


Dematic Support

 Joe Certo[Home](#) **Cases** [Contacts](#)Case **00052686**[Printable View](#)[« Back to List: Cases](#)**Case Detail**

Case Number 00052686

Previous Case ID  11073031Case Owner  Tompkins ConradAccount Name Certo Brothers - West Seneca, NYContact Name  Bill MillerStatus  ClosedCategory  ElectricalPriority  3Priority Description  System Operational**Information**

Subject phone support 6/2/08 - east upper will not unclamp

Description phone support 6/2/08 - east upper will not unclamp

Resolution  closed**System Information**

Date/Time Opened 6/2/2008 5:21 PM

Date/Time Closed 9/30/2008 3:05 AM

Created By GearsCRM, 6/2/2008 5:21 PMLast Modified By Derek Camp, 2/28/2015 1:05 PM**Comments**

Comments

Public Comment	Name	Date Time
the east upper will not unclamp . I called chris yoder, to see what they did today. i dialed in , and am trying to make sense of this software, chris is not answering his phone now. called sly, and got him on the phone with the site. sly is trying to get ahold of someone. The site wants to shut off east upper. the east upper is running now. we do not know why.	GearsCRM	9/22/2014 9:56 AM
Here is a synopsis of everything that has happened regarding the Certo East lower buffer clamp issue. sent 6-3-08 6:49AM - I was on the phone with John Madegan (Certo maintenance) from 12:30 to 4:30 yesterday trying to sort through this issue. We were unable to find the cause and are planning on resuming our work together at 7:30 this morning. The East lower buffer divert clamps are not working properly. As near as I can tell, they close, but open immediately when the "close" signal is removed. I don't believe I have all of the historical facts yet, but John replaced these clamps last Friday. Something led him to believe that the clamp motors were burned out. The motors may have actually been fine. We discovered that the open/close clamp pushbuttons on the panelview are no longer in the PLC logic and Certo has been homing the diverts with the clamps closed for quite a while now. It's an easy fix for me, or someone, to add the manual function back into the code once we get the go ahead to do it. This doesn't explain the cause of the main issue though. Our work this morning will focus on finding out what is driving the clamps open when the signal is removed. I am sure it is hardware, not software related. I even forced off the open output and forced on the close output to verify. Yesterday, John swapped some relays between the East upper and lower divert boxes. Based on phone calls I received last night, it now seems that the East upper divert clamps do not operate properly which would have shut down the entire East buffer for last night's run. I missed a call from Bill Miller (Certo operations) at 9:19pm last night. I talked to customer support at 9:24 last night and missed calls from customer support at 10:11 and 11:00. sent 6-3-08 7:53AM - Just talked to John Madegan. He found the source of the problem we were working on yesterday. It seems that he replaced the East lower clamp motors last week with the wrong motor. The motors they had as spares automatically retract when power is removed instead of locking in position. I actually checked the part number for the motors they were using against an online catalog and did not find any indication that these automatically retracted. I either missed something or the cylinders are mislabeled. He found some clamp motors of the correct type and is currently replacing them. John is going to call me when he is done so we can run some tests. John also stated that he feels the root cause of the problem is still with us though. He wants to spend some time working thought it today. He also stated that the East upper buffer "magically" started working last night without any indication that anyone made any changes. sent 6-3-08 9:13AM - The latest from Certo. The East lower clamp motors have been replaced and we tested moves to several positions manually. Everything looks good so far. John wants to do an auto fill of the East buffer but there are people working in the pallet stand area due to the fact that one of the Sage robots hit a beam last night. John is going to call me back when they are clear of the area and we can do the auto fill. We ran several layers of product into the East buffer with no incident. I did not hear any negative reports from the Tuesday or Wednesday evening runs. I talked to John M. of Certo today. We are going to add the open/close clamps pushbuttons to the logic tomorrow. I'm charging a total of 8 hours to D90141 for this issue - 5 Mon, 1 Tues, 2 Fri.	Walter Reilly	9/22/2014 9:56 AM
Yoder, Chris G Sent: Friday, June 06, 2008 11:07 AM	Walter Reilly	9/22/2014 9:56 AM

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