

EASY KILNS

Warranty

This Warranty is offered by Easy Kilns Pty Ltd ("Easy Kilns", "we", "our") to the original purchaser ("you", "your") of a kiln or related equipment sold by Easy Kilns. This Warranty is in addition to your rights under the Australian Consumer Law (ACL). Original Purchaser refers to the first individual or entity that buys a new kiln from Easy Kilns or its authorised distributor. Consumables include parts such as elements, thermocouples, bricks, and fiberboard insulation that degrade with use. Major Failure has the same meaning as under the Australian Consumer Law. Nothing in this Warranty excludes, restricts, or modifies any right, remedy, or guarantee you may have under the ACL.

Warranty Coverage

We warrant that our kilns are free from defects in materials and workmanship under normal use and service. The warranty periods are as follows:

- **36 months** for the kiln body, frame, insulation, and structural integrity;
- **24 months** for electrical components, including wiring, switches, control boards, and digital displays;
- **6 months** for heating elements, relays, contactors, thermocouples, and kiln furniture supplied.

Replacement parts are covered for the remainder of the original warranty term and do not reset the warranty.

This warranty does not imply that the kiln or its components will operate without maintenance or replacement beyond the warranty period. Normal degradation of materials and components is expected with regular use.

Inclusions

This Warranty covers:

- Components supplied by Easy Kilns that fail due to defects in materials or workmanship;
- Labour for repairs carried out by Easy Kilns or authorised service agents;
- Technical support and diagnostics for warranty-related faults;
- Controllers, displays, sensors, and listed accessories supplied on the original invoice;
- Assistance in troubleshooting and part replacement guidance;
- Replacement of parts due to catastrophic early failure when validated;
- Inspection and resolution support for controller malfunctions when integrated with Easy Kilns systems.

Exclusions

The Warranty does **not** cover:

- Normal wear and tear of consumables, including elements, thermocouples, firebricks, and **fiberboard insulation**, which may develop hairline cracks, discoloration, or dusting with regular use;
- Damage from exposure to corrosive substances, salt air, excessive dust, or moisture-laden environments;
- Overfiring or sustained operation beyond rated temperature or cycle limits;
- Use of unapproved materials, including those that release corrosive or reducing gases (e.g., salts, wax, sulphur, carbon-based binders);
- Improper installation or operation in garages, sheds, or locations subject to vehicle exhaust, condensation, or poor ventilation;
- Freight damage not reported within 48 hours of delivery;
- Cosmetic blemishes or non-functional damage, including minor brick cracks or color variation;
- Unauthorised repair work or installation of non-approved aftermarket components;
- Voltage mismatch, electrical surges, or incorrect installation not meeting Australian standards;
- Kiln ware, user-created items, or tools damaged during operation;
- Continuous, unsupervised, or industrial usage outside design specifications without prior approval;
- Damage from disassembling, relocating, or reinstalling the kiln without Easy Kilns' written consent.

Controller and Component Warranty

If your kiln includes components or controllers from third-party manufacturers, such as digital control panels, those components may be covered under separate warranties. Easy Kilns will assist in coordinating warranty claims with these manufacturers where applicable. Controllers are not guaranteed failproof and must be monitored during use.

Controllers are subject to failure from surges, misuse, or aging components. Users must monitor kilns during all firings and ensure power is manually turned off after completion.

Early Failure of Consumables

While consumables are excluded from long-term warranty, Easy Kilns may replace thermocouples, relays, and elements that fail within **90 days** due to manufacturing defects—excluding failures caused by overfiring, contamination, or physical damage from kiln ware or loading tools.

Examples of non-covered failures include glaze contamination of elements, breakage from thermal shock or impact, or coil damage from explosions inside the chamber.

Thermocouple and element life expectancy is reduced with repeated high-temperature firings above 1200°C or in corrosive atmospheres. Such usage may not be eligible for early failure coverage.

Customer Responsibilities

To maintain eligibility for this Warranty, you must:

1. Ensure the kiln is installed by a licensed electrician;
2. Operate the kiln in a dry, ventilated indoor location with 300mm clearance on all sides;
3. Follow all usage and maintenance instructions provided;
4. Keep records of servicing and repairs;

5. Notify Easy Kilns within 10 business days of identifying a fault;
6. Retain the original purchase invoice;
7. Do not discard any parts before consulting Easy Kilns for claim validation.

Any disassembly, relocation, or reinstallation of the kiln must be approved by Easy Kilns or completed by a licensed technician. Unauthorized movement may void this Warranty.

Warranty Claim Process

To initiate a claim:

1. Contact Easy Kilns via phone or email;
2. Provide proof of purchase and a description of the fault;
3. Submit any supporting images or error codes;

Clear photographic evidence of the defect, installation setup, and control panel may be required for claim validation.

Easy Kilns may:

- Request diagnostics or photos;
- Issue a Return Authorisation Number (RAN);
- Ship replacement parts or arrange a repair;
- Request return of faulty items for inspection;
- Require that defective parts not be discarded before instructions are given.

Any claims under this Warranty must be made within 30 days of discovering the fault and no later than 6 months after the end of the applicable warranty period.

Claims are acknowledged within 3 business days and typically assessed within 10 business days.

Repairs or part dispatch is normally completed within 10 business days of receiving returned components.

Remedies

If a claim is validated, Easy Kilns may:

- Repair the faulty part or kiln;
- Provide a replacement part or unit;
- Offer a refund or store credit if repair is not feasible.

Customers are responsible for shipping costs related to warranty claims unless Easy Kilns agrees to cover or reimburse costs in writing. Kilns must be packed securely to prevent further damage during transit. Easy Kilns can assist in coordinating freight if requested.

In the event of a major failure, you are entitled to a refund or replacement and may claim compensation for foreseeable loss under the ACL.

Limitation of Liability

Easy Kilns is not liable for indirect, incidental, or consequential damages, including loss of business, income, productivity, or property. Our total liability is limited to the original purchase price of the kiln. Easy Kilns does not accept liability for product misuse, unauthorized modification, or improper storage and transport. No agent or dealer is authorised to alter these terms. Where replacement or refund is agreed outside ACL obligations, deductions may apply for usage, wear, or restocking fees in accordance with our Terms and Conditions. Easy Kilns shall not be liable for any delay or failure to perform its obligations

under this Warranty due to events beyond its reasonable control, including fire, flood, strikes, pandemics, or transportation delays.

On-site Labor

This Warranty does not include on-site labor. All warranty work must be authorised in advance. Repairs must be completed by Easy Kilns or a qualified service provider. Unauthorised labor costs will not be reimbursed.

Jurisdiction

This Warranty is governed by the laws of the State of Victoria, Australia. All disputes will be subject to the jurisdiction of the courts in Victoria.

Warranty Transfer

This Warranty is only valid for the original purchaser. Transfers require written approval from Easy Kilns and are assessed on a case-by-case basis.

Australian Consumer Law

You have rights under the ACL that cannot be excluded. These include:

- Refund or replacement for major failures;
- Compensation for reasonably foreseeable loss;
- Repair or replacement within a reasonable time for minor failures.

Relevant ACL sections include:

- Section 54: Acceptable quality;
- Section 55: Fitness for purpose;
- Section 56: Supply by description;
- Section 259: Remedies for breach of consumer guarantees.

For warranty service, contact us at:

Email: support@easykilns.com.au

Phone: **0484 264 395**

www.easykilns.com.au for the latest warranty version.

Effective Date: 1/01/2025