

Dematic Support

 Joe Certo[Home](#) **Cases** [Contacts](#)Case **00180955**[Printable View](#)[« Back to List: Cases](#)**Case Detail**

Case Number 00180955

Previous Case ID  11060162Case Owner  Bud Van SullichemAccount Name Certo Brothers - West Seneca, NYContact Name  Ken CertoStatus  ClosedCategory  SoftwarePriority  3Priority Description  System Operational**Information****Subject** Need assistance Homing a servo-driven pusher divert**Description** Need assistance Homing a servo-driven pusher divert**Resolution**  Send procedure.

create new procedure.

System Information**Date/Time Opened** 9/5/2007 8:30 PM**Date/Time Closed** 9/28/2007 4:04 AM**Created By** Bud Van Sullichem, 9/5/2007 8:30 PM**Last Modified By** Derek Camp, 1/22/2015 8:31 AM**Comments**

Comments

Public Comment	Name	Date Time
Ken called about the pusher divert they need to home (See 11060159). Ken says he is unable to get the menu options he needs. I told him I would try to assist using the manual, but told him he would need to have the laptop connected to the drive controller, to be able to access all options and home the drive. He said he agreed, but would need to wait until morning then, because it would shut down the buffer. He said he had spoken to Mike Raymond recently, and Mike was getting instructions on the procedure (from Chris Yoder?) to send him. I told Ken I would see Mike in the am, and let him know he would be calling back.	Bud Van Sullichem	9/22/2014 9:50 AM
I discussed the issue with the customer and found that they have further questions on the procedure. They found after homing the divert the system did not appear to use the divert until the PLC was reset. I sent the information to the engineers to review the correct procedure.	Michael Raymond	9/22/2014 9:50 AM
I sent the second request for direction on the reported conditions.	Michael Raymond	9/22/2014 9:50 AM
I worked with Joe Emory at site to verify the correct procedure and the customer has a draft copy of the discussed procedure. Joe collected further information and will be submitting the procedure to tech pubs to formalize the procedure and store them in PMC.	Michael Raymond	9/22/2014 9:50 AM

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