

Dematic Support


 Joe Certo[Home](#) **Cases** [Contacts](#)Case **00186989**[Printable View](#)[« Back to List: Cases](#)**Case Detail**

Case Number 00186989

Previous Case ID  11090367Case Owner  Nickolas PavkovAccount Name Certo Brothers - West Seneca, NYContact Name  Ken CertoStatus  ClosedCategory  QuestionPriority  3Priority Description  System Operational**Information**

Subject Remote phone support 7/1/09 - PLC: CC1: Program Change Request: needs artific

Description Remote phone support 7/1/09 - PLC: CC1: Program Change Request: needs artificial stop removed from both induct lanes.

Resolution  Modified per request.**System Information**

Date/Time Opened 7/1/2009 10:29 AM

Date/Time Closed 7/15/2009 8:08 AM

Created By Nickolas Pavkov, 7/1/2009 10:29 AMLast Modified By Derek Camp, 1/22/2015 8:42 AM**Comments**

Comments

Public Comment	Name	Date Time
An email with the Customer Agreement Details was sent to the Call Contact email of kcerto@certobrothers.com on 2009-07-01 at 14:32:19 by PAVKOVNP.	Nickolas Pavkov	9/22/2014 9:23 AM
need to gather more info	Thomas Harris	9/22/2014 9:23 AM
Wants to talk to Tom about this call. He would like Tom to call him tomorrow.	James Kohoyda	9/22/2014 9:23 AM
Ken called in for follow up on their request. Ken detailed that every pallet inducted to the t-cars stops at the package present photo eye and they have to press both the start and fault reset pushbuttons to release the pallets. This was a change that was implemented early in their operation to correct some wrap related issues they were experiencing at the time. They are now requesting to have that feature removed. Ken detailed one of the two positions is package present input 10808 to stop unit 4160. I located the logic and made the following changes: Lad 3 / Rung 67 - Replace OTE O:11.0/1 with OTE B33:5/1 Lad 3 / Rung 68 - Replace OTE B33:5/1 with OTE O:11.0/1 Lad 3 / Rung 36 - Replace OTE O:11.0/0 with OTE B33:5/0 Lad 3 / Rung 37 - Replace OTE B33:5/0 with OTE O:11.0/0 The change effectively makes rungs 36 and 67 inactive. John tested and confirmed the desired results have been achieved.	Michael Raymond	9/22/2014 9:23 AM
An email with the Customer Agreement Details was sent to the Call Contact email of kcerto@certobrothers.com on 2009-07-14 at 10:04:58 by ZUEHLKAE.	Amy Zuehlke	9/22/2014 9:23 AM

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