

Case summary

Cold-store temperature alarm repeating overnight

Case number: 00001030
Opened: 4 October 2026
Status: Working
Priority: High

Priority update commitment

Updates will be provided every working day until this case is resolved.

Customer

Account

Pellmore Foods Ltd

Contact

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Engineering Manager
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Case details

Type: Problem
Reason: Performance
Case Origin: Phone
Case Owner: Priya Desai

Description

The monitoring unit on cold store 2 has raised a high-temperature alarm four times overnight. Store temperature logs stay within limits, so the sensor or its wiring is suspected. Stock has been moved to cold store 1 as a precaution.

Current status

Open and being worked on.

Updates

Published comments

4 October 2026 15:49 — Priya Desai

Replacement sensor and cable guard fitted this afternoon and calibrated against the reference probe (within 0.3 °C). We will watch the overnight trend before closing the case; stock can move back to cold store 2 tomorrow morning.

4 October 2026 15:16 — Priya Desai

Engineer on site. Sensor T2-3 reads 6 °C warmer than a calibrated probe placed beside it, and its cable has chafed where it passes the evaporator door frame. We have fitted a temporary sensor so the alarm stays live, and ordered a replacement sensor and cable guard.

4 October 2026 13:30 — Priya Desai

Thanks for the call this morning. The four alarms all came from sensor T2-3 between 01:40 and 04:10, while the two other sensors in cold store 2 held at -21 °C. That points to the sensor or its cable rather than the store itself. An engineer will attend today.

Contact us

Please contact sales@forgeflow.example and quote case 00001030.