☐

On Customer Site

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.

☒ ☐ ☐

☒ ☐ ☐

☒ ☐ ☐

6. Alarm status indicator :

OK/NOK/NA

- Check function of light bulbs in green, yellow and red.
- Check function of acoustic alarm.

☐ ☒ ☐

☐ ☒ ☐

OK/NOK/NA

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

☐ ☒ ☐

- Model : 3 S700 IES

Date : 2013

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 and features.
- Check if an update of communication Workflow components is also necessary.

☐ ☒ ☐

☐ ☐ ☒

9. Check function and performance of the system :

OK/NOK/NA

- 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.

☒ ☐ ☐

☒ ☐ ☐

☐ ☐ ☒

10. 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.

☐ ☐ ☒

☐ ☐ ☒

☐ ☐ ☒

☐ ☐ ☒

On Customer Site

11. 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

12. Make a backup for our own service purpose and put this on our server. (*)**☐ ☒ ☐

On Customer Site

Technical datas

Computer name : [18482wvstar5-1](#)Computer description : Total Physical Memory : [4 GB](#)Computer Model / Image : [1.3.2](#)**(**) Remote Maintenance (Teamviewer)**

IP address :

Subnet mask :

Default gateway :

Preferred DNS server :

Alternate DNS server :

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

IP address :

Subnet mask :

Default gateway :

Preferred DNS server :

Alternate DNS server :

Teamviewer ID : [943 958 422/ 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

☐ ☒ ☐☐ ☒ ☐☐ ☒ ☐☐ ☒ ☐☐ ☒ ☐☐ ☒ ☐

On Customer Site

Parts replaced during Preventive Maintenance :

1 – 8 Flash Bulbs

2 -

Parts suggested to replace during the next Maintenance :

1 – 8 Flash Bulbs

3 -

2 -

4 -

Part need to be replaced as soon as possible :

1 -

4 -

2 -

5 -

On Customer Site

Notes
