

Dematic Support

 Joe Certo[Home](#) **Cases** [Contacts](#)Case
00179199[Printable View](#)[« Back to List: Cases](#)**Case Detail**Case Number Previous Case ID Case Owner Account Name Contact Name Status Category Priority Priority Description **Information****Subject** **Description** **Resolution** **System Information****Date/Time Opened** **Date/Time Closed** **Created By** **Last Modified By** **Comments**

Comments

Public Comment	Name	Date Time
<p>From: Ken Certo [mailto:kcerto@certobrothers.com] Sent: Monday, December 11, 2006 11:28 AM To: Luevano, Silvestre Cc: Joe Certo Subject: FW: Issue</p> <p>Silvestre, as per Larry's thoughts to which were all good ideas for us to research regarding the problem below, I've had all operations personnel monitor for the suggestions that Larry stated and we have come up with and witnessed which we believe is the root cause. 12 pack cases arriving at the robots side-by-side instead of single file. At that point the robot spears the 12 pack that is out of formation resulting in a crash. The 12 packs both have correct labels on them and are "A" items. Somewhere during the conveying process the 12 packs get side-by-side. Fanuc's resent changes come into play after the case is picked, so I would also rule out Fanuc being part of the problem.</p> <p>Please contact me or have a Tech. Support contact me to review the problem. Thanks</p> <p>Ken CERTO Certo Brothers Dist. 2500 North America Dr. West Seneca NY 14224 716-827-1133 ext 281 716-609-4095 cell</p> <p>-----Original Message----- From: Aldrink, Larry D [mailto:Larry.Aldrink@dematic.com] Sent: Tuesday, November 21, 2006 2:35 PM To: kcerto@certobrothers.com Cc: Buckley, Kathy; Khodl, Michael S; kcerto@certobrothers.com Subject: FW: Issue</p> <p>Ken,</p> <p>To the best of my knowledge, the system has been working pretty well since we left last spring....so something has changed?</p> <p>So, first would suggest you track the cases back to the origin. First thought is that it could be a "double label"?? Second thought, is that an "A" buffer lane has an incorrect case that is close to be the correct size...but not quite??? (As I recall, there is a 1" tolerance on the "cuber".) Third thought, is that at Certo's request, Fanuc has made some changes and maybe the "gripper" is not all the way open??? Finally, has the profile edge of the conveyor moved slightly on the supports?</p> <p>Just some initial thoughts... but once you have done some troubleshooting to identify the root cause...and the root cause is a system issue, you should contact Customer Service and get the issue recorded in our "HEAT" database, which will trigger an appropriate reaction from Customer Service.</p> <p>Thanks,</p> <p>Lar.</p>	Silvestre Luevano	9/22/2014 10:08 AM

[Back To Top](#)Always show me ☐ more records per related list