



# Applied Motion SYSTEMS

## Service Call or Problem Report

Date	1/15/2025	Time:	11am
Customer	AG	Duration:	4
Plant Location	Madera, CA		
Shop #	23 Shop	Customer Contact	Richard Desha
AMS Engineer	Lasin B	AMS Engineer	Eric M
Reported Problem	Lost cold end counts on 23 shop only		
Customer Mgr.	Ron Williams		

### Field Support Hours (Detail):

Lasin B: 2 hrs

Eric M: 2 hrs

**Double click on table / opens to Excel - Only input TOTAL hours in the Highlighted Cells**

Workday Hours*	Rate \$235/hr	After Hours & Saturday	Rate \$352.50/hr	Sunday & Holidays	Rate \$470/hr	Total Hrs	Total Chrg**
4	\$ 940.00	0	\$ -	0	\$ -	4	\$ 940.00

\*Workdays 8am-5pm PST \*\*Minimum charge per incident - \$235\*\*

### High Level Summary of Problem:

Desha reports the plant's APS system is no longer updating data for 23 shop only.

### High Level Summary of Resolution:

Provide a high level summary of the final solution.

### Steps Taken prior to AMS involvement:

Power cycling the SLC500 cold end plc

### AMS Troubleshooting:

The plant's cold end plc gets production data from our systems via a MSG instruction initiated by the cold end plc. I Connected to our gateway and confirmed the proper data is updating in the right memory location.

Cannot 'see' or connect to the cold end plc.

Richard ultimately found the PLC unplugged. Can confirm aps data back online

### Results of Call Back:

If customer does not call back with results in a reasonable amount of time, then initiate a call back to them.

Results of call back

### Technicians:

Richie Desha (pronounced De-Shay)

### Additional Background:

Any additional information you feel might be important to note.

### Is this report complete?

Yes