

Dematic Support

Joe Certo

[Home](#)
[Cases](#)
[Contacts](#)
 Case  
**00125806**
[Printable View](#)[« Back to List: Cases](#)**Case Detail**

Case Number 00125806

Previous Case ID  11213118Case 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 CC03 will not turn on, has power going to it. Rack 16 is faulted

Description CC03 will not turn on, has power going to it. Rack 16 is faulted

Resolution  Lose wire on VFD12**System Information**

Date/Time Opened 8/20/2014 1:26 PM

Date/Time Closed 8/22/2014 11:47 AM

Created By [Eric Thorsen](#), 8/20/2014 1:26 PMLast Modified By [Derek Camp](#), 2/28/2015 1:04 PM**Comments**

## Comments

Public Comment	Name	Date Time
Engaged Jamie for support.	Eric Thorsen	9/22/2014 9:49 AM
<p>The site is reporting that CC3 will not run. I went online with the PLC code and found that the Rack16 was faulted and the site could not find Rack16. I found it in the Drawings 03-81 but then he was unable to find Rack16 and did not know where it was.</p> <p>They are looking for the Rack 16, Can not find Rack 16 on their site.</p> <p>I jumped around Rack16 that is faulted and had them start the system up. Then I asked that they walk around and check for sections that are not running or diverting or scanners. They found the divert 1038 was not working. They are unable to find Rack 16 that is faulted in CC3. I can also not locate it in the drawings for either CC3 or CC2.</p> <p>John was done for the day and they wanted to pick up troubleshooting tomorrow when he got in. I asked if he wanted to get service dispatched and he reported that he could not make that call.</p> <p>I removed the jumper from the Rack16 Faulted bit</p> <p>The site called back and Bill requested that we put the jump back in so that they could run. It appears that this only controlled a 100% full PE and a divert.</p>	Jamie Chrisman	9/22/2014 9:49 AM
<p>John called back and said that he needed help finding Rack 16. I pulled all the drawings for CC3 and started looking through them. I found on drawing 60 that rack 16 went to 12VFD. I found 12VFD on the L1 drawing showing it was on unit 500900. I called John back and had him look for that unit, he found it and there was a communication wire out on that drive. He reconnected and the system was up and running fine.</p>	James Kohoyda	9/22/2014 9:49 AM

[Back To Top](#)

Always show me  [more](#) records per related list