

Dematic Support

 Joe Certo[Home](#) **Cases** [Contacts](#)Case **00181653**[Printable View](#)[« Back to List: Cases](#)**Case Detail**

Case Number 00181653

Previous Case ID  11065025Case Owner  [Bud Van Sullichem](#)Account Name [Certo Brothers - West Seneca, NY](#)Contact Name  [Bill Miller](#)Status  ClosedCategory  MechanicalPriority  4Priority Description  Intermittent Problems**Information**

Subject Ongoing problems with Product mixing and Data Fault/Missing Load errors

Description Ongoing problems with Product mixing and Data Fault/Missing Load errors

Resolution  referred issue to Sly.**System Information**

Date/Time Opened 12/5/2007 11:42 PM

Date/Time Closed 12/12/2007 11:24 AM

Created By [Bud Van Sullichem](#), 12/5/2007 11:42 PMLast Modified By [Derek Camp](#), 1/22/2015 8:33 AM**Comments**

Comments

Public Comment	Name	Date Time
<p>Ongoing problems with Product mixing (going to wrong level, or correct level but wrong lane.) and Data Fault/Missing Load errors on East, West, and Super Buffers. (Sage unit will place product on drop table, but will sometimes lose the data (5-6 times/night). Data must then be entered manually, and Bill says it causes a big inconvenience. The data faults have occurred on the touch screens of CC-2, CC-3, and CC-6. He also says Ron Kryger had been at site to work on this issue about 5-6 months ago, but had not been able to fix it then.</p> <p>Bill said he thought Mahesh would be the person to talk to about this. I discussed with Tony D. and gave him an assignment.</p> <p>Bill also wanted to discuss some previous tickets. He seemed to think there should be several open tickets, but I only saw one open ticket. He will call back later when he has his notes with him, and has asked that ticket# 11060428 be reopened, as the issue was never corrected.</p>	Bud Van Sullichem	9/22/2014 9:24 AM
<p>1030 - I looked into an issue with the east and west buffer lanes mixing product. The product is getting diverted improperly and when this happens they get an outstanding PLC Command. I talked with Bill and let him know that I would be gathering the information on this and talking with Ron and Mahes. I emailed them both asking for any information and help they could give.</p> <p>I talked with Sly and this is an implementation issue that is part of the settlement agreement. I can not solve this issue.</p>	Tony Dunckel	9/22/2014 9:24 AM

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