



# Warranty Policy

## Essence of the Warranty

Below you will find a copy of our printed warranty. Our goals are to provide customers with equipment that is free from manufacturer defects, performs well throughout the warranty period and ideally throughout the life of the equipment.

Anyone who has dealt with warranty repairs knows that there are some gray areas in the interpretation. For this reason, we wanted to try and spell out the essence of what we are trying to accomplish with our warranty so you are clearer on the intent and more comfortable working with the customer on our behalf.

## Distributor Obligation

We feel the onus of providing a product free of manufacturing defects falls squarely on our shoulders. That being said, we often need help in administrating and facilitating warranty claims from the Distributor who sold the equipment.

We will never demand that a Distributor provide warranty service for equipment they did not sell. However, we may contract with a Distributor to service a warranty on equipment they did not sell.

You have probably noticed that the warranty description under "What Skutt Will Do" is not necessarily indicative of how we process most of our warranty claims. Although our warranty states that a customer must return the kiln to an authorized Skutt Service Center, in reality, most of you have never had a kiln delivered to you for repair. Most warranty work is done on site.

The initial wording of the warranty was developed many, many years ago; before there was a well distributed network of qualified repair people. We never want kiln repair to be a burden for our Distributors. We expect Distributors who do choose to offer kiln repair, charge us a price for warranty work that not only covers their costs, but also allows for a fair margin.

Many Distributors feel uncomfortable charging their customers travel time. For this reason, we are now allowing for up to one hour travel time reimbursement to the Distributor for all warranty work.

## What is Covered

Skutt will pay to repair or replace any defective parts or defects in workmanship, within 2 years of the sale of the kiln to the end user. This includes labor at market rate. We trust our distributors will give us a fair price based on the cost of doing business in their area. We do reserve the right to adjust price if necessary.

(continued)

## WARRANTY POLICY CONTINUED

### What is Not Covered

Often times there are factors that come into play which can affect performance that are out of our control. For this reason, there are specific exclusions listed in the warranty.

The gray area comes into play when kilns are placed in harsh environments, materials are fired that create a harsh environment, and when customers use the kiln in a production fashion to high fire temperatures. As we all know, whether intentionally or not, customers often leave out important details of use. We may ask for some details from the on-site visit, but we will never ask you to make the decision as to whether the warranty is covered.

Theoretically a customer could fire a kiln to Cone 10 and hold it there until the elements wear out. Does this mean the elements were defective? Of course not. The fact is we cannot predict every scenario our kilns will be subjected to and have no desire to write a 300 page warranty trying to address them. Again the intent is to provide our customers with a kiln that lasts for 2 years with no issues under "reasonable use".

Most of our customers are reasonable and our technical support team is very good at reasoning with them to temper their expectations given their individual situation.

### The Warranty Process

The process for submitting a warranty claim can vary but it basically follows these simple steps.

Customer contacts Skutt or their kiln repair person. An effort is made to diagnose the problem over the phone to determine if it is a warranty repair and what parts will be needed.

If the problem is obvious, parts are ordered and the repair is scheduled. If the customer is over a 1 hour round trip away, the customer repair person informs the customer that there may be additional travel time charges.

If more diagnostics are required, an appointment is scheduled to do this. At this point the customer should be informed that it is not clear as to whether or not this is a warranty issue and charges may apply.

Once the problem is diagnosed, if it is not obvious as to whether or not this particular problem is covered under the warranty, the repair person should call our technical support team to make a determination.

After the repair is made, a bill should be submitted directly to Skutt where it will be paid within 30 days.

## WARRANTY POLICY CONTINUED

## Warranty

SKUTT CERAMIC PRODUCTS, INC. warrants this product to be free from defects in materials and workmanship for two full years from the date of the first retail purchase from an authorized Skutt dealer.

**What Skutt Will Do:**

Skutt will repair or replace, at its expense, any defective part upon return, freight prepaid, to any authorized Skutt Service center.

**What is Not Covered:**

This warranty does not cover (1) any defect not reported to an authorized Skutt dealer or distributor within 10 days of discovery; (2) Type K Thermocouples; (3) any damage caused by overfiring; (4) products subjected to abnormal strain, freight damage, neglect, abuse, improper storage, failure to follow instructions, or products altered from factory standard condition; (5) products whose identification number has been changed; (6) failures of, or failures caused by, parts or accessories not manufactured or supplied by Skutt Ceramic Products; (7) kilns used for purposes other than firing ceramic materials; (8) kilns used for reduction or salt firing; and (9) elements in "PK" model kilns.

**Other Limitations:** ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, INCLUDING PROPERTY DAMAGE, LOST PROFITS, LOSS OF USE, OR OTHER ECONOMIC LOSS, ARE EXCLUDED TO THE FULL EXTENT PERMITTED BY STATE LAW. Some states do not allow the exclusion of incidental or consequential damages, so the above exclusion may not apply to you. ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF THIS LIMITED WARRANTY. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. Dealers are not authorized to modify this Warranty or to make any additional commitments. Skutt will not be responsible for promises not contained in this Warranty.

**State Law Rights:** This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

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