

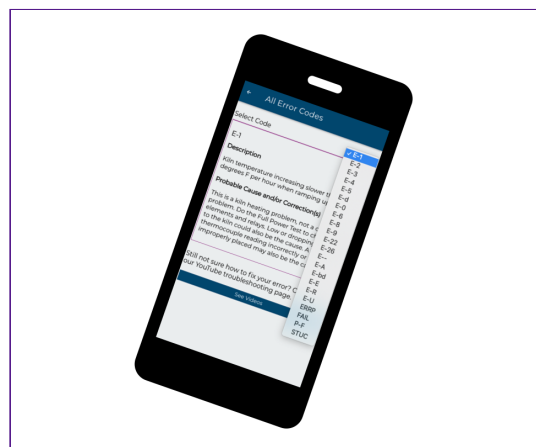
BARTLETT
— INSTRUMENT COMPANY —

We'll give you a hint, it's not the Ghostbusters. In this month's e-newsletter we provide [five questions and possible solutions](#). We know [problems occur](#) or, maybe, you lost your [manual](#). We are here to help. However, sometimes we aren't the best people to answer your question. [Scroll](#) for our 5 helpful tips or [visit our website](#) for full product information.

"My customer experience with Bartlett has been exceptional. If you have a technical question, they answer the phone! And they provide a knowledgeable answer. That kind of support is rare."

If you need help outside of business hours:

- Our manuals are available online
- We have FAQs and troubleshooting tips
- We have helpful tutorials on YouTube
- We are improving KilnAid - now with in-app error information and more planned features.



So you have a problem with or a question about your kiln.

How do you decide who to call?

1. Do you want to add a controller to an older kiln (one without a controller)?

- This requires a complete control box. We do not manufacture a complete control box. Instead, we suggest contact one of our [kiln manufacturers](#).

2. Do you need a replacement part, such as elements, relays or thermocouples?

- We recommend contacting your kiln's manufacturer or kiln repair technician to help with replacement parts. Most [kiln manufacturers](#) have a list of [local kiln repair technicians](#) that can come on site to help you.
- If you are doing your own repairs, we recommend contacting the manufacturer of your kiln.

3. Are you trying to upgrade your controller?

- You may be in the right place. We can help with some upgrades - for example our Genesis Mini is a direct replacement for the Autofire® Express and Sentry Xpress controllers.
- Another option is to contact your [kiln manufacturer](#) to see if they have an upgrade kit specific to your kiln's make/model and the current controller.

4. Does your controller need a repair?

- Start [here](#). [This webpage](#) outlines the our repair process and any potential charges.

5. Are you trying to connect your Genesis or Genesis Mini to WiFi or our KilnAid app?

- You're in luck - [our May e-newsletter](#) has everything you need to get your controller connected.
- Trying to set up KilnAid? [The e-newsletter](#) has got that information too.



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