

STC Valve Newsletter

Springing into Summer

If April showers bring May flowers, what do continued low cost high quality products, exceptional customer service and technical support, great stock, and same day shipping bring STC Valve? We hope they bring **YOU** coming back to STC Valve again and again as our customer!

This past month in the Bay Area, we have definitely been experiencing some random if not surprising weather changes- from ninety degree weather one day to a rainy thunderstorm the next. We hope that different from the Bay's somewhat bizarre weather, STC is consistent to provide you with the best in service, quality, and price. We believe that good business is business that's done right all the time, and our hope is that we are always on our way to serving you the best way we can. Rain or shine, our goal is to be your best pneumatic parts provider!

We at STC are continually working as a *team* to make your experience the best as possible. We are always happy to get any feedback you may have regarding our products and services, and hope that with your help, we can continue to work toward being the best that we can be!

The STC Advantage

Here at STC we pride ourselves at the many advantages we and our products can offer our customers. We hope not to only convince you through our words but by our proven history of the following advantages. This month we will be focusing on our **Live Customer Service & Technical Support** advantage which you can read about on page **5!**

Have any feedback on this month's advantage or any of the others? Or maybe you've thought of an advantage we don't have listed? Let us know! We'd love to hear your story or feedback!

- Fine Quality, Excellent Price & Service
- **Live Customer Service & Technical Support**
- Large Selection & Inventory
- Same Day Shipping (99%)
- Technical Product Information Availability
- Custom Part Availability

The Faces of STC

In our last newsletter we got an in depth look of the Order Process Cycle at STC Valve. This time, we're going to give you a chance to get to know the faces behind STC Valve USA. Who enters your orders? Takes your technical questions? Processes your returns? Packages your order? While we at STC happen to do a little bit of everything, here's the who's who mainly responsible for each individual part of the STC Process!



Warehouse Team

You order it - they package it! You return it - they test and/or repair it! These gentlemen are responsible for all part swapping, repairing, and customizing that happens in our warehouse!

General Questions

Have a question or comment? Want some help to get it to the correct person that can help you out without the hassle? Contact us on our general sales email! Someone will get your email to the right place right away!

Sales@StcValve.com



Technical Support

Have a product application question that you need help with? Want to troubleshoot a valve that you have purchased from us? Chung is your man for all engineering and technical questions!

Sales@StcValve.com



Daisy

Returns/Custom Orders

Want to know the status of your return or how to get an order air shipped to you? Daisy's your gal for all customized parts and blanket orders!

Daisy@StcValve.com



Sales & Accounting

Have a question about an invoice? Running a little late on a bill? Erica, our resident purchase invoicer and queen of accounts will help you with all that you need!

Erica@StcValve.com



Faith

Sales & Marketing

Are you placing an order online or otherwise? Interested in becoming a distributor? Are you looking forward to getting the latest newsletter? Need some product information? If so, let Faith know!

Faith@StcValve.com

FAQ: Technical Issues

We at STC's mission is not only to provide our customers with the best customer and technical service as possible, but to also empower you to troubleshoot and work through any issues that may come up while using our products. In this newsletter, the technical issues portion of the FAQ has been included. You can find the complete FAQ on our StcValve.com website [here!](#)

I have mounted a pilot-operated valve in my system and it will not open. Is it broken?

Assuming there is no debris in the system that may block the valve orifices, the likely problem is a lack of differential pressure in the system. We recommend using a zero differential or direct acting valve that does not require a differential pressure to operate.

My solenoid valve is not working. What could be wrong?

- Check the following:
 - o The proper medium is being used.
 - o The seal material is compatible with the medium.
 - o The differential pressure is within the valve specifications.
 - o The position of the valve is correct.
 - o The coil input is correct (voltage, frequency, current match specs).
 - o Is the coil burned out or disconnected?
 - o The valve openings, the bleed and the pilot orifices, and the armature are not being impeded by debris.

My solenoid valve is making an unpleasant noise, what can I do to fix it?

- Check for dirt or debris in the armature tube. This can often lead to an unpleasant humming noise.
- Tighten the coil nut. Especially for AC coils, the cycling of the power source causes vibrations which may lead to a humming sound.
- If the solenoid valve is buzzing loudly, IMMEDIATELY DISCONNECT THE VALVE from the power source.
 - o This is often the result of an incorrect power supply and can result in serious bodily or system damage.

My solenoid valve is leaking, what should I do?

- Check the following:
 - o The medium is compatible with the application of the valve.
 - o The medium is compatible with the seal material of the valve.
 - o The differential pressure is within the specifications of the valve.
 - o The position of the valve is correct (specifically for the 2L series).
 - o The power input matches the coil rating.
 - o The coil is operated effectively and is not burned out or disconnected.
 - o The valve orifices and the armature are not being blocked by debris.
 - o In the case of actuated ball valves, check that the torque bolts are consistently torqued, and that the top nut has been appropriately tightened.

FAQ: Technical Issues cont.

Why does the solenoid valve not close?

□ Valve Issues:

- o Check if there is dirt in the main orifice.
- o Check for outside damage (i.e. has the valve been dropped, which could bend the armature tube).
- o Check the inlet and outlet ports to make sure nothing is being blocked.
- o Check the bleed and pilot orifices in the diaphragm for debris or blockage.
- o Check if the diaphragm function is limited because of wear or swelling (e.g. EPDM seal exposed to oil).

