



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

