

Dematic Support

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Case

Case

00181787


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Case Number 00181787

Previous Case ID  11065811Case Owner  David AbbeyAccount Name Certo Brothers - West Seneca, NYContact Name  John Maddigan (Maint)Status  ClosedCategory  MechanicalPriority  3Priority Description  System Operational**Information**

Subject Tcart will not move

Description Tcart will not move

Resolution  There was probably a bad cable. He cleaned the lens and bumped a cable. Cart came back to life, then the cable moved again and it faulted.**System Information**

Date/Time Opened 12/20/2007 10:55 AM

Date/Time Closed 12/20/2007 12:08 PM

Created By David Abbey, 12/20/2007 10:55 AMLast Modified By Derek Camp, 1/22/2015 8:34 AM**Comments**

Comments

Public Comment	Name	Date Time
TCar4620 will not move. In CC14 they had a Measurement fault and Target Locked failed. Bringing Diane on the line. GSMI Logger shows ESTOP activated for CC14.	David Abbey	9/22/2014 9:29 AM
There was probably a bad cable. He cleaned the lens and bumped a cable. Cart came back to life, then the cable moved again and it faulted.	David Abbey	9/22/2014 9:29 AM
Faults seem to point to a problem with the measuring device on the tcar. They said they have checked everything and reset everything. Went over it all again. Asked which tcar it is cs1 or cs2 He could not tell me I then just decided to get into cc14 but it took forever to load He then stated that it was moving, then it stopped again. I asked them again to check the measuring device, he said if he replaced it he would have to reprogram it and didn't think they could do that. He worked with the device and thinks he found a bad cable. Program finally loaded after they hung up.	Diane McBurnett	9/22/2014 9:29 AM

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