



KILNS BUILT TO LAST

L&L Kiln Mfg. Inc. ♦ 505 Sharptown Rd. ♦ Swedesboro, NJ 08085

Phone: 856.294.0077 ♦ Fax: 856.294.0070 ♦ Email: sales@hotkilns.com ♦ Web: hotkilns.com

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## FREE L&L KILN TECHNICAL SUPPORT

Whether you own an L&L Kiln, or are an architect/engineer designing a kiln room for an L&L, or just researching electric kilns, L&L offers an unlimited amount of telephone and/or email technical support. Even when you buy a 50-year-old used L&L kiln from a private owner this valuable service is available to you free of charge.

If you are attempting to troubleshoot or repair a kiln there are few guidelines, suggestions and ground rules for starting this process:

- We recommend you download the appropriate manuals and troubleshooting guides from L&L's extensive on-line PDF Library ([www.hotkilns.com/pdf-library.html](http://www.hotkilns.com/pdf-library.html)) **and read them before you call.**
- Collect your kiln's model number, serial number, voltage and phase- (This is located on the back of your owner's manual or on side of the control box. Note: it is not the model number of Dawson Kiln sitter).
- Be sure to get your wiring diagram if you don't have it. You can get this 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 "Digital Multi-meter". Digital Multi-meters are inexpensive. For around \$25 or less you can get one at Radio-Shack or less than \$10 at [www.harborfreight.com](http://www.harborfreight.com). 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.
- Sometimes you may need to hire help, like an electrician, to test live electricity if you cannot. If you go to the trouble of hiring someone to provide on-site service, the kiln must be hot and exhibiting it's problem when they test it. Sometimes it is difficult to coordinate the electrician, the hot kiln, and our tech 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 report to tech support the date and approximate time an electrician is expected to arrive.
- As a practical matter the technical support staff is limited by the fact that we are at some distance from your kiln, communicating by email or telephone and are often working with you through multiple sessions to fix your kiln's problem. Because of this limitation, there is only so much we can do to help you. We rely heavily on your accurate and complete description of the problem, and your responses to our questions. Unfortunately we do not have sophisticated information tracking that will remember the details of each problem, so we rely on you to remember where we are in the process of fixing your kiln each time we talk.
- Additionally there are busy times and slack times here where on one day you can call and get right through, and other days when it can take 3 hours to get a call back. Typically the earlier in the

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week and the earlier in the day you call, the more apt you are to have to leave a message for a call back. Also, from September to the end of January and April to mid June the phones are very busy. Summer or right after New Years is the time to do major repair work on your kiln because we can spend the time then to help you more.

- If you need to order parts and you are in a hurry be sure to tell the office that and request (at cost to you) second day or next day delivery. We typically ship parts out the same day if the order is given to the office before noon (Eastern Standard Time).
- 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. 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. **ASK ABOUT OUR PACKAGE REPAIR KITS!**
- L&L will do everything we can to help you but remember it is your responsibility to take control of the process, communicate clearly to us, and be willing to spend the time and money necessary to fix your kiln properly. You have to be involved, carefully following the instructions, and listening to the advice given. We are happy to try and help you so long as you are happy to have us try and help you.
- Old kilns are no different than old cars – they can last for years with proper maintenance but they will break down at inopportune times without it. If you are lucky enough to have a good kiln repair person in your area get to know them. If not you must become that person for yourself. Fortunately kilns are not that complex and we have very good instruction materials available on-line in addition to our free phone support.
- In the event that such no-charge assistance is not appropriate or involves an unacceptable time constraint, we also offer portal-to-portal field service support at \$75 per hour (including travel time) plus travel expenses.