



# 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
<input type="text"/>	<input type="text"/>
PURCHASE DATE	PRODUCT PURCHASED
<input type="text"/>	<input type="text"/>
MODEL NUMBER	SERIAL NUMBER
<input type="text"/>	<input type="text"/>

## 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 <sup>year</sup> warranty	Brent® Wheel Models: B, C, CXC, EX, 16
2 <sup>year</sup> warranty	EXCEL® Kilns: All Models
	AMACO® KilnVents: All Models
1 <sup>year</sup> 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.
- Damage or failure due to acts of God such as, fire, flood, electrical storms, etc.
- Use other than for intended.
- Normal wear and tear on parts such as elements, bricks, thermocouples, relays, wheel heads, and belts.
- Modifications to the unit in any manner.

## 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](mailto: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.
- If it is necessary to ship equipment or parts to AMACO/brent for inspection, repair or replacement, the technician will explain how to return the defective item(s) and whether it should be sent prepaid. For your protection, insure all items shipped.
- For International warranty claims that are not handled by our authorized dealer, we may ask you to follow basic repair instructions or appoint/liaise a local specialist.

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



EMAIL AMACO/BRENT AT  
[REBATES@AMACO.COM](mailto:REBATES@AMACO.COM)

## 7. SERIAL NUMBER LOCATION



Wheels



Kilns



Slabrollers



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

Extruders



**American Art Clay Co., Inc.** • 6060 Guion Road, Indianapolis, IN 46254-1222 U.S.A.  
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