

Dematic Support

 Joe Certo[Home](#) [Cases](#) [Contacts](#)Case **00178918**[Printable View](#)[« Back to List: Cases](#)**Case Detail**

Case Number 00178918

Previous Case ID  11044121Case Owner  Bobbie WilkersonAccount Name Certo Brothers - West Seneca, NYContact Name  Bill MillerStatus  ClosedCategory  ElectricalPriority  2Priority Description  System partially down**Information**

Subject Said 2 to 1 merge is not running.

Description Said 2 to 1 merge is not running.

Resolution  Broken lovejoy coupler**System Information**

Date/Time Opened 10/12/2006 12:43 AM

Date/Time Closed 10/16/2006 8:08 PM

Created By Bobbie Wilkerson, 10/12/2006 12:43 AMLast Modified By Derek Camp, 1/22/2015 8:23 AM**Comments**

**Comments**

Public Comment	Name	Date Time
Site said they moved a box in the B-C lane, and the A lane started. Customer does not know why this happened.	Bobbie Wilkerson	9/22/2014 9:28 AM
Site called back, and said now, the B-C line is not running. Found the drawings, and connected to CC-04. Found they were getting a jam signal. Had them reset the jam, and all seems fine.	Bobbie Wilkerson	9/22/2014 9:28 AM
Bill says this is the same issue as last week. I searched the program for a jam, but found none. Bill said bed# BM701520 was not running. I saw the output was on in the program and asked him to observe the motor. He said the motor is running but the belt is not. I asked him to check for a mechanical problem. He was very resistant to that, and kept insisting that it was the exact same issue as last week, and Bob fixed it by pressing 2 buttons while in the program. Bob reported to me that there was a jam last week, and he told them to clear it, at which time it took off. I spoke with the mechanical maint guy at the site, and he verified for me that the input shaft on the gearbox is turning, but the output shaft is not. They will inspect further and repair or replace as needed.	Bud Van Suilichem	9/22/2014 9:28 AM
Bill called back and said they found a broken lovejoy coupler. All is working now.	Bud Van Suilichem	9/22/2014 9:28 AM

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