



Light Position	Category	Descriptions
3	Machine Status	<b>OFF (Clear):</b> Machine not in operation.
		<b>White:</b> Initializing 1 Flash: Waiting for all systems to initialize
		<b>Red: Machine Error</b> Solid: General Error <ul style="list-style-type: none"> <li>• 1 Flash: EtherCat Device not Ready to Run</li> <li>• 2 Flashes: VFD, Servo, or Motor Error</li> <li>• 3 Flashes: 24 VDC Power Error</li> </ul>
		<b>Yellow: External Error</b> Solid: General Error <ul style="list-style-type: none"> <li>• 1 Flash: 3 Phase Voltage Error</li> <li>• 2 Flashes: Low Air Error</li> </ul>
		<b>Blue: Operator Status</b> Solid: Waiting for Operator <ul style="list-style-type: none"> <li>• 1 Flash: Reposition Door</li> </ul>
		<b>Green:</b> Machine is Operational
2	Safety	<b>OFF (Clear):</b> Safety Project not Running
		<b>Red:</b> Safety PLC Error
		<b>Blue:</b> Waiting for Safety Re-Set <ul style="list-style-type: none"> <li>• Solid: General Error</li> <li>• Flashing: Not Ready to Re-Start (E- Stop Switch is Active)</li> </ul>
		<b>Green:</b> Machine is Operational
1	Control Power	<b>Off:</b> No Control Power
		<b>ON (Green):</b> 24 VDC Control Power ON



## Remote Troubleshooting

Kval's Support Team is able to work remotely with your maintenance staff or contractor to diagnose and troubleshoot machinery issues.

To get started, please create a support ticket online. Call (800)- 553-5825 or start a support ticket Online <https://www.kvalinc.com/support>.

### Tools Needed for machine hardware troubleshooting:

- Access to a broadband internet connection.
- An iPhone or Android smart-phone (Use Apple FaceTime ,Google Duo, or a compatible application for video).
- A Digital Multimeter.
- A standard toolset.

### For machine software troubleshooting:

- Access to a broadband internet connection.
- A computer running Windows.
- Our remote support client (follow the steps below).

### Use the Support Application to allow Kval to Logon to the Machine

- Set up a time for the Kval Technician to Logon.
- Exit the KvalCAM program. On the Windows Screen, select the KVAL Service Icon .
- Follow instructions from Kval Service Technician.



<https://www.kvalinc.com/support>.

