

TROUBLESHOOTING: RH-16L TOP LOADED PROGRAMMABLE ELECTRIC MUFFLE KILN

PLEASE NOTE: WE TEST EACH KILN BEFORE SENDING IT TO OUR CUSTOMERS

<u>PROBLEM:</u>	<u>COMMON REASONS:</u>	<u>SOLUTION:</u>
No power: controller's display has no red/green digits, program does not start, no heat	<p>1) Fuse in electrical plug/socket.</p> <p>2) Mains circuit breaker of kiln's electrical line is OFF because it has lower current than required or because it is too old or defective.</p> <p>3) Other reasons</p>	<p>1) Check and change the fuse.</p> <p>2) Turn the circuit breaker ON or change it on a new one with more currency.</p> <p>3) Contact Customer Support team as shown below</p>
Program works, but kiln does not heat up at all	<p>1) Secure switch on left side of electrical box is not pressed properly by metal arm fixed on the lid.</p> <p>2) Program does not start because the "starting" point of your program (C-01) is higher than the real temperature inside the chamber. For example C-01 = 20 C when the real temperature inside your chamber/inner is just 7 C. The "Starting" point always MUST be lower. For example if the real temperature inside the chamber/inner is 7 C then the starting point C-01 should be 6 C or less.</p> <p>3) Other reasons</p>	<p>1) Check and fix the arm into the correct position by two screws on the lid. You should hear "click" each time you close or open the lid of your kiln.</p> <p>2) Click on "SET" button to set C-01 = 0001 then click SET button again and wait 30 seconds for it to return to the main screen. That's it. We also recommend you keep this parameter (C-01 = 0001) for ALL of your programs to avoiding this confusion with starting temperatures in the future. Simple.</p> <p>3) Contact Customer Support team as shown below</p>
Kiln suddenly stops heating up during the heating process	<p>1) Overloading the electrical line which your kiln is connected to. Program is not in working order – no red/green digits.</p> <p>2) Other reasons</p>	<p>1) Check this electrical line and Mains circuit breaker on it. If necessary – change the fuse on a new or on a more powerful one. Ensure, that at the same time, other home equipment are not connected to same line to avoid overloading this line and turning the fuse OFF again.</p> <p>2) Contact Customer Support team as shown below</p>
Kiln is heating up very slowly	1) One or more heating	Heating element/s are not

or it can't reach top temperatures	elements are damaged by physical contact with firing material/s and/or accessories, by their gases, by overheating or over timing. 2) Other reasons	under warranty because these can be damaged only by incorrect use. Please order new heating element/s on our website/s to replace the parts or send your kiln to our workshops, or ask our engineer who can come and replace them for you. 2) Contact Customer Support team as shown below
Program counts temperatures in minus	1) Incorrect position of thermocouple (two-wires part in ceramic beads welded from one side) 2) Other reasons	1) Loosen the two fastening screws of the thermocouple from behind of the electrical box, take this thermocouple out, turn it over and insert it back. Now tighten these two screws again. 2) Contact Customer Support team as shown below
On the top line of the controller is a "oooo" sign. Kiln does not work.	1) Incorrect connection or no connected thermocouple (two-wires part in ceramic beads welded from one side) 2) Other reasons	1) Check if both thermocouple's wires are connected to the correct terminals (No:9 & No:10) and under the correct screws. If required, please send to us a request for a correct connection image. 2) Contact Customer Support team as shown below

OUR CUSTOMER SUPPORT IS AVAILABLE FOR YOU IN WORKING HOURS ON

TELEPHONE: +44 208 594 4004

EMAIL: SUPPORT@TECHNICALSUPERMARKET.COM

**OR USE SAME EMAIL ADDRESS FOR PRE-BOOKING ONLINE VIDEO SESSION FOR TECHNICAL ISSUES
AND PROGRAMMING ON SKYPE OR WHATSAPP**

**FOR THIS PURPOSE PLEASE SEND TO US FOR CONFIRMATION PURPOSE YOUR ORDER NUMBER (OR
FULL NAME AND POST-CODE) WITH YOUR REQUEST AND BEST SUITED DATE/TIME FOR YOU.**

OUR AIM IS TO CONFIRM OR OFFER ANOTHER DATE/TIME JUST IN ONE WORKING DAY!

(IMPORTANT TO KNOW: BECAUSE OUR TUTORS LEAD MANY COURSES AND TECHNICAL SUPPORT AROUND THE WORLD AND ARE USUALLY VERY BUSY - WE DO NOT ANSWER SKYPE OR WHATSAPP VIDEO-CALLS WITHOUT HAVING PRE-BOOKED A TIME AND DATE.