

Dematic Support

 Joe Certo[Home](#) **Cases** [Contacts](#)Case **00054432**[Printable View](#)[« Back to List: Cases](#)**Case Detail**

Case Number 00054432

Previous Case ID  11076026Case Owner  Cole TravisAccount Name Certo Brothers - West Seneca, NYContact Name  John Maddigan (Maint)Status  ClosedCategory  ElectricalPriority  3Priority Description  System Operational**Information**

Subject panel cc2 showing alarm for printer being out of stock. some reason getting alar

Description panel cc2 showing alarm for printer being out of stock. some reason getting alarm.

Resolution  Correct LPA #1 error condition.**System Information**

Date/Time Opened 8/5/2008 9:25 AM

Date/Time Closed 8/11/2008 4:20 AM

Created By GearsCRM, 8/5/2008 9:25 AMLast Modified By Derek Camp, 1/22/2015 8:36 AM**Comments**

Comments**Public Comment****Name****Date Time**

I connected to the PLC and reviewed the conditions to find the printer empty input was energized and the printer okay input was off indicating that the printer was not okay and not registering stock.

Michael 9/22/2014
Raymond 10:09 AM

I directed John to power the unit off and when he did the input from the device went away and when it power back up the error also came back.

I informed John that they have a printer configuration error or it is missing the stock available input to the printer, in any case they have a printer fault as a result of the component replacement.

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