

Case

Case

00053441

Printable View

«

Back to List: Cases

Case Detail

Case Number	00053441	Previous Case ID	11074313
Case Owner	David Pickel		
Account Name	Certo Brothers - West Seneca, NY		
Contact Name	John Maddigan (Maint)		
Status	Closed		
Category	Electrical		
Priority	2		
Priority Description	System partially down		

Information

Subject	John says they had a problem, had to shut down theirsuper buffer, now it won't r
Description	John says they had a problem, had to shut down theirsuper buffer, now it won't release. Also has a motor fault issue with unit 601001.
Resolution	Limit switch issue

System Information

Date/Time Opened	6/30/2008 4:26 AM	Date/Time Closed	8/6/2008 10:33 AM
Created By	David Pickel, 6/30/2008 4:26 AM	Last Modified By	Derek Camp, 1/22/2015 8:36 AM

Comments

Comments

Public Comment	Name	Date Time
John says they had an issue, they shut off the super buffer, now it wont release. I asked what the problem was that caused them to shut it off, he says he is not sure, maintenance had it off, working on a divert or something. I looked up the plc program, dialed into the site, connected to CC-6, heat has a writeup on how to reset the release, followed the writeup, its releasing now. John says they have another issue, unit 601001 wont run, the contactor wont pull in. I looked it up in the logic, they have a motor fault on that unit. Had them hit the reset button, it resets, but then faults again, I asked John if the contactor pulls in or not, he says no. I asked him to check for voltage at the coil when they hit reset, he says he gets none after they hit reset, I explained that it will only be there for 1 sec. He says he does not get it,voltage that is. Had him check the output module to see if the lite comes on, he says no it does not. Asked him to replace the output card. He did, we checked it again, same results . Something is not correct. Eventually found they were not looking at the correct module. WHile looking at the correct module, the lite does come on, they do get voltage on the output card, but none at the contactor. Had John trace the wire from the card to the starter. We traced it back to an over travel limit switch on a diverter being hit, John reset the divert, now the motor fault resets and it runs normal.	David Pickel	9/22/2014 10:09 AM
An email with the Customer Agreement Details was sent to the Call Contact email of jmaddigan@certobrothers.com on 2008-06-30 at 10:08:22 by PICKELDK.	David Pickel	9/22/2014 10:09 AM

[Back To Top](#)Always show me ☐ more records per related list