



## WORK ORDER #: WO60924



## EMERGENCY SERVICE

**Address:** 415 Ambassador Dr., Mississauga ON L5T 2J3

**Toll-free:** 1 (866) 601-1758 | **F:** (905) 625-0187 | **E:** [service@northerndocksystems.com](mailto:service@northerndocksystems.com)

### Customer Information

XYZ Company - Headquarters  
495 Main Street  
Toronto, L7H 8D3  
ON, Canada

#### Phone Number

416-975-6245

### Service Location

XYZ Company - Woodbrigde  
789 Queen Street  
Woodbridge, L4L 7H9  
ON, Canada

#### Contact




Joe Smith

### Service Details

<b>Created</b>	2/28/2020 12:31 PM	<b>Last Updated</b>	3/2/2020 7:30 AM
<b>Type</b>	Local Service	<b>Priority</b>	
<b>Status</b>	Open - Completed	<b>Last Visit Date</b>	3/2/2020 7:30 AM
<b>Next Step</b>	To be invoiced	<b>Field Specialist</b>	Justin Brum
<b>Primary Incident Type</b>	Door	<b>Signed By</b>	Joe Smith
<b>Customer Asset</b>		<b>P.O #</b>	CK022954-014
<b>Scope of Work</b>	Main Door # 3 The main bracket that connects the overhead door to the opener snapped.		

### Execution Notes

	Details	Content
<b>Created On:</b> 2/28/2020 2:14 PM  <b>Created By:</b> Justin Brum	Bay Door # 3  <ul style="list-style-type: none"> <li>• Found hook up arm snapped, hooked up on trolley is jammed in the operator</li> <li>• Cable is off the drum, and door is stuck.</li> <li>• Left site to get a new arm from supplier, then returned to site with part</li> <li>• Unjammed the traveler, reset the top limit on the operator</li> <li>• Put cable back on right side drum, adjusted the tension on the springs.</li> <li>• Attached new hook up arm and tested the</li> </ul>	

	<p>door several times</p> <ul style="list-style-type: none"> <li>• Door is ok</li> <li>• Completed</li> </ul>	
<p><b>Created On:</b> 2/28/2020 3:41 PM</p> <p><b>Created By:</b> Justin Brum</p>		
<p><b>Created On:</b> 2/28/2020 3:50 PM</p> <p><b>Created By:</b> Justin Brum</p>	Before	
<p><b>Created On:</b> 2/28/2020 3:50 PM</p> <p><b>Created By:</b> Justin Brum</p>	New arm	
<p><b>Created On:</b> 2/28/2020 3:50 PM</p> <p><b>Created By:</b> Justin Brum</p>	Door # 3	