



Delivery

If we should sell you a kiln, it is our policy, where possible, to deliver your kiln ourselves. We care about our kilns, great care has gone into their production. We care even more about you, our customer. We deliver into position, plug / wire it in (providing you have a suitable isolator switch ready, close to where the kiln is going) and we demonstrate how to load it, how to operate your controller and how to fire it. Usually we assist you with entering some, or all, of your programs into the controller so it's helpful if you know what these are.

If you're just starting out, we'll assist you with some programs that will be useful to you.

All kilns have their own characters so programs may need "tweaking" to get the perfect results you want, if you need to do this after delivery, call us and we'll talk you through it over the phone.

We have delivered plenty of kilns into cellars and shed etc, not all with easy access, obviously it helps if we can plan ahead – please see the "help before buying" document for more info.