



Warranty

EASY KILNS PTY LTD

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YOUR RIGHTS UNDER THE AUSTRALIAN CONSUMER LAW

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This Warranty is provided in addition to, and does not exclude, restrict or modify, any right or remedy available to you under the Australian Consumer Law.

Warrantor Details

Easy Kilns Pty Ltd

ABN: 12 675 848 932

Business address: Unit 3, 212–214 Newlands Road, Coburg North, VIC 3058

Phone: (03) 4061 6248

Email: support@easykilns.com.au

Web: www.easykilns.com.au

To claim under this Warranty, contact Easy Kilns using the details above. See clause 8 for the claim process. The expenses of claiming are to be borne by the claimant except where Easy Kilns agrees in writing to cover them.

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 supplied by Easy Kilns.

The clauses below set out the formal cover that applies in addition to your rights under the Australian Consumer Law.

1. DEFINITIONS

“Original Purchaser” means the first individual or entity that purchases a new Easy Kilns product from Easy Kilns or its authorised distributor.

“Consumables” means parts that are expected to degrade with use, including heating elements, thermocouples, solid-state relays (SSRs), kiln furniture, door seals and normal surface wear to refractory materials. Structural insulation is covered only for defects that materially affect safety or performance; normal hairline cracks, colour change, dusting and minor surface wear are expected kiln ageing.

“Major Failure” has the meaning given under the Australian Consumer Law.

“ACL” means the Australian Consumer Law as set out in Schedule 2 of the Competition and Consumer Act 2010 (Cth).

2. WARRANTY COVERAGE

We warrant that our kilns are free from defects in materials and workmanship under normal use and service for the periods set out below. The warranty period commences on the date of delivery to the Original Purchaser.

COMPONENT	WARRANTY PERIOD
Kiln body, frame, stand, structural insulation and structural integrity	36 months
Electrical components including wiring, SSRs, switches, control boards and digital displays	24 months
Heating elements, thermocouples and supplied kiln furniture	6 months

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 and can depend heavily on working temperature.

3. INCLUSIONS

Subject to the Exclusions in clause 4, this Warranty covers:

- components supplied by Easy Kilns that fail due to defects in materials or workmanship;
- labour for repairs carried out by a licensed electrician arranged by Easy Kilns, where authorised in advance (see clause 11);
- technical support and diagnostics for warranty-related faults;
- controllers, displays, sensors and accessories listed on the original invoice;
- assistance with troubleshooting and replacement guidance;
- replacement of parts that suffer catastrophic early failure, once validated by us;
- inspection and resolution support for controller malfunctions integrated with Easy Kilns systems;
- replacement of a supply cord that has failed due to a manufacturing defect in the cord assembly during the electrical-components warranty period (clause 2), where the failure is not caused by external damage, abrasion, heat exposure from the kiln body, a defective outlet, or use on a non-compliant circuit. The replacement must be performed by a licensed electrician.

4. EXCLUSIONS

This Warranty does not cover:

- normal wear and tear of consumables, including elements, thermocouples, SSRs, kiln furniture, door seals and surface wear to refractory materials. Hairline cracks, discolouration, light dusting and minor chips that do not affect safety or performance are normal kiln ageing;
- damage from exposure to corrosive substances, salt air, excessive dust, or moisture-laden environments;

- over-firing 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);
- use for raku, salt / soda glazing, reduction firing, or any application outside standard oxidation firing of ceramics;
- operation in locations exposed to vehicle exhaust, condensation, weather, poor ventilation, combustible storage or heavy dust. A dedicated indoor studio garage may be suitable if it meets the Owner's Manual requirements for ventilation, clearance, electrical supply and separation from vehicles and combustibles;
- freight damage not reported within 3 business days of delivery with photographic evidence (see clause 6.6 of the Terms & Conditions);
- cosmetic blemishes or non-functional production marks that are an expected part of hand assembly, including light scuffing or polishing marks on raw stainless, minor inclusions or chips on insulating firebricks, hairline cracks in brickwork, colour variation, and minor panel alignment, small bumps or hairline scratches. These do not affect kiln performance or service life. See Easy Kilns Terms & Conditions clause 7.7 for the full list of acceptable production marks;
- unauthorised repair, modification, or installation of non-approved aftermarket components. As this is electrical work, any service on the kiln's electrical components (elements, thermocouple, interlock, SSR, control board, or supply cord) must be performed by a licensed electrician;
- use on a circuit not compliant with AS/NZS 3000, incorrect voltage/current, or damage from electrical surges;
- use on a shared circuit where voltage drop or other circuit issues affect kiln performance;
- kiln ware, user-created items, kiln furniture damaged by misuse, or tools damaged during operation;
- continuous, unsupervised or industrial usage outside design specifications without prior written approval;

Examples of typical claims

These examples are illustrative only, the full terms above govern any claim. Use them as a guide for whether something is worth getting in touch with us about.

TYPICALLY COVERED

A solid-state relay fails within 6 months due to a confirmed manufacturing defect.

The Bartlett controller develops a fault code within the first 24 months that is not explained by a power surge or operator error.

