


Dematic Support


 Joe Certo[Home](#) **Cases** [Contacts](#)Case **00084029**[Printable View](#)[« Back to List: Cases](#)**Case Detail**

Case Number 00084029

Previous Case ID  11128495Case Owner  Bud Van SullichemAccount Name Certo Brothers - West Seneca, NYContact Name  John Maddigan (Maint)Status  ClosedCategory  SoftwarePriority  2Priority Description  System partially down**Information**

Subject Unable to reset the lane in RR

Description Unable to reset the lane in RR

Resolution  There was a photo eye that was changed out and John was thinking that it may be wired wrong because they were having issues with it after it was swapped. From what he was saying, this PE and a couple of others that get triggered when the cartons go passed. He was going to talk to maintenance and cancel this order for tonight and then work ion the issue tomorrow....
Called for status, no response.

System Information

Date/Time Opened 8/17/2011 5:12 PM

Date/Time Closed 8/22/2011 11:50 AM

Created By Bud Van Sullichem, 8/17/2011 5:12 PMLast Modified By Derek Camp, 1/22/2015 8:57 AM**Comments**

Comments

Public Comment	Name	Date Time
Turned over to Dave.	Bud Van Sullichem	9/22/2014 9:49 AM
There was a photo eye that was changed out and John was thinking that it may be wired wrong because they were having issues with it after it was swapped. From what he was saying, this PE and a couple of others that get triggered when the cartons go passed. He was going to talk to maintenance and cancel this order for tonight and then work ion the issue tomorrow....	David Abbey	9/22/2014 9:49 AM
Followed up with customer.	David Abbey	9/22/2014 9:49 AM
Left VM for John.		

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