

Dematic Support

Joe Certo

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Case Case

00047851

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Case Detail

Case Number	00047851	Previous Case ID	11065265
Case Owner	<div><div></div><div>Bud Van Sullichem</div></div>		
Account Name	<u>Certo Brothers - West Seneca, NY</u>		
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>4</div></div>		
Priority Description	<div><div></div><div>Intermittent Problems</div></div>		

Information

Subject	TC 4020 faults after every pickup. Appears to skip step 3.
Description	TC 4020 faults after every pickup. Appears to skip step 3.
Resolution	<div><div></div><div>Suspected cause was load overhang PE. See 11065299</div></div>

System Information

Date/Time Opened	12/11/2007 12:04 AM	Date/Time Closed	12/14/2007 1:34 AM
Created By	<u>Bud Van Sullichem</u> , 12/11/2007 12:04 AM	Last Modified By	<u>Derek Camp</u> , 1/22/2015 8:33 AM

Comments

**Comments**

Public Comment	Name	Date Time
This problem just appeared tonight, shortly before they finished running. I went online with CC-1, and saw the fault (From CS1, TC+4020 has halted (N127:30/1)) occur 2 times. Once for each of the last 2 pallets they ran. The program must have been heavily revised since it was saved to the shared drive, because there were a bunch of missing descriptions. Traced back to rung 2:14 in CS1. Could not TS further because they were done running. I expect they will still have the issue tommorow night, and Bill will call back then.	Bud Van Sullichem	9/22/2014 10:00 AM
Bill called and left a message that they were having this issue again. When I finished with the call I was on, I called him back and left a VM. I also connected to CS1 to watch for awhile. They had adjusted the overhang eye, and it is not faulting at this time. Bill is insisting that there is a timer that needs to be adjusted. I told him that John M. had called in today for the same issue on ticket# 11065299, and the overhang eye appeared to be the cause. Bill says he and his mechanics say the eyes are fine, and are adjusted as far out as possible? I told him to call back when it faults again, before clearing the fault, so I might be able to see what caused it.  7:15am - Stayed connected to PLC for most of the night. Never saw it fault out, and Bill did not call back.	Bud Van Sullichem	9/22/2014 10:00 AM
Customer has not called back. I agree with Mike R. that there is an issue with the overhang eyes. There is another call open for the same issue at this time. See 11065299.	Bud Van Sullichem	9/22/2014 10:00 AM

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