



WARRANTY INFORMATION

RETAIN THIS DOCUMENT FOR YOUR RECORDS

ALL KILN PURCHASES ARE FINAL AND CANNOT BE RETURNED FOR REFUND

All sections of this form must be completed to qualify for warranty

1. COMPLETE THIS FORM AND SAVE FOR YOUR RECORDS.

WHERE PURCHASED	ADDRESS
PURCHASE DATE	PRODUCT PURCHASED
MODEL NUMBER	SERIAL NUMBER

2. COMPLETE ENCLOSED WARRANTY REGISTRATION AND GLAZE REBATE FORM then submit within six (6) months of purchase date. Glaze rebate valid for North America customers only.

THREE WAYS TO SUBMIT

1. **MAIL:** AMACO/brent, 6060 Guion Road, Indianapolis, IN 46254-1222
2. **SCAN AND EMAIL:** rebates@amaco.com
3. **SCAN QR CODE OR TYPE IN WEB ADDRESS BELOW**



[WWW.AMACO.COM/WARRANTY](http://www.amaco.com/warranty)

NOTE: Please call 1-800-925-5195 and ask for Sales Support if you do not receive an email from AMACO within 48 hours of submitting your warranty registration.

3. WARRANTY LENGTH

SEE CHART TO THE RIGHT.

Warranty is in effect from date of purchase.

10 year warranty	Brent® Wheel Models: B, C, CXC, EX, 16
2 year warranty	EXCEL® Kilns: All Models
	AMACO® KilnVents: All Models
1 year warranty	Brent® Slab Rollers: All Models
	Brent® Clay Extruders: All Models
	Brent® Carts (including Batmobile)

4. WARRANTY TERMS

AMACO/brent equipment is covered by warranties limited to defects in materials and workmanship during the manufacturing process for the time period in the chart above. Components we purchase for equipment are covered only by those manufacturer's warranties.

- Ultimate determination of validity for warranty claims is at the discretion of AMACO/brent.
- Warranty is non-transferable.
- Retain original purchase receipt. You will need this along with model number and serial number to obtain warranty service.
- The warranty is in effect from the date of purchase and is as listed in chart above.
- All warranty work must be performed by an authorized AMACO/brent dealer or by the manufacturer to maintain the warranty. Work done by someone other than an authorized dealer or the manufacturer will void this warranty. In some situations AMACO/brent may authorize the end user to make repairs.

INTERNATIONAL CUSTOMERS

YOU ARE NOT VOIDING WARRANTY WHEN DIRECTED TO REPAIR YOUR EQUIPMENT.

5. WARRANTY EXCLUSIONS

Warranty will be void if any of the following occur:

- The warranty period has expired.
- Repair or service is done by an unauthorized dealer.
- Damage due to abuse and/or misuse; including but not limited to overfiring and salt glazing (kilns only), improper installation, rough handling, improper stacking or storing.
- Shipping damage.

6. WARRANTY REPAIR INSTRUCTIONS

If you have a problem with your AMACO/brent equipment within the warranty period, please do the following:

**PARTS AND LABOR
WILL BE COVERED
FOR VALID
WARRANTY CLAIMS**

- Contact the dealer from which you purchased your equipment. Parts and labor will be covered for valid warranty claims.
- If the dealer is unable to assist you, call AMACO/brent technical support, 800-999-5456 or email technicalsupport@amaco.com. Please have the model and serial number ready when you call or include them in the email.
- You may be asked to send the defective equipment or part(s) in for inspection. The serial number of the equipment being repaired must accompany the defective parts for the warranty to be honored. Include a note describing the nature of the problem, to save the technician time since many problems are intermittent and may not show immediately.

**PLEASE HAVE EQUIPMENT
MODEL AND SERIAL
NUMBER READY
WHEN YOU CALL
OR INCLUDE THEM IN THE EMAIL.**



EMAIL AMACO/BRENT AT
REBATES@AMACO.COM

7. SERIAL NUMBER LOCATION



Wheels



Kilns



Slabrollers



Extruders

Extruder
serial # is on
the bottom of
the mass
mounting
assembly.



American Art Clay Co., Inc. • 6060 Guion Road, Indianapolis, IN 46254-1222 U.S.A.
Phone (317) 244-6871, (800) 374-1600 • amaco.com

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