



BARTLETT Instrument Company

Send In Your Repairs Quick and Easy!

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When there is something wrong with your controller, getting your kiln back up and running as quickly as possible is generally your biggest priority. To make things easier, remember these simple steps to get the process going. The faster the repair process is, the faster you can get your pieces fired.

First, if you think there is something wrong with your controller, give us a call to see if we can find a solution first. Often times, our tech can determine what the problem is over the phone and sending in the controller isn't necessary.

If the controller does need sent in, follow these steps:

- Ask our technician for an RMA number so we are able to track your repair.
- Go to our website, under the Kiln tab click Repairs, and print the [RMA form](#).
- Fill out the form completely.
- Pack the controller in anti-static packaging. Antistatic packaging is important to prevent electrical damage to the controller. If you don't have any, newspaper works well. Do not wrap it in plastic, styrofoam, or packing peanuts. Be sure to include the completed RMA form with your controller.

Once your controller is sent in for repair, allow 1-2 weeks for it to be repaired. If you've got questions or a controller you think might need repaired, give us a call!

BARTLETT

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