

Dematic Support

Joe Certo

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 Case
00123269
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Case Number 00123269

Previous Case ID 11207753Case Owner [Eric Thorsen](#)Account Name [Certo Brothers - West Seneca, NY](#)Contact Name [John Maddigan \(Maint\)](#)Status ClosedCategory ElectricalPriority 2Priority Description System partially down**Information**

Subject had to shut down to change a overload starter when enabled the auto picking not

Description had to shut down to change a overload starter when enabled the auto picking nothing releasing

Resolution Toggled N157:12**System Information**

Date/Time Opened 6/11/2014 9:57 AM

Date/Time Closed 7/15/2014 10:00 AM

Created By [Eric Thorsen](#), 6/11/2014 9:57 AMLast Modified By [Derek Camp](#), 2/28/2015 1:03 PM**Comments**

Comments

Public Comment	Name	Date Time
had to shut down to change a overload starter when enabled the auto picking nothing releasing. Engaged	Eric Thorsen	9/22/2014 9:25 AM
Engaged Jamie for support.	Eric Thorsen	9/22/2014 9:25 AM
The site called and reported that there was 3 lines that we not releasing CC06, CC02 and CC03. I went and toggeld the but N157:12 and that released the products.	Jamie Chrisman	9/22/2014 9:25 AM

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