□ Coil Issues (Normally Open versions):

- o No voltage to coil.

Note: do not remove coil when voltage is being applied as it could easily burn out or cause bodily harm.

- o Measure the operating voltage at the coil to ensure that the coil is installed with the proper voltage source.
- o Permissible voltage variation is approximately $\pm 10\%$ of rated voltage.
- o If the coil is burnt out, it could be the result of an ambient temperature higher than the coil is rated for or moisture in the coil (i.e. the IP rating does not fit the application).

Why does the solenoid valve not open?

□ Valve Issues:

- o Check if there is dirt in the main orifice.
- o Check for outside damage (i.e. has the valve been dropped, which could bend the armature tube).
- o Check the inlet and outlet ports to make sure nothing is being blocked.
- o Check the bleed and pilot orifices in the diaphragm for debris or blockage.
- o Check if the diaphragm function is limited because of wear or swelling (e.g. EPDM seal exposed to oil).

□ Coil Issues:

- o No voltage on coil.
- o Lift coil slightly and note whether it offers resistance.
Note: do not remove coil when voltage is being applied as it could easily burn out or cause bodily harm.
- o Check relay contacts, lead connections, and fuses.
- o Make sure that the coil is rated and installed properly.
- o Permissible voltage variation is approximately $\pm 10\%$ of rated voltage.
- o If the coil is burnt out, it could be the result of an ambient temperature higher than the coil is rated for or moisture in the coil (i.e. the IP rating does not fit the application).



Why is the solenoid valve humming?

- Solenoid valves can hum for several reason, but the most common reasons are:
 - o Dirt or wear in the actuator system.
 - o Vibrations. Solenoid valves with AC coils will often hum as a result of the cycling of the AC current. Tightening the coil nut or positioning the valve in a different orientation often will reduce or eliminate the humming.

Why is the solenoid valve buzzing loudly?

- If the solenoid valve is buzzing loudly, IMMEDIATELY DISCONNECT THE VALVE from the power source.
- This is often the result of an incorrect power supply and can result in serious bodily harm or system damage.

STC Advantage: Live Customer Service & Technical Support

Unlike many companies today, when you call STC you will always be helped by a live person. You won't find any voicemails, automated menus, or robot voices here. Whether you have a sales or technical question, there will always be a STC employee who will happily help you find a solution. On occasion you may actually be directed to the President of STC himself, who will personally help answer your questions.

Scenario 1: You have just a quick technical question—will this valve work for your application? Or how come the part you ordered doesn't seem to be working like it should? You know that someone with the know how should be able to easily answer your question...

Typical Company: You give them a call and reach a robot voice which proceeds to list five+ different department extensions. After accidentally pressing the wrong extension a few times and being directed back to "main menu", you finally ring in to the right line only to then be placed on hold for another five minutes, then transferred to someone "available" to assist you. By the time you're able to ask your question... you begin to wonder what it was in the first place!

STC Valve: You give STC a call, perhaps a bit skeptical about this "live customer service and technical support" they seem to be so proud of, only to be pleasantly surprised when your call is picked up within the first three rings by a friendly sales person. If they are unable to help you, they transfer you *directly* to technical support who will be more than happy to assist you. Question answered, wait time: barely any at all.

Scenario 2: You'd like to place an order over the phone, so you can check stock and hear a friendly voice on the other side of the line.

Typical Company: You wade through a mess of extension lists, transferring, and holding, only to find out that they don't have stock of the part you're looking for. So much for a quick and easy over the phone order!

STC Valve: Someone picks up the phone and is able to check stock immediately (95% of items are stocked in warehouse), and unsurprisingly- it's in stock! They quickly take your information or look you up in their database and before you know it, a sales confirmation is on its way to your email inbox before you can say "STC Valve's support is the best!"

Customer Survey/Feedback

As we continue to grow and evolve as a company, we want to reach out to you as one of our valued customers to make sure we are serving you as best we can. Our goal is to meet or exceed your expectations for high quality products and support, and your feedback & intimate knowledge of how our products are working in the field is an invaluable part of achieving that.

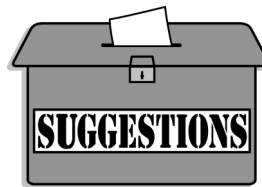
We know you are busy (because we are too), but if you could spare a few moments to provide us with a bit of feedback, we'd greatly appreciate it. There are a few helpful questions that will help us provide you with even better service in the future. Feel free to answer or comment in any way you'd like.

If there is a more appropriate email contact, or if you would prefer a phone call, please let us know and we will adjust accordingly. Thanks in advance!

Survey:

As part of our goal, we'd like to find out how our products are working for you.

1. How do you use our products? (Feel free to send us pictures, videos, or YouTube links and let us know if you'd like to be featured in our newsletter!)
2. Have you run into any recurring issues with any of our products?
3. Are there any specific areas of improvement we should address?
4. Do you have any specific applications for which STC does not currently have a product? (i.e. are there any new products you would like to see from us?)



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STC is headquartered in Silicon Valley, USA, and has ISO certified design and manufacturing facilities and an extensive network of quality partners and suppliers in China. With the design technology, engineering and quality management from the USA, coupled with advanced manufacturing technology and efficiency from China, STC is well positioned to deliver products with advanced design, precision engineered, and fine quality at excellent prices. STC is equipped to provide custom made products with the most stringent requirements in quality, pricing, support and service.



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