Dematic Support   ☐ **Joe Certo**

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Case **Case**
00181704

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Case Detail

Case Number	00181704	**Previous Case ID**	11065299
Case Owner	Cole Travis		
Account Name	Certo Brothers - West Seneca, NY		
Contact Name	John Maddigan (Maint)		
Status	Closed		
Category	Electrical		
Priority	2		
Priority Description	System partially down		

Information

Subject   mole car(agv) mike Raymond is familiar is broken. when it goes to a stand to pic

Description   mole car(agv) mike Raymond is familiar is broken. when it goes to a stand to pick up pallet. end of run, empties dynamic stands.
picks up pallet goes under and goes up. will not drop to down position. when no load, it's fine. when load, it doesn't work.

Resolution   Adjust mole car photo eyes.

System Information

Date/Time Opened	12/11/2007 8:08 AM	**Date/Time Closed**	12/17/2007 4:01 AM
Created By	GearsCRM, 12/11/2007 8:08 AM	**Last Modified By**	Derek Camp, 1/22/2015 8:33 AM

Comments

Comments

Public Comment	Name	Date Time
enbable light was on when it occur. what side it was working from. side tc4020. Panel cc 01.	GearsCRM	9/22/2014 9:50 AM
John called back, says he is still having the issue. Talked to mike, he says that its a load overhang. I explained this to John, he is checking the photos, he says he wants to replace the photo, he did, and they adjusted the photo, tested it and it does seem to be working now.	David Pickel	9/22/2014 9:50 AM
I discussed the issue and directed the customer to check the photo eyes on the mole car for correct alignment and justification. The issue is related to having the overhang photo blocked and the center eye blocked at the same time there is no timer on how long these can be blocked at the same time. This error simply drops the enable and gives no reason why it has stopped. They corrected the alignment and are operational.	Michael Raymond	9/22/2014 9:50 AM

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