

Dematic Support

Joe Certo

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 Case **11275178**
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Case Number	11275178	Previous Case ID	<input type="checkbox"/>
Case Owner	<input type="checkbox"/> <a href="#">Bud Van Suilichem</a>	Escalated	<input type="checkbox"/>
Account Name	<a href="#">Certo Brothers - West Seneca, NY</a>	Case Origin	<input type="checkbox"/> Phone
Contact Name	<input type="checkbox"/> <a href="#">John Maddigan (Operations)</a>		
Status	<input type="checkbox"/> Closed		
Category	<input type="checkbox"/> Software		
Priority	<input type="checkbox"/> 1		
Priority Description	<input type="checkbox"/> System Down		

**Information**

Subject	Nothing is moving
Description	No error messages reported.  Panel may have been shut down earlier today, for cleaning. (Possible it may not have been brought back up correctly.)  2 photo eyes and a turntable showing off. (Not lit up.)
Resolution	<input type="checkbox"/> Found a loose control voltage wire in a junction box.

**System Information**

Date/Time Opened	10/22/2015 9:54 PM	Date/Time Closed	10/23/2015 1:01 AM
Created By	<a href="#">Georgia Sevcik</a> , 10/22/2015 9:54 PM	Last Modified By	<a href="#">Bud Van Suilichem</a> , 10/23/2015 1:02 AM

**Comments**

## Comments

Public Comment	Name	Date Time
<p>John called back and said they had powered up the cabinet again. I connected to CC-14, and began looking at the drawings. We checked the RIO Scanner, and DeviceNet, but they look fine. The T-Car drives are both faulted. The outputs for the T-Car contactors are on, but they say the contactors are not pulled in. Traced back to 6180CR, which is an estop relay. Brian in maint checked voltage at the estop PB, and it appears the button is bad. He is going to replace it. 12:50am - Brian says he has replaced the PB. They are closing up the J-box so they can test. I asked him if 6180CR was pulled in now, but he has not answered yet. 1:00am - Brian says they are running again now. There was apparently NOT 120v at the estop PB, because they found a 5010 wire that had come loose at a terminal.</p>	Bud Van Suilichem	10/23/2015 12:21 AM
<p>Called John back to find out which cabinet is down. CC-14. I am not able to connect to CC-14, but he says the run light is on, and enet led is showing activity. Tried connecting to another PLC, but can't get to that one either. Can't ping either PLC. Asked John to contact his IT support to check the VPN on their side. Also called our help desk to have someone check out our side. 10:40pm - Faren called, and I gave him the info. 10:50pm - Josh L. sent a message asking me to try again. VPN working now. Connected to CC-14 and called John back. He said his maint guys found a couple of bad inverters on the T-Cars, and are replacing them. 11:00pm - He will call with an update in 15-20 mins.</p>	Bud Van Suilichem	10/22/2015 10:42 PM
<p>7:54 pm MST - Received call. All of our Grand Rapids technicians are currently assisting other customers/sites at this time.</p> <p>8:05 pm MST - Informed John that one of our technicians will be able to call him back shortly. Confirmed the phone number John has on file - 716-609-2262. (This is the best number to reach him at.)</p>	Georgia Sevcik	10/22/2015 9:59 PM

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