

On Customer Site

## Visit Report

**Reference :**

|                                  |                     |                          |                  |
|----------------------------------|---------------------|--------------------------|------------------|
| Commande BSTe France : CM1912027 |                     | Call / PM number : PM401 |                  |
| Customer :                       | Hélios (Lessay)     | System :                 | iPQ Center       |
| Customer Contact :               | M. Sebastien Dupray | ASO / WA :               | WA19168          |
| Customer Order number :          |                     | Machine Nickname :       | BIVA 2 – CI12894 |

**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 |                |                                     |                 |                          |

|             |                |     |     |     |     |     |
|-------------|----------------|-----|-----|-----|-----|-----|
|             | 04 / 01 / 2023 | / / | / / | / / | / / | / / |
| Travel To   | 0              |     |     |     |     |     |
| Start Time  | 14h00          |     |     |     |     |     |
| Lunch Time  | 0              |     |     |     |     |     |
| End Time    | 18h00          |     |     |     |     |     |
| Travel From | 0.5            |     |     |     |     |     |

|         |                                                                                     |
|---------|-------------------------------------------------------------------------------------|
| Details | Maintenance préventive du système iPQ Center sur presse DCM BIVA 2. Backup Acronis. |
|---------|-------------------------------------------------------------------------------------|

Purpose of the visit completed : Yes ☒ No ☐

Need a new visit : Yes ☐ No ☒

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## Maintenance Checklist for iPQ systems

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Available supporting documents :

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

Customer name and place : [Hélios / 43 route de la ZI, 50430 Lessay](#)

Contact person at customer / Title : [M. Sebastien Dupray](#)

Customer Mail & Mobile/Landline : [sdupray@helios-imp.com](mailto:sdupray@helios-imp.com) / +06 88 88 16 69

System Type : [iPQ Center](#)

WA/ASO : [WA19168](#)

Machine Manufacturer/Model/Nickname : [DCM / BIVA / BIVA 2](#)

Date : [04/01/2023](#)

Name : [Richard Relin](#)

Comments :

Signatures :



Richard Relin 2023-01-06T16:20:19+01:00

BST eltromat FSE



Sebastien Dupray 2023-01-05T17:52:36+01:00

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.

OK/NOK/NA

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

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**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.
- Recalibrate touch screen if necessary.

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**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 :** Encoder = 2100 pulses

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.**

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- Model : 9400-6334 / EL1200USBFR Date : 2020

**11. 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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**12. 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. ☐ ☒ ☐

**13. 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

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

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## Technical datas

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Main Power 230V Input : [224V](#)

Computer name : [19168iPQ-Center1-1](#)

Computer description : [iPQ-Center, WA19168](#)

Total Physical Memory : [32 GB](#)

Free Space in C Drive (System) : [131 GB](#)

Free Space in D Drive (Data) : [154 GB](#)

Free Space in E Drive (Log) : [388 GB](#)

Free Space in F Drive (Protocol) : [1.75 TB](#)

Screen Resolution 1 : [1920x1080](#)

Screen Resolution 2 : [1920x1080](#)

Camera Type : [allPIXA](#)

Computer Model / Image : [R7910/BSTE01](#) / [Boot HDD = F11](#)

|     |                   |                                  |                              |
|-----|-------------------|----------------------------------|------------------------------|
| (*) | Global Version :  | Current : <a href="#">2.17.2</a> | New : <a href="#">2.17.9</a> |
|     | TCU.x :           | Current : <a href="#">1.12</a>   | New : <a href="#">1.12</a>   |
|     | WSX_3xx/WSC_4xx : | Current : <a href="#">1.9.4</a>  | New : <a href="#">1.9.6</a>  |
|     | PPS.3 :           | Current : <a href="#">2.2</a>    | New : <a href="#">2.2</a>    |
|     | ILI-CTRL :        | Current : <a href="#">1.4.3</a>  | New : <a href="#">1.4.3</a>  |

(\*\*) **Remote Maintenance (Teamviewer)**

IP address : [192.168.55.21](#)

Subnet mask : [255.255.255.0](#)

Default gateway : [192.168.55.3](#)

Preferred DNS server : [192.168.55.6](#)

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 :** 715 893 972 / 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 – 8 bulbs

2-

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

1 -FRONTLIGHT 4 -

2 - 5 -

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## Notes

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- **Changement de frontlight urgent**