

Dematic Support

 Joe Certo[Home](#) **Cases** [Contacts](#)Case **00052624**[Printable View](#)[« Back to List: Cases](#)**Case Detail**

Case Number 00052624

Previous Case ID  11072916Case Owner  James KohoydaAccount Name Certo Brothers - West Seneca, NYContact Name  John Maddigan (Maint)Status  ClosedCategory  ElectricalPriority  3Priority Description  System Operational**Information**

Subject John said that he couldn't get the servo divert to move.

Description John said that he couldn't get the servo divert to move.

Resolution  Customer decided to look at it on his own.**System Information**

Date/Time Opened 5/30/2008 5:37 AM

Date/Time Closed 5/30/2008 5:48 AM

Created By James Kohoyda, 5/30/2008 5:37 AMLast Modified By Derek Camp, 2/28/2015 1:03 PM**Comments**

Comments

Public Comment	Name	Date Time
John told me that the servo for the divert will not move. I asked him if he was getting a signal from the controller to move the divert, he said he was. He wanted me to dial in and see what was happening. I told him that if he was getting the signal to divert then the controller was working and that there was something going on at the divert. He told me "No, because the servo has no faults", I told him that all the controller will do is send the signal to the divert and then the divert was responsible to complete the action. He started with the "So, your saying you can't help me!" speech. I tried to explain that the if we were giving the servo a signal to move it should. He said it moves a little bit sometimes, but there are no errors on the drive. He said he would look at it on his own.	James Kohoyda	9/22/2014 9:55 AM

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