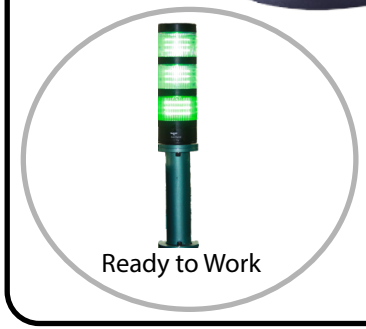




Light Position	Category	Descriptions
3	Machine Status	**OFF (Clear): Machine not in operation.**
		White: Initializing • 1 Flash: Waiting for all systems to initialize
		Red: Machine Error • Solid: General Error • 1 Flash: EtherCAT Device not Ready to Run • 2 Flashes: VFD, Servo, or Motor Error • 3 Flashes: 24 VDC Power Error
		Yellow: External Error • Solid: General Error • 1 Flash: 3 Phase Voltage Error • 2 Flashes: Low Air Error
		Magenta: Maintenance Required • Solid: General Maintenance • 1 Flash: Lubrication Service Required • 2 Flashes: Surge Protector Service Required
		Blue: Operator Status • Solid: Waiting for Operator • 1 Flash: Reposition Door • 2 Flash: Safety Zone Acknowledgment Needed
		Green: Machine is Operational • Solid: Operational • 1 Flash: Operational and Busy
2	Safety	**OFF (Clear): Safety Project not Running**
		Red: Safety PLC Error
		Blue: Waiting for Safety Reset • Solid: General Error • 1 Flash: 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

Tech Support Hours:
Monday-Thursday: 6:00AM - 5:00PM CST
Friday: 6:00AM - 2:30 PM CST

Contact Information:
+1 (800) 553-5825 Press 4

Support for Your Kval Machine

Kval's Technical Support team is committed to minimizing production downtime and making sure your machines are running smoothly. Kval's team of highly-skilled professionals has extensive training and experience providing support for Kval machines. Submit your troubleshooting or technical support request by phone or via our website.

1. An automated email confirmation with a ticket ID will be sent to confirm your request has been received.
2. While you wait, be sure to review your owner's manual, support documentation and Kval support videos.
3. A Kval Support Technician will be in touch by phone or email during normal business hours.

Information To Provide When Submitting a Support Ticket

Please include the following information when reporting an issue for a faster resolution time.

- Machine Serial Number (located on the spec plate, usually mounted on the electrical panel or the frame)
- Company and contact name, best call-back phone number, and email. A detailed explanation of the issue or inquiry, including:
    - The date/time the issue started
    - What caused the issue (e.g., power surge, component change, etc.)
    - How to replicate the issue (if applicable)
    - Machine's internet connection status (if applicable, for remote troubleshooting)

NOTE: If a **Kval Support Technician** is unable to reach you within 48 hours, the ticket will be closed. Create a new ticket when you are ready for support.

Support Ticket Page

At the webpage, complete the form to initiate a ticket.

https://kvalinc.com/support/ticket

Access Documentation and Videos

You can easily access a range of resources including downloadable PDF manuals, Quick Start guides, Maintenance Summaries, links to instructional videos, and Electro-Mechanical Maps.

Follow the instructions at the webpage to download manuals and view videos.

https://kvalinc.com/machine-support