

SERVICE FOR L&L KILNS

IN GENERAL

SERVICE FOR YOUR KILN

L&L kilns are designed to be as easy to work on and fix as possible. This is one of the great advantages of L&L kilns.

TROUBLESHOOTING GUIDE

Check out the “Support” section of our web site, hotkilns.com for all of our troubleshooting references. We are constantly adding to our troubleshooting guides and the web site has the most up-to-date information on it. Also try the search engine on our website with your question.

THE MOST COMMON ERROR MESSAGES AND WHAT TO DO ABOUT THEM

Error 1, Err1: hotkilns.com/e1

Error D, ErrD: hotkilns.com/e-d

All Error messages on the DynaTrol:
hotkilns.com/error-codes

Adjusting and Calibrating the DynaTrol for More Accurate Firing: hotkilns.com/calibrating-kiln

What to do if the kiln fires slowly?: hotkilns.com/slow-kiln

YOUR LOCAL DISTRIBUTOR

Call your local distributor, most of whom service the kilns they sell. If they don't they may be able to direct you to a local kiln service person.

OTHER KILN REPAIR PEOPLE

Search for a local kiln service person online or try your local yellow pages. L&L may also be able to recommend a local service person. We maintain a listing of kiln service people around the country. If you can't find a person experienced specifically in kiln repair, then a good electrician is often more than adequate to repair most problems that commonly occur.

REMOVABLE CONTROL PANELS

Some of the more difficult problems occur within the control panel. One of the unique features of most L&L kilns is the easy ability to remove this panel and send it back to the factory for inspection and/or repair. Call the factory for details on your kiln.

CUSTOMIZED TECHNICAL SUPPORT

To get technical support from L&L Kilns please send an email to service@hotkilns.com

Include in your email the following important information:

1. Your name.
2. Your organization name.
3. The Serial Number, Model Number and Voltage information from your Data Nameplate.
4. Your phone number and possible times to reach you during business hours.
5. A description of the problem you are having and anything you have done so far to troubleshoot it.
6. **Send Photos!**

You will get prompt, effective, and detailed expert answers. We are committed to answering service emails within one business day but normally they are answered far more quickly. If you need a phone call we can help you better if we have this information before we call.

Note about element resistance values: You can find the proper ohms for your elements on the wiring diagram which comes with your instruction manual.

PREPARING FOR A TECHNICAL SUPPORT PHONE CALL

Get Your Wiring Diagram

Be sure to get your wiring diagram if you don't have it. You can get this emailed free from our office if you know your model number, serial number and voltage. This is the key to understanding what is happening electrically and it makes a great visual reference to share with the tech support department over the phone.

Get A Multimeter

Get a “Digital Multimeter”. Digital Multi-meters are inexpensive. For around \$50 or less you can get one at a place like Amazon or Home Depot. Get one that can test at least 250 volts AC and 28 volts DC, also ohms from 0 to 200, and is able to show at least the tenths decimal place for accuracy.

If You Need An Electrician

Sometimes you may need get an electrician or experienced person, to test live electricity if you cannot. If you get someone to provide on-site service, the kiln must be hot and exhibiting its problem when they test it. Sometimes it

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is difficult to coordinate the electrician, a hot kiln, and our technical support on the phone all at the same time, but it can be necessary to make the most of the electrician's time, and to fix the kiln in a timely fashion. It is usually best also to discuss with our technical support department the date and approximate time an electrician is expected to arrive.

Be Aware Of Limitations

As a practical matter the technical support staff is limited by the fact that we are at a distance from your kiln, communicating by email or telephone and are often working with you through multiple sessions to fix your kiln's problem. We rely heavily on your accurate and complete description of the problem, and your responses to our questions. We rely on you to remember where we are in the process of fixing your kiln each time we talk. (Email is easier because there is a recorded thread of communication).

Application Support

Distributors often offer a degree of application support. For instance if you are having problems with firing your work the first place to go for answers is the people who supply your clay and glazes. We offer some application support on this web site but it is minimal. Generally, this is outside the scope of our service. Look at the External Links for many great sites that can help you.

Be Comprehensive And Proactive

We have found through long experience that is best when trouble starts to replace all of a certain part. If your elements are old and one burns out – change the whole set of elements. The same is true for thermocouples, thermocouple wires, element terminal screws, power cords, and contactors. Do not expect control panel components to reliably perform after 15 or 20 years. The heat of kilns causes unavoidable oxidation of electrical components - some that you can't see. Kilns need to be rebuilt occasionally. Changing JUST the part that is causing the immediate problem is just asking for more trouble in short order.

WHERE TO BUY PARTS

You can order parts through your local distributor or directly from the factory. L&L stocks almost all parts we sell including elements. We normally ship within one to three days although some parts do take longer. Most parts are listed at hotkilns.com/parts.

FREE LIFETIME SUPPORT IS CONTINGENT ON THE USE OF L&L FACTORY PARTS. USE OF NON-L&L PARTS WILL VOID THE WARRANTY.

WHAT WE CAN'T DO

We can not give you advice over the phone on hooking up your kiln to your electrical system. You must have a qualified electrician who can physically see what your specific electrical situation is and who understands any local codes.

SELECTING AN ELECTRICAL CONTRACTOR

A quality electrical contractor:

- 1) Complies with state and local codes and regulations.
- 2) Carries the proper business and workers compensation insurance.
- 3) Is knowledgeable on a wide range of new equipment, technology and design procedures.
- 4) Has a local facility, and is willing to have you visit.
- 5) Is prompt and courteous and provides fast, reliable service -- attempting to perform service at your convenience.
- 6) Is neat and well groomed. This neatness should be reflected in their vehicles and offices as well as their personal appearance.
- 7) Provides a detailed written proposal, clearly outlining the work to be done and the agreed upon cost, including labor and materials. Make sure you understand every word of any contract before you sign it.
- 8) Asks in detail about any problems and offers understandable solutions.

CONSIDER THE FOLLOWING

- 1) Ask for references. Find out if other customers were satisfied. Check with the local Better Business Bureau regarding any filed complaints.
- 2) Compare price. Get bids from a few contractors. Make sure you give each contractor the same specifications and materials needed for the job.
- 3) Remember! How a company treats you now reflects how they will treat you if there's a problem. A quality electrical contractor listens to your problems, understands what you want accomplished and is willing to follow up after the work is completed.