

Dematic Support

 Joe Certo[Home](#) **Cases** [Contacts](#)Case **00061135**[Printable View](#)[« Back to List: Cases](#)**Case Detail**

Case Number 00061135

Previous Case ID  11087848Case Owner  Robert RidderingAccount Name Certo Brothers - West Seneca, NYContact Name  Bill MillerStatus  ClosedCategory  ElectricalPriority  2Priority Description  System partially down**Information**

Subject Phone support 5/5/09 -Product not going on the cart.

Description Phone support 5/5/09 -Product not going on the cart.

Resolution  Damaged photo-eye.**System Information**

Date/Time Opened 5/5/2009 6:38 PM

Date/Time Closed 5/13/2009 12:08 PM

Created By Robert Riddering, 5/5/2009 6:38 PMLast Modified By Derek Camp, 1/22/2015 8:41 AM**Comments**

Comments

Public Comment	Name	Date Time
I asked him if they checked the photo-eye's in the area he is having problems. He said yes and they are ok. I connected to the PLC in CC14. I asked him what the output is that controls the relay for the section that isn't feeding the pallet onto the t-car. He couldn't find the output. I asked if he could give me the unit number. He said it is RSC-02. I started looking at the drawings to find the unit number, output for the unit or inputs on the unit. I couldn't find any. Bill than said one of the guy's found some wires cut up to the photo-eye that tell the T-car when it is in the correct position to the conveyor. They spliced the wires together. This didn't help. I called Sly and asked him who to call that would know more about this site. During the conversation with Sly, Bill hung up. Sly told me to call Mike Raymond. I left a voice message. I called Bill back and asked him if anything has changed. He said that they are running now. I asked him what they found. He said they replaced the photo-eye that had the damaged wires. Bill asked me to email Sly to call him about getting some drawings that show the I/O for the section they were having problems with. This was the section by robot 1. To the left of RT+4310.	Robert Riddering	9/22/2014 10:09 AM
An email with the Customer Agreement Details was sent to the Call Contact email of bmiller@certobrothers.com on 2009-05-05 at 22:44:22 by RIDDERRC.	Robert Riddering	9/22/2014 10:09 AM
An email with the Customer Agreement Details was sent to the Call Contact email of bmiller@certobrothers.com on 2009-05-13 at 16:04:41 by ZUEHLKAE.	Amy Zuehlke	9/22/2014 10:09 AM

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