

On Customer Site

Visit Report

Reference :

Commande BSTe France : CM1705001		Call / PM number : PM 894	
Customer :	Multisac	System :	Premius Digital
Customer Contact :	M. Eric Delolme	Typ / ASO / SN :	167093BE_0071
Customer Order number :		Machine Nickname :	W&H/Pimaflex CM

Visit Purpose :

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

	21 / 05 / 2024	/ /	/ /	/ /	/ /	/ /
Travel To	5h30					
Start Time	13h00					
Lunch Time	0					
End Time	14h30					
Travel From	0					

Details	Maintenance Préventive du système Premius faite suivant la check list plus bas.
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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 : [Multisac \(Groupe SIGOPLAST\) / Z.A La Combe – 1 rue des perdrix, 43320 Chaspuzac](#)

Contact person at customer / Title : [M. Delolme/ Responsable de Production](#)

Customer Mail & Mobile/Landline : e.delolme@multisac.fr / +33 4 71 06 68 64

System Type : [Premius](#)

SN : [167093BE_0071](#)

Machine Manufacturer/Model/Nickname : [W&H/Primaflex CM](#)

Date : [21/05/2025](#)

Name : [Richard Relin](#)

Comments :

Signatures :



22/05/2025 10:21

BST eltromat FSE



22/05/2025 10:21

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/NA

- Check fan function.

☒ ☐

- Replace or ~~clean~~ fan filter.

☒ ☐

2. Visual check of system basic hardware condition :

OK/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. Traverse and Optic Head according to separate instruction :

OK/NA

- Replace flash bulbs / flash blocks.

☒ ☐

Last replacement date : 2023 QTY=8

Screwed ☒ Welded ☐

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

☒ ☐

- Lens glass cleaning.

☒ ☐

- Visual check and cleaning of traverse bars.

☒ ☐

4. Check power flash or homogeneous BackPlate :

OK/NA

- Check function of flash bulbs.

☒ ☐

Result : OK

- Clean/Check surface of BackPlate.

☒ ☐

Dimension : 1200X400

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5. Alarm status indicator :

OK/NA

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

☒ ☐☒ ☐**6. Check for useful software update with release letter : (*)**

OK/NA

- Update to latest released software version IF system is affected from bug fixes and/or new functions, features and developments.

☐ ☒**7. Check function and performance of the system / customer feedback :**

OK/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) :

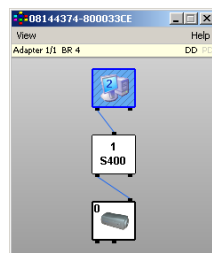
☒ ☐☒ ☐☒ ☐☐ ☒☒ ☐

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

OK/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/NA

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

☒ ☐

On Customer Site

Technical datas

Computer name : **PREMIUS**

Computer description :

Total Physical Memory : **2.90 GB**Free Space in C Drive (System) : **230 GB**Free Space in D Drive : **465 GB**Screen Resolution 1 : **1280x1024**Screen Resolution 2 : **1280x1024**

Computer Type :

Flash Bulb Reference :

(*) Global Version : Current : **106.32.9**

New :

() Remote Maintenance (Teamviewer)**

IP address :

Subnet mask :

Default gateway :

Preferred DNS server :

Alternate DNS server :

Teamviewer ID : 980 046 100/ v12

- (***)
- Trace on USB Stick
 - Database (Genius.mdb)
 - Screenshot from Application settings
 - System picture
 - FireViewer adapters :

OK/NA

☒	☐
☒	☐
☒	☐
☒	☐
☒	☐

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Parts replaced during Preventive Maintenance :

1 –	3 -
2 -	4 -

Parts suggested to replace during the next Maintenance :

1 – Courroie moteur 15X1500	3 –
2 –	4 -

Part need to be replaced as soon as possible :

1 –
2 -

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Notes

- Système obsolete
- Focus Defectueux
- Pixel sur ecran tactile

