



# KilnAid User Manual

End-user guide for the KilnAid mobile app (iOS and Android)

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# 1. Introduction

**How to use this manual:** If you are new to KilnAid, start with [§2 Getting Started](#) (login and account). Use the [Table of Contents](#) to jump to any section. For short answers to common tasks, see [§14.2 Where Do I...?.](#) For definitions, see [§14.1 Glossary](#). Keep your **kiln** and **controller** manufacturer documentation at hand—this manual does not replace it.

## 1.1 What KilnAid Does

KilnAid is a mobile app that lets you **monitor and control the Genesis 2.0, the Mini 2.0, and the Spark controllers** from your computer, phone or tablet.

With the free version of the KilnAid app, you can:

- **View live status** — See temperatures, firing mode, and progress in real time.
- **Stop a firing** — Stop a current firing from the app
- **Access documentation** — Read the manuals or visit the Bartlett Instrument YouTube page.

With the paid version of the app, KilnAid+, you can:

- **Get alerts** — Receive push or text notifications when a firing starts, completes, or errors.
- **Load a program to the kiln** — Remotely load cone, glass, or custom programs onto the kiln.
- **Review history** — View the details and graph of the last firing, and log files from the kiln.
- **Write firing notes** — Take notes about previous firings for later reference.
- **View diagnostic data** — See information about the technical health of your kiln.

The app works with Bartlett Instrument controllers that support KilnAid. With your KilnAid account and an internet connection, you can monitor your kiln from anywhere.

## 1.2 Who This Manual Is For

This manual is for **kiln owners and operators** who use KilnAid to monitor and control their kilns. It assumes you have (or will create) a KilnAid account and have access to a compatible kiln and controller.

## 1.3 What You Need

To use KilnAid you need:

- **A KilnAid account** — Create one from the app (see [§2.3 Creating an account](#)).
- **A compatible kiln and controller** — Your controller must support KilnAid remote features. Currently, these include the Genesis 2.0 and the Genesis Mini 2.0 controllers.
- **Internet connection (kiln & phone)** — Required for login, syncing with the kiln, sending programs, and receiving notifications.
- **KilnAid+ subscription (for full features)** — Subscription unlocks the ability to claim more kilns, receive notifications (push and text), and other premium features. KilnAid+ features are available for a 30 day free trial.

## 1.4 App Version and Support

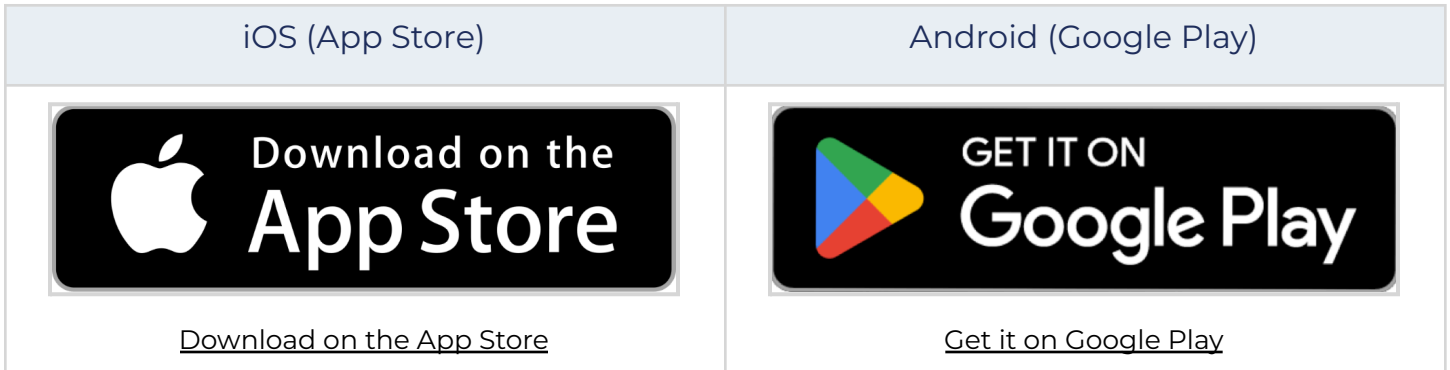
- **App version** — Shown at the bottom of the Login screen and in the **Menu** (tap the menu icon on the My Kilns toolbar) at the bottom of the list.
- **Release notes** — In **Menu** → **Release Notes** you can see what's new and what was fixed in each version.
- **Support** — Use **Contact Us**, see **Menu** → **Contact Us** for help. For controller-specific help, see **Menu** → **Bartlett Instrument YouTube - Controller Help** and **Menu** → **Manuals**.

## 1.5 KilnAid vs KilnAid+ and How to Use This Manual

- **Same app** — KilnAid and KilnAid+ are the **same application**. **KilnAid+** refers to **premium features** you get with a **subscription** (notifications, more kilns, programming features, etc., as described in the app and subscription screens).
- **Use with your kiln docs** — Read this manual **together with** documentation for your **specific kiln** and **controller** (wiring, physical operation, and controller menus).

- **Screenshots** — Examples are from the **phone** app; layout may differ depending on which operating system, iOS or Android, that you have, and will also differ on tablets and computers.
- **How button names appear** — In this manual, text styled like a control (e.g. + Add Kiln) represents a **button or tappable control** with that label in the app.