Insulation cracks open materially across the kiln chamber within the first 36 months in normal use, beyond the cosmetic hairline cracks that are normal in all electric kilns.

A thermocouple fails within 6 months of a verified manufacturing defect (e.g. wire pinch at the factory crimp).

TYPICALLY NOT COVERED

An element burns out after 90 cone 10 firings, consumable wear at heavy use.

A glaze drip lands on an element and breaks it, not a manufacturing defect.

Kiln damage from salt or soda glazing, raku firing, or reduction atmosphere, these uses are excluded from warranty.

Controller damage from a lightning surge or a hot plug caused by a loose wall outlet, supply-side issues fall outside our control.

5. CONTROLLER AND THIRD-PARTY COMPONENT WARRANTY

Where your kiln includes components from third-party manufacturers (such as Bartlett control panels), those components may be covered under the manufacturer's separate warranty. Easy Kilns will assist in coordinating warranty claims with these manufacturers where applicable.

Controllers are not fail-safe devices. Users must monitor the kiln during firing and ensure power is manually isolated after completion. Controllers are subject to failure from surges, misuse or component ageing and must not be relied upon as the sole means of preventing over-firing.

6. EARLY FAILURE OF CONSUMABLES

Heating elements, thermocouples and SSRs are covered for 6 months only where failure is due to a genuine manufacturing defect. This does not cover failures caused by over-firing, contamination, thermal shock, corrosion, heavy use, electrical faults outside the kiln, or physical damage from kiln ware or loading tools.

Examples of failures not covered include glaze contamination of elements, breakage from thermal shock or impact, and coil damage from explosions inside the chamber. Thermocouple and element life is significantly reduced by repeated firings above 1200 °C or in corrosive atmospheres; such usage is not eligible for early-failure cover.

7. CUSTOMER RESPONSIBILITIES

To maintain eligibility for this Warranty, you must:

- use the kiln on a **correctly rated circuit** (dedicated for ECO50, ECO70 and ECO120) compliant with AS/NZS 3000. Where new wiring or an outlet is required, this must be carried out by a licensed electrician;
- operate the kiln in a dry, ventilated indoor location with 300 mm clearance on all sides and 600 mm above;
- follow all usage and maintenance instructions in the Owner's Manual and Maintenance Manual;
- have any service on the kiln's electrical components carried out by a licensed electrician, using Easy Kilns supplied parts;
- keep records of servicing and repairs, including the Certificate of Electrical Safety or equivalent service/test record where applicable;
- notify Easy Kilns within 10 business days of identifying a fault;
- retain the original purchase invoice;
- do not discard any parts before consulting Easy Kilns for claim validation.

8. WARRANTY CLAIM PROCESS

To make a claim:

1. Contact Easy Kilns by phone or email.
2. Provide proof of purchase, a description of the fault, supporting photographs and any controller error codes.
3. We aim to acknowledge within 3 business days and assess within 10 business days.

4. If the claim is valid we will issue a Return Authorisation Number (RAN), dispatch replacement parts, or arrange repair.
5. Repairs or part dispatch is normally completed within 10 business days of receiving the component.

Claims must be made within 30 days of discovering the fault and no later than 6 months after the end of the applicable warranty period. This reporting window assists our process and does not limit any non-excludable rights under the ACL.

9. REMEDIES

If a claim is validated, Easy Kilns may, at its discretion:

- repair the faulty part or kiln;
- provide a replacement part or unit; or
- offer a refund or store credit where repair or replacement is not feasible.

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

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

10. LIMITATION OF LIABILITY

To the extent permitted by law, Easy Kilns is not liable for indirect, incidental or consequential damages, including loss of business, income, productivity, artwork or other property. This clause does not limit your rights under the Australian Consumer Law. Where limitation is permitted by law, our total liability is limited to the original purchase price of the kiln.

Easy Kilns does not accept liability for product misuse, unauthorised modification, or improper storage or transport. No agent or dealer is authorised to alter these terms. Deductions for usage, wear or restocking may apply to replacements or refunds agreed outside ACL obligations.

Easy Kilns is not liable for any delay or failure to perform its obligations under this Warranty due to events beyond its reasonable control, including fire, flood, industrial action, pandemics or transportation delays.

11. ON-SITE LABOUR

Warranty labour is covered only where Easy Kilns has authorised the work in advance. On-site labour is not included unless Easy Kilns agrees in writing or it is required under the ACL. Repairs must be completed by a licensed electrician arranged by Easy Kilns. Costs from work that has not been pre-authorised by Easy Kilns will not be reimbursed.

12. JURISDICTION

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

13. WARRANTY TRANSFER

This Warranty is valid only for the Original Purchaser. Transfer to a subsequent owner requires written approval from Easy Kilns and is assessed on a case-by-case basis.

14. ACL REFERENCES

Your rights under the ACL include but are not limited to:

- section 54, guarantee of acceptable quality;
- section 55, guarantee of fitness for any disclosed purpose;
- section 56, guarantee of supply by description;
- section 259, remedies for breach of consumer guarantees.

CONTACT

Easy Kilns Pty Ltd

Email: support@easykilns.com.au

Phone: (03) 4061 6248

Web: www.easykilns.com.au (latest warranty version)