

Case **00057562**

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Case Detail

Case Number 00057562

Previous Case ID 11081579

Case Owner Tompkins Conrad

Account Name Certo Brothers - West Seneca, NY

Contact Name Bill Miller

Status Closed

Category Electrical

Priority 3

Priority Description System Operational

Information

Subject phone support 12/2/08 cranes 5 and 6 not going from queue position to the load p

Description phone support 12/2/08 cranes 5 and 6 not going from queue position to the load position

Resolution

System Information

Date/Time Opened 12/1/2008 8:11 PM

Date/Time Closed 12/4/2008 7:53 AM

Created By GearsCRM, 12/1/2008 8:11 PM

Last Modified By Derek Camp, 2/28/2015 1:05 PM

Comments

Comments

Public Comment	Name	Date Time
dialing in to see what is going on.	GearsCRM	9/22/2014 9:15 AM
monitoring the system until it messes up. it only does it occasionally. he says that unit 4450 is not always moving the pallet when it is supposed to. we flagged the associated photo eyes, and they are all working fine. when he said it was supposed to be running, i was looking at the program and it said it was running.	GearsCRM	9/22/2014 9:15 AM
An email with the Customer Agreement Details was sent to the Call Contact email of bmiller@certobrothers.com on 2008-12-02 at 07:58:53 by TOMPKICB.	GearsCRM	9/22/2014 9:15 AM
***** Call Record REOPENED Previously CLOSED by TOMPKICB on 12/04/2008 at 06:45:00am Cause Code: Requested Close Description: found nothing wrong in the program. *****	GearsCRM	9/22/2014 9:15 AM
An email with the Customer Agreement Details was sent to the Call Contact email of bmiller@certobrothers.com on 2008-12-04 at 12:52:58 by ZUEHLKAE.	Amy Zuehlke	9/22/2014 9:15 AM

[Back To Top](#)

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