## 1.6 Download the App and Online Resources



- **Online resources** — For video tutorials and other web resources, visit the [Bartlett Instrument YouTube page](#). This can be found on the app by navigating from the **Menu** → **Bartlett Instrument YouTube - Controller Help** in the app or the links your kiln vendor provides.

## 2. Getting Started

### 2.1 Logging In

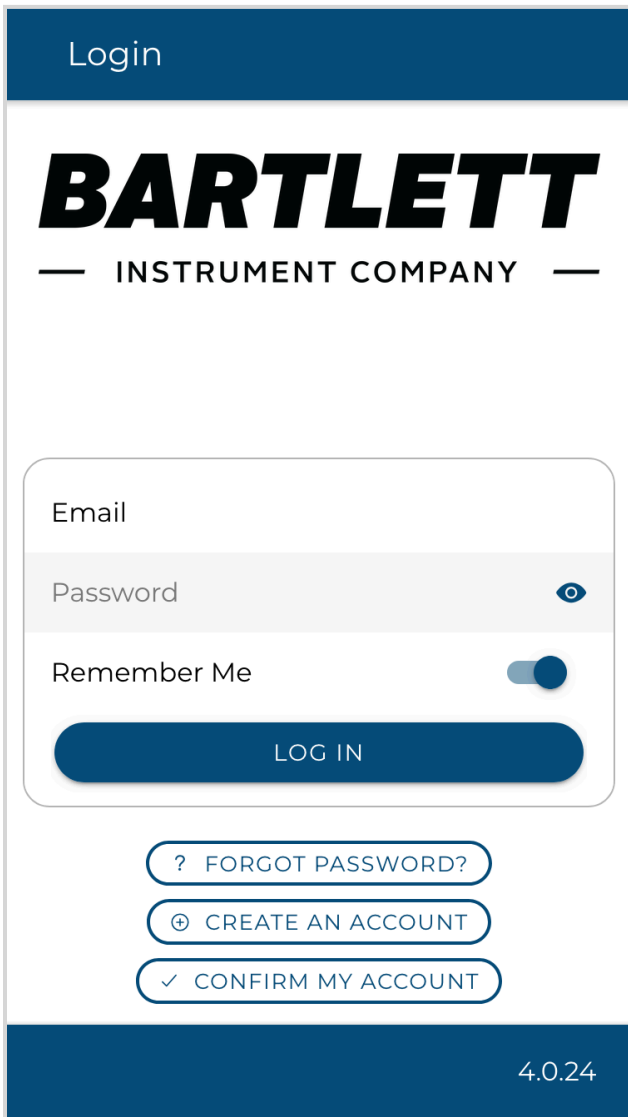


Figure 1 — Login (example). App version appears at the bottom.

1. Open the KilnAid app. You'll see the **Login** (home) screen after the KilnAid splash screen. From here you can **log in**, **create an account**, or **reset your password**.
2. Enter your **email** and **password** in the fields provided.
3. Optionally turn **Remember Me** on so you stay logged in on this device.
4. Tap **Log In**. If login succeeds, you'll see options to go to **See My Kilns** or **Log Out**.
5. Tap **See My Kilns** to open your kiln list.

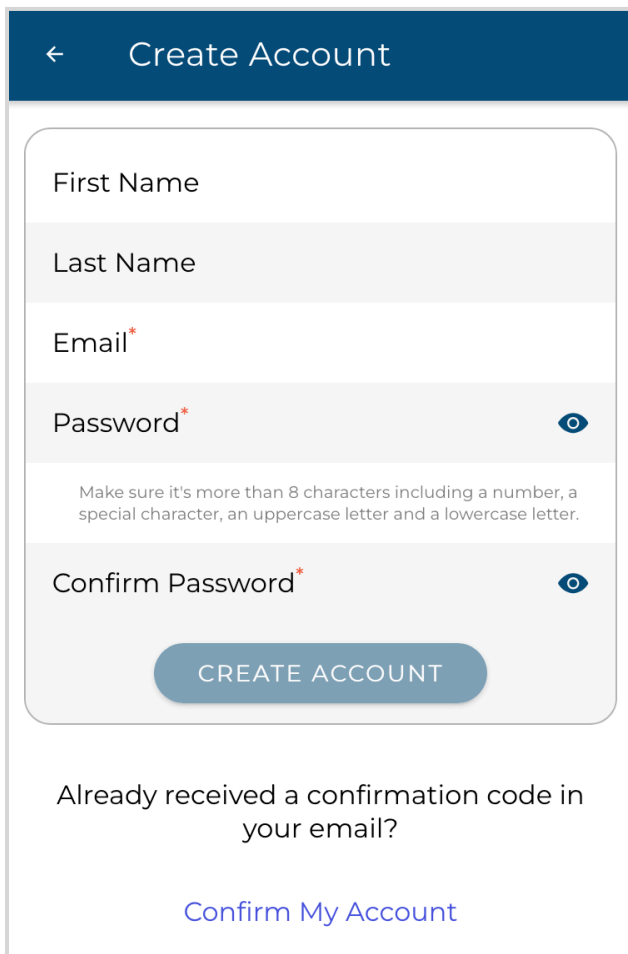
**App version on Login** