



## WORK ORDER #: WO136434



## EMERGENCY SERVICE

**Address:** 10-3510 29 Street Northeast, Calgary, AB T1Y 7E5

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

### Customer Information

Lafarge Canada Inc.

Toronto, M5W 5K4  
ON, Canada

**Phone Number**

### Service Location

Lafarge Calgary Pipe




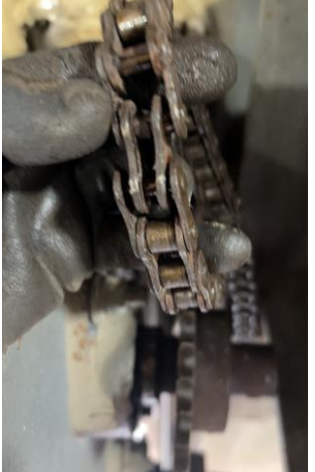
Calgary, T2H 3B1  
AB, Canada


**Contact**  
Scott

### Service Details

<b>Created</b>	11/18/2024 8:30 AM	<b>Last Updated</b>	11/19/2024 4:43 PM
<b>Type</b>	Local Service	<b>Priority</b>	
<b>Status</b>	Completed	<b>Last Visit Date</b>	11/18/2024
<b>Next Step</b>	No Action Required – internal	<b>Field Specialist</b>	Morgan
<b>Primary Incident Type</b>	Door Service	<b>Signed By</b>	Scott
<b>Customer Asset</b>		<b>P.O #</b>	EMAIL REQUEST - Scott
<b>Scope of Work</b>	Customer Supplied Lift - Large rubber door (Scott to confirm which door upon tech's arrival) - It sounds like one of the chains that connects the spring assembly has jumped off the sprockets.		

## Execution Notes

	Details	Content
<p><b>Created On:</b> 11/18/2024 11:39 AM</p> <p><b>Created By:</b> Morgan</p>	<p>Door#D1</p>	
<p><b>Created On:</b> 11/18/2024 11:40 AM</p> <p><b>Created By:</b> Morgan</p>	<p>Door#D1. The synchro chain has come off the drive sprockets.</p>	
<p><b>Created On:</b> 11/18/2024 12:03 PM</p> <p><b>Created By:</b> Morgan</p>	<p>Door#D1. Door make , model and serial number.</p>	
<p><b>Created On:</b> 11/18/2024 12:26 PM</p> <p><b>Created By:</b> Morgan</p>	<p>After reinstalling the drive chain and tensioning the springs the drive chain came off the sprocket again. I found a damaged link in the #50 drive chain.</p>	

<p><b>Created On:</b> 11/18/2024 12:53 PM</p> <p><b>Created By:</b> Morgan</p>	<p>Customer had #50 chain on site , cut new chain to length and reinstalled.</p>	
<p><b>Created On:</b> 11/18/2024 1:25 PM</p> <p><b>Created By:</b> Morgan</p>	<p>Conclusion: it was the damaged drive chain that caused the issue, after installing a new #50 drive chain and tensioning the springs I ran the door through several cycles testing the door and safeties, operation is good.</p> <p><b>Repairs completed.</b></p>	