



Technical Support Guide

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

kvalinc.com/support/ticket

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.