

# EASY KILNS

## warranty

The warranty terms outlined here apply to all equipment sold by Easy Kilns in Australia and New Zealand. Easy Kilns offers this warranty exclusively to the original purchaser who bought the equipment directly from Easy Kilns or through its authorized resellers or distributors.

The warranty period begins on the date the product is dispatched by Easy Kilns or its authorized resellers or distributors and lasts for twelve (12) months.

To access warranty service, you may need to provide proof of purchase.

### Limited Warranty

Easy Kilns guarantees that its equipment, including electronic components, will comply with the functional specifications published at the time of original delivery, provided the equipment is correctly installed and operated as intended and in accordance with the provided instructions. This warranty is valid for twelve (12) months from the date of delivery.

For a valid warranty claim, Easy Kilns will, at its sole discretion and expense, repair, replace, or refund all or part of the equipment. Repairs or replacements will be carried out at Easy Kilns' facilities or another location determined by the company. Replacement equipment does not need to be new or identical to the original model or parts; Easy Kilns reserves the right to provide a suitable alternative.

The warranty becomes void under the following conditions:

- Any unauthorized modifications or alterations to the product.
- Installation performed by anyone other than a registered electrician or another suitably qualified individual pre-approved by Easy Kilns.
- Installation not carried out according to Easy Kilns' specifications.

All warranties will be honored in compliance with the local laws of the country where the equipment was purchased from Easy Kilns or its authorized resellers or distributors.

## What is Not Covered

The warranty provided by Easy Kilns **Does not cover:**

**1. Consumable Components:**

- **Elements:** Elements are consumable items that will need to eventually be replaced.
- **Thermocouples:** Consumable items.

**2. Improper Use or Handling:**

- Damage caused by:
  - Abuse or neglect.
  - Improper installation or maintenance.
  - Misuse, such as exceeding temperature limits or using for non-recommended purposes (e.g., reduction or salt firing).
  - Operating while damp or exposing the kiln to water.

**3. Modifications and Tampering:**

- Alterations or modifications not authorized by the manufacturer.
- Tampering with electrical or structural components.

**4. External Damage or Conditions:**

- Damage caused by power surges, lightning, or other force majeure events (e.g., floods, earthquakes).
- Freight damage or accidents during transportation.

**5. Identification Issues:**

- Kilns with serial numbers that are removed, altered, or defaced.

**6. Cosmetic Issues and Normal Wear:**

- Hairline cracks in refractory walls.
- Browning, discoloration, or shrinkage of the kiln's refractory refractory walls.
- Surface scratches, dings, or other aesthetic imperfections that don't affect functionality.

**7. Improper Firing Practices:**

- Overfiring, underfiring, or firing damp pieces.
- Loading the kiln in a way that obstructs heat circulation or damages internal components.

**8. Unauthorized Repairs or Maintenance:**

- Repairs or servicing by unauthorized technicians.
- Use of non-recommended replacement parts or accessories.

## Warranty Service

### How to Obtain Warranty Service

1. **Contact Customer Support:** Reach out to EK customer support at [support@northcotekilns.com.au](mailto:support@northcotekilns.com.au) or visit our website at [easykilns.com.au](http://easykilns.com.au) to report the issue and obtain a Return Authorization Number (RAN).
2. **Provide Proof of Purchase:** Be prepared to provide the original purchase receipt or proof of purchase.
3. **Describe the Issue:** Give a detailed description of the problem, including any error codes or unusual behavior.

### Repair and Replacement

- **Assessment:** Our technicians will assess the issue to determine if it is covered under warranty.
- **Repair:** If the issue is covered, we will repair the kiln at no charge.
- **Replacement:** If the kiln cannot be repaired, we will replace it with a new or refurbished unit of equal or greater value.
- **Return Shipping:** Customers are responsible for the cost of shipping the kiln to the service center. EK will cover the cost of return shipping for repairs or replacements covered under warranty.

### Limitations and Exclusions

- To the extent allowed by law, Easy Kilns disclaims any responsibility for losses, expenses, damages, liabilities, or indirect consequences experienced by the customer or third parties related to the equipment. This includes, but is not limited to, damages arising from loss of business reputation, operational disruptions, equipment malfunctions, computer system failures, or data loss caused by the equipment.

### Indemnity

- The customer agrees to indemnify and hold harmless Easy Kilns, including its directors, employees, contractors, and associated parties, from and against any and all actions, claims, demands, suits, causes of action, costs, charges, and expenses of any kind incurred or asserted against Easy Kilns. This indemnity applies to matters arising from the use, operation, safety features, or procedures related to any equipment purchased from Easy Kilns.

### Contact Information

- **Customer Support:** [support@northcotekilns.com.au](mailto:support@northcotekilns.com.au)

- **Website:** [easykilns.com.au](http://easykilns.com.au)

Thank you for choosing Easy Kilns! We If you have any questions or need further assistance, please do not hesitate to contact us.

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This warranty is governed by the laws of Victoria, Australia.

**EK Limited Warranty**

Effective Date: October 2024

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