

Case Case

00043208

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Case Detail

Case Number	00043208	Previous Case ID	11057981
Case Owner	<div><div></div><div>Brown John</div></div>		
Account Name	<div><div></div><div>Certo Brothers - West Seneca, NY</div></div>		
Contact Name	<div><div></div><div>Bill Miller</div></div>		
Status	<div><div></div><div>Closed</div></div>		
Category	<div><div></div><div>Electrical</div></div>		
Priority	<div><div></div><div>2</div></div>		
Priority Description	<div><div></div><div>System partially down</div></div>		

Information

Subject	line 3 not releasing product after a fill. Brake on unite 2103 not releasing
Description	line 3 not releasing product after a fill. Brake on unite 2103 not releasing
Resolution	<div><div></div>completed</div>

System Information

Date/Time Opened	7/26/2007 9:31 PM	Date/Time Closed	9/11/2007 6:30 AM
Created By	<u>GearsCRM</u> , 7/26/2007 9:31 PM	Last Modified By	<u>Derek Camp</u> , 1/22/2015 8:30 AM

Comments

**Comments**

Public Comment	Name	Date Time
After troubleshooting and in dept investigation the problem was identified as that the BM+2203 was not being enabled to run while lane 3 was filling. This appears to be controlled w/T54:129 in the program for cc3. This timer is enabled by a Seq ID number thought to be rec'd by RR (see Heat Ticket 11046623). Site ran out of product to test whether the issue was that this Seq ID was never being set to 3 or not. Told Bill I would have software and ctrls ppl follow up tomorrow w/Chris Yoder to see if this is indeed what the problem is .	GearsCRM	9/22/2014 10:09 AM
1:30 PM - Joe Certo called to see what the status was on this call. I called Chris Yoder and made him aware of the problem. I emailed him the heat call. I called Joe and advised him to get his people to focus on this first thing tonight and call the TSD when they are ready to troubleshoot. He said they would call in and refer to this heat call. I called Chris back. He will be standing by for the TSD to engage him tonight. according to the employee directory his cellular is (616) 302-5149 . - 2:00 PM	Jeffrey Peterson	9/22/2014 10:09 AM
Bill called and said they are having the issue again. I called Chris Yoder and left a voice message to call me back. I told the customer as soon as he calls me, I will call him.	Robert Riddering	9/22/2014 10:09 AM

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