



The Facts

Service and Support

It's one thing to say you have the best customer service and support in the business, it's quite another to back it up with 50 years of experience earning it.

- **Over 200 Distributors Worldwide**
- **Open 7:00 AM to 5:00 PM Monday through Friday**
- **Talk to a real human voice.**
- **Parts ship within 24 hours**
- **Warranty Includes Parts and Labor**
- **Most Importantly - We Actually Care**

Customer Service

Our distributor network includes over 200 knowledgeable distributors worldwide to help serve your needs. If for any reason your local distributor is unable to help you, please feel free to call us at any time. We guarantee you will talk to an actual person

Warranty Service

The funny thing about warranties is that they are only as good as the support structure behind them. A company could offer a 20 year warranty but when you take into account the exclusions, the waiting for call backs, and your over all frustration level, what is it really worth.

Skutt's 2 year warranty is straight forward. If you have a failed component on your kiln within 2 years of purchasing it, we will fix it. We will pay parts **AND** labor. Many of our full service distributors will even repair the kiln on site. Due to the fact that it is possible to exceed the estimated life of a thermocouple before the end of the warranty period, thermocouples are the only items we do not cover under our warranty.

Technical Support

Although we hope that you will have years and years of trouble free use from your kiln, the reality is that occasionally things can go wrong. If it does, it is our goal to diagnose the problem and get you up and running as fast as possible. We have 2 full time technicians on staff from 7:30 AM to 5:00 PM PST Monday through Friday to help make this happen.

Many of them will have the part you need in stock. If they don't, we can ship nearly any part from our factory within 24 hours of receiving the order.

