

Case **00179222**

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Case Detail

Case Number 00179222

Previous Case ID 11047248

Case Owner Bobbie Wilkerson

Account Name Certo Brothers - West Seneca, NY

Contact Name Bill Miller

Status Closed

Category Electrical

Priority 2

Priority Description System partially down

Information

Subject Received call from team vm box. Called site. They say there are some conveyors

Description Received call from team vm box. Called site. They say there are some conveyors that are not running.

Resolution Replaced Photo-eye

System Information

Date/Time Opened 12/14/2006 3:12 PM

Date/Time Closed 1/4/2007 3:18 AM

Created By Bobbie Wilkerson, 12/14/2006 3:12 PM

Last Modified By Derek Camp, 1/22/2015 8:24 AM

Comments

Comments

| Public Comment | Name | Date Time |
|---|------------------|-------------------|
| Tried to connect several times. My computer locks up while trying to connect | Bobbie Wilkerson | 9/22/2014 9:38 AM |
| After speaking with MIS, the connection started to work. Called the site, and left message for Bill to call me. | Bobbie Wilkerson | 9/22/2014 9:38 AM |
| Bill called me back, and said they are running now. They do not want to do anything right now. They will call in the morning, to resolve the issue. They have worked out a quick fix for the night. | Bobbie Wilkerson | 9/22/2014 9:38 AM |
| John called back and explained to me what was going on with their conveyor after the plastic wrap machine. He said the conveyor after the wrapper would not run in auto. I connected to their PLC and found the Forklift present photo wasn't working. I asked them to check there signal wire and if that looked ok, to replace the photo-eye. They said they would call back and let me know what they found. | Robert Riddering | 9/22/2014 9:38 AM |

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