Dematic Support

☐ **Joe Certo**

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Case **Case**
00036539

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Case Detail

Case Number	00036539	**Previous Case ID**	11047426
Case Owner	Walter Reilly		
Account Name	Certo Brothers - West Seneca, NY		
Contact Name	Ken Certo		
Status	Closed		
Category	Electrical		
Priority	2		
Priority Description	System partially down		

Information

Subject	two weeks ago we encountered a problem with robot 5, a comm. cable from the tool
Description	two weeks ago we encountered a problem with robot 5, a comm. cable from the tool servo to the control panel was bad
Resolution	See journal

System Information

Date/Time Opened	12/19/2006 11:05 AM	**Date/Time Closed**	12/29/2006 11:29 AM
Created By	Walter Reilly, 12/19/2006 11:05 AM	**Last Modified By**	Derek Camp, 1/22/2015 8:24 AM

Comments

Comments

Public Comment	Name	Date Time
Ken Certo said: I called Fanuc the next morning and placed an order for another cable to which they could not ship until January 27, 2007. I was worried that with our busy season coming up I did not want to get caught without a cable. I was able to locate a company that manufactures cables and they were able to fix the broken one which we took off # 5. Upon receiving it back, I had John test the cable out on #7, it did not work. After reviewing the issue with Fanuc Tech. Support we were instructed that robot #7 is not the same as 1 -6. There are different cables used. The service tech (Doug) from Fanuc is the one that told us that #7 was not the same as 1 -6. This came about in a phone conversation yesterday around 3:00pm.	Walter Reilly	9/22/2014 9:04 AM
Kathy we are experiencing a problem with the pulse cable on robot #6, I personally checked the spare cable that we have, it has the same point configuration as robot #7, but it is different for robot 1 - 6 and will NOT work in robot 6. Someone along the line has misinformed you. Please advise. 12/19/06	Walter Reilly	9/22/2014 9:04 AM
Kathy will call Fanuc for this new cable.	Walter Reilly	9/22/2014 9:04 AM

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