

Case **00222255**

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Case Detail

| | | | |
|----------------------|----------------------------------|------------------|----------|
| Case Number | 00222255 | Previous Case ID | 11198176 |
| Case Owner | David Braley | | |
| Account Name | Certo Brothers - West Seneca, NY | | |
| Contact Name | Bill Miller | | |
| Status | Closed | | |
| Category | Electrical | | |
| Priority | 2 | | |
| Priority Description | System partially down | | |

Information

| | |
|-------------|--|
| Subject | man door going into T Car unit. Relay is not closing. Push lock mechanism should |
| Description | man door going into T Car unit. Relay is not closing. Push lock mechanism should clear the fault, but it is staying red. Appears to be still open. |
| Resolution | Temporarily forced inputs until the customer made repairs |

System Information

| | | | |
|------------------|-----------------------------|------------------|-------------------------------|
| Date/Time Opened | 1/29/2014 1:58 PM | Date/Time Closed | 4/7/2014 6:45 AM |
| Created By | GearsCRM, 1/29/2014 1:58 PM | Last Modified By | Derek Camp, 1/22/2015 9:34 AM |

Comments

Comments

| Public Comment | Name | Date Time |
|---|----------------------|----------------------|
| Removed all forces. Leaving ticket open in case they call back today to have them put back on. | Bud Van Sullichem | 9/22/2014 9:59 AM |
| 10:00pm - Conf call with Sly, Todd, Mike Reed, and Mike McGettigan (Legal). Mike M. will draft a letter to Certo for them to accept responsibility for the safety bypass. When they sign and return, I will force the inputs for them. 11:14pm - Received the signed letter. Called Bill to make sure no one was in the aisle. Forced I:26/56, I:26/57, I:26/60, I:26/61 inputs on. T-Cars running now. Bill said to leave them forced until someone calls back to tell us to remove them tomorrow. I attached the signed letter to this ticket. 11:35pm - Received another signed letter, from Anthony Certo, and attached that also. | Bud Van Sullichem | 9/22/2014 9:59 AM |
| Site called and requested the forced inputs be removed I removed the force on I:26/56, I:26/57, I:26/60, I:26/61 inputs | Diane McBurnett | 9/22/2014 9:59 AM |
| Connected to CC-14 and found we are missing I:26/56, I:26/57, I:26/60, I:26/61. He said it is an issue with the devicenet and safety circuit that can't be fixed tonight, so they need us to bypass it. They had the same issue on ticket 11139573, and we forced the inputs back then too. I forced on those 4 inputs and they are running. I expressed concern about safety, and he said he would secure doors with cable ties. Told him I need to remove the forces in the morning unless he calls and asks me to leave them on. | Bud Van Sullichem | 9/22/2014 9:59 AM |

Attachments[View All](#)

| Action | File Name | Size | Last Modified | Created By |
|----------------------|--|-------|---------------------|--------------------------|
| View | APC to Dematic on 01-30-2014 Requested Bypass of Safety Device.pdf | 256KB | 10/12/2014 10:25 PM | GearsCRM |
| View | Certo.jpg | 48KB | 10/12/2014 10:25 PM | GearsCRM |

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