

Dematic Support

 Joe Certo[Home](#) **Cases** [Contacts](#)Case **00060073**[Printable View](#)[« Back to List: Cases](#)**Case Detail**

Case Number 00060073

Previous Case ID  11085915Case Owner  Robert RidderingAccount Name Certo Brothers - West Seneca, NYContact Name  Bill MillerStatus  ClosedCategory  ElectricalPriority  2Priority Description  System partially down**Information**

Subject Phone support 3/19/09 - The APC photo-eyes are not on.

Description Phone support 3/19/09 - The APC photo-eyes are not on.

Resolution  Replaced power supply.**System Information**

Date/Time Opened 3/19/2009 5:31 PM

Date/Time Closed 3/31/2009 10:57 AM

Created By Robert Riddering, 3/19/2009 5:31 PMLast Modified By Derek Camp, 2/28/2015 1:03 PM**Comments**

Comments

Public Comment	Name	Date Time
I asked him to check the power supply. He is looking for it. He said none of the LED's are on. I asked him to unplug the yellow cable from the black box and cycle power to the power supply. They did this and it didn't help. They are going to replace the the power supply. Bill called back and said after replacing the power suply, the APC is working now. He said now the superput isn't releasing. I toggles N157:12 from a 2 to a 1. They are running now.	Robert Riddering	9/22/2014 9:18 AM
An email with the Customer Agreement Details was sent to the Call Contact email of bmiller@certobrothers.com on 2009-03-19 at 22:26:41 by RIDDERRC.	Robert Riddering	9/22/2014 9:18 AM
An email with the Customer Agreement Details was sent to the Call Contact email of bmiller@certobrothers.com on 2009-03-23 at 14:03:37 by ZUEHLKAE.	Amy Zuehlke	9/22/2014 9:18 AM

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