

# SERVICE FOR YOUR L&L KILN

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L&L kilns are designed to be as easy to work on and fix as possible.

## TROUBLESHOOTING GUIDE

The TROUBLESHOOTING GUIDES provide many helpful tips and suggestions. Check our web site at [www.hotkilns.com](http://www.hotkilns.com). We are constantly adding to our excellent troubleshooting guide and the web site has the most up-to-date information in it.

## 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

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 the most L&L kilns is the easy ability to remove this panel and send it back to the factory for inspection and/or repair. See the parts list or call the factory.

## CONTACT US

Email [service@hotkilns.com](mailto:service@hotkilns.com).

Visit: [www.hotkilns.com](http://www.hotkilns.com).

Call our office at 610-485-1789 Monday through Friday 8:30 to 4:30 Eastern Standard Time.

Call our Western Service & Sales Representative (800-259-1423) Monday through Friday 7am to 4pm Pacific Time (10am to 7pm Eastern Standard Time).

Write to us at L&L Kiln Mfg. Inc. P.O. Box 1898, Boothwyn, PA 19061.

## WHERE TO BUY PARTS

Some local distributors carry parts. However, because of the large variety of parts it is hard for local distributors to do this. L&L stocks almost all parts we sell including elements. We normally ship within one day.

See the parts list included with these instructions. You can download current parts lists from our web site. A faxable order form is on the parts list.

## 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 CONTACTOR

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.