

Troubleshooting Training

Model 2420/21/22 RL Sorter Troubleshooting

General Information

Course Number:	2-160
Format:	Blended
Sections 1-3:	12 hours Pre eLearning
Section 4:	24 hours Instructor Led
Section 5:	4 hours Post eLearning
Maximum Students:	8

Audience

This course is for technicians who troubleshoot the RL sorter. The ideal class has a mix of highly experienced and less experienced technicians who have at least three months on the job.

Customer Equipment Requirements

- Dedicated training room with a projector and a white board with markers.
- Access to on-site Dematic equipment.

Prerequisites

- A minimum of three months working as a technician with the RL sorter.
- A working knowledge of the system and the sorters role.
- A working knowledge of mechanical and electrical test and repair equipment.
- Completion of sections 1 – 3 prior to participation in section 4.

Benefits

Participants in this course will learn to safely troubleshoot the RL sorter. Knowledge gained on common system anomalies can be used to increase system uptime.

Course Objectives

Upon completion of this course, the student should be able to:

- Use the HMI to identify sorter alarms and messages.
- Identify operational issues affecting system uptime.

- Use the HMI and sorter documentation to safely troubleshoot sorter operational issues.

Sections

Training is to be completed sequentially. eLearning should be completed in roughly two hour increments.

1. Introduction and Overview (eLearning)

This section provides a description of the overall purpose of the training, the sections that are included, the order and flow, and the expectations for all parties involved. Demonstration of the eLearning tools and access to equipment guides and manuals will be reviewed. Section 1 should be completed no more than three weeks prior to section 4.

2. Documentation Review (eLearning)

This section provides a review of the sorter documentation and terminology. It also provides instruction on use of the documentation to find solutions to common operational issues. Section 2 should be completed no more than three weeks prior to section 4.

3. Product Training (eLearning)

This section provides more detailed instruction in the use of the sorter. Section 3 should be completed no more than three weeks prior to section 4.

4. Troubleshooting (Instructor Led)

This section provides classroom examples and hands on troubleshooting exercises using the working on site equipment. Sorter related alarms and error conditions are addressed.

5. Review (eLearning)

This section provides follow-up lessons to reinforce learning and complement the material covered in sections 1-4. Should be completed in the two week period following section 4.