Dematic Support

☐ **Joe Certo**

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Case **Case**
00248035

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Case Detail

Case Number	00248035	**Previous Case ID**	11190476
Case Owner	Michael Lemon		
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	They had to replace some of the parts in a panel on a t-cart, now they can't get
Description	They had to replace some of the parts in a panel on a t-cart, now they can't get the t-cart to run
Resolution	Replace VFD

System Information

Date/Time Opened	10/17/2013 11:40 PM	**Date/Time Closed**	10/21/2013 5:07 AM
Created By	Michael Lemon, 10/17/2013 11:40 PM	**Last Modified By**	Derek Camp, 1/22/2015 9:30 AM

Comments

Comments

Public Comment	Name	Date Time
Called John back. He said the old VFD was destroyed by a power surge. They replaced it and downloaded from the HIM. He has verified the parameters are correct. I connected to CC-14, and the PLC is telling the VFD to go. The comm card on the VFD is new, and he says he verified the dipsw positions. 6:45am - He said he is going to let them manually move pallets for right now so they can finish shipping, and will then call us back to continue.	Bud Van Suilichem	9/22/2014 9:53 AM
John called me directly 8:00am I connected with CC14 and the car.. I monitored the logic and found that the run command was not being sent. I pushed the operation step to get the run command and nothing moved. John checked the communication card on the newly replaced VFD and found it was missing some leds that the other drive has lit. He put the old communication card back into the drive and the car started to move.	Michael Raymond	9/22/2014 9:53 AM

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