

Fault to Running in 30 Minutes

A senior-level repair, made by an 18-year-old on his first weekend shift alone.

THE SITUATION

A FANUC robot went down on a weekend shift. The one technician who knew the fix was off. On a normal day, that is hours of downtime waiting for a callback.

WHAT HAPPENED

- 00:00 — Alarm. Robot down.
- 00:02 — The young tech opens Jack on his phone.
- 00:30 — Line running. Guided fix, step by step.

THE RESULT

Thirty minutes from fault to running, and thousands of dollars in downtime saved — by a technician on his first solo shift. The fix was also captured, so the next person inherits it.

Customer named on request, pending written approval.