

Dematic Support


 Joe Certo[Home](#) **Cases** [Contacts](#)Case **00033639**[Printable View](#)[« Back to List: Cases](#)**Case Detail**

Case Number 00033639

Previous Case ID  11043049Case Owner  Charles RapsonAccount Name Certo Brothers - West Seneca, NYContact Name  John Maddigan (Maint)Status  ClosedCategory  ElectricalPriority  3Priority Description  System Operational**Information**

Subject Servo drive not will not go to automode on upper or unclamp on lower swing arm

Description Servo drive not will not go to automode on upper or unclamp on lower swing arm

Resolution  customer got the swing arm rehomed**System Information**

Date/Time Opened 9/20/2006 9:10 AM

Date/Time Closed 9/22/2006 10:55 AM

Created By Charles Rapson, 9/20/2006 9:10 AMLast Modified By Derek Camp, 1/22/2015 8:22 AM**Comments**

Comments

Public Comment	Name	Date Time
They had a divert jam and it will not rehome. I connected to CC3 and found when they push the upper divert to automode on touch screen it will not turn to auto mode B33:51/2. I toggle it on for John and then looked at the lower. I found the unit would not unclamp due to it was not in the correct position. I was looking at the code and John stated he got the upper to go to manual on a control station in the middle of the conveyor. He toggled this switch and the upper was going from manual to automode. They also got the system to move when they were manual mode. John is going to rehome the swing arm and call us back if need be.	Charles Rapson	9/22/2014 8:59 AM

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