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Happy February! This month we're bringing you some tips about error message troubleshooting. We know errors are the last thing you want to see on your controller, but being informed will help you know what to do next. Today we highlight 2 errors; you can find [all of our error messages](#) on our website or on the latest version of our KilnAid app.

All Error Information

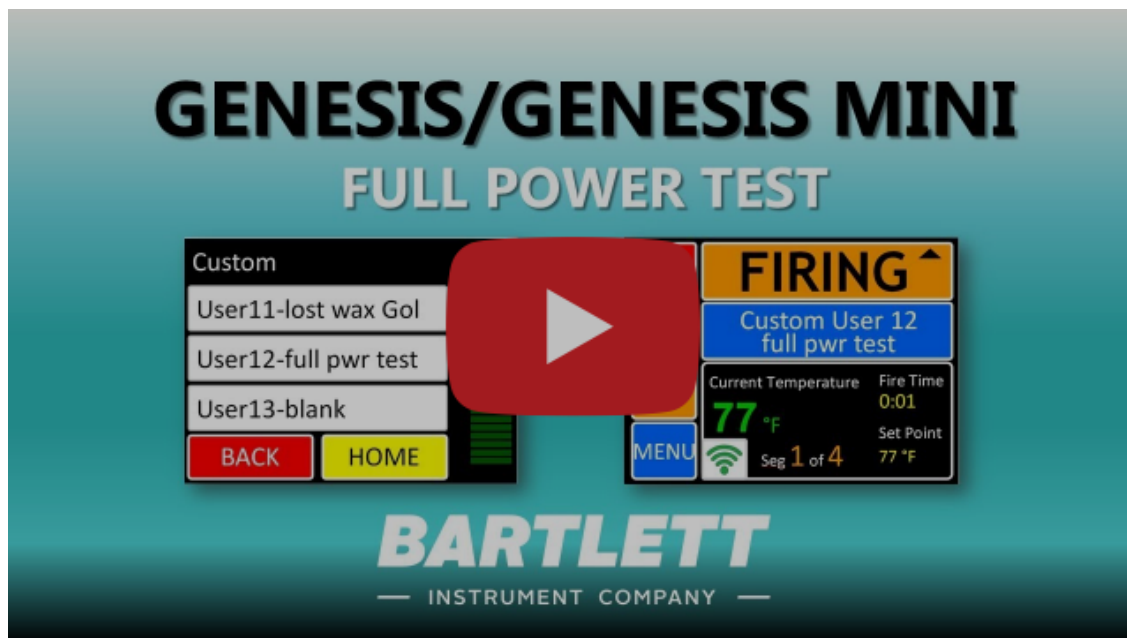
Error 1

Description: This error means the kiln temperature increasing slower than 12°F per hour when ramping up.

Possible Cause and/or Correction: This is a kiln heating problem, not a controller problem.

Do the [Full Power Test](#) (see video below) to check elements and relays. If the full power test results in seeing large black spots in one or multiple elements, please contact your kiln's manufacturer for new elements. If the full power test results in elements glowing red all the way around inside your kiln, please contact the kiln manufacturer for new relays.

Additional possible causes include: (1) Low or dropping voltage to the kiln could also be the cause. (2) A thermocouple reading incorrectly or improperly placed may also be the cause.



Error d

Description: Kiln temperature 50 degrees F above traveling set point

Possible Cause and/or Correction: The cause may be a stuck relay or stuck output. If you are using zone control, then the outputs or thermocouples may be in the wrong zones.

If the error occurred at a temperature below 1000°F and you are using zone control, a possible cause may be how the kiln is loaded. Each zone needs to be loaded as evenly as possible. Reach out to your kiln manufacturer for recommendations on kiln loading if you think this is a possibility.

[Learn More about KilnAid](#)

Connectivity Problems

Do you have a Genesis series controller? Have you had problems connecting to your WiFi? You're not alone - network configurations can be tricky to troubleshoot and unique by house/studio. We have created a guide to help you troubleshoot why your controller may not be connecting.

[Connectivity Troubleshooting Guide](#)

KilnAid Set Up

As a quick reminder, if you are signing up for KilnAid or an account on our website please check your Spam folder and wait a few minutes for the confirmation email. The email should come from no-reply at bartinst.com with the subject line **Confirmation instructions**.



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