

Dematic Support

 Joe Certo[Home](#) **Cases** [Contacts](#)Case **00061191**[Printable View](#)[« Back to List: Cases](#)**Case Detail**

Case Number 00061191

Previous Case ID  11087959Case Owner  Robert RidderingAccount Name Certo Brothers - West Seneca, NYContact Name  Bill MillerStatus  ClosedCategory  ElectricalPriority  2Priority Description  System partially down**Information**

Subject phone support 5/8/09 CC2 keeps turning off.

Description phone support 5/8/09 CC2 keeps turning off.

Resolution  They reset the motor overload.**System Information**

Date/Time Opened 5/8/2009 1:15 AM

Date/Time Closed 5/22/2009 4:20 AM

Created By Robert Riddering, 5/8/2009 1:15 AMLast Modified By Derek Camp, 2/28/2015 1:09 PM**Comments**

Comments

Public Comment	Name	Date Time
He said they have to keep hitting the start button. I asked him if there is any other light on the cabinet that is on. like a estop light. He said no. I asked him to check the stop buttons. The only one he knows of is on the cabinet. I am connecting to CC2 PLC. After restarting it several times, he said he got a motor fault, but no overload was tripped. He reset the motor fault. I am monitoring the start circuit. So far it has run for 8 minutes with out shutting down. It was shutting down about every 30 seconds. Bill said he will call back if it starts doing it again.	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 2009-05-08 at 05:45:33 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 2009-05-11 at 13:04:41 by ZUEHLKAE.	Amy Zuehlke	9/22/2014 10:09 AM

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