

Dematic Support


 Joe Certo[Home](#) **Cases** [Contacts](#)Case **00178884**[Printable View](#)[« Back to List: Cases](#)**Case Detail**

Case Number 00178884

Previous Case ID  11043766Case Owner  Diane McBurnettAccount Name Certo Brothers - West Seneca, NYContact Name  Bill MillerStatus  ClosedCategory  ElectricalPriority  3Priority Description  System Operational**Information**

Subject Divert is not firing after a jam

Description Divert is not firing after a jam

Resolution  Powered down the plc**System Information**

Date/Time Opened 10/4/2006 11:28 PM

Date/Time Closed 10/5/2006 12:50 AM

Created By Diane McBurnett, 10/4/2006 11:28 PMLast Modified By Derek Camp, 1/22/2015 8:22 AM**Comments**

Comments

Public Comment	Name	Date Time
Site had a over cycle error and after trying to correct it then CC3 was declaring an internal servo fault. I asked if they had shut the cabinet off and they stated they had shut everything down and restarted it. While I dialed into CC3 they were going to try to home it. Called them back when into CC3 and asked them to let me know when they were done homing it. When they came back on they stated it was running. They said they had shut CC3 off and back on. I thought they had done that earlier when I asked but he said they didn't actually "power" the cabinet off. They had shut the drives off and CC3 but had not actually powered it down.	Diane McBurnett	9/22/2014 9:07 AM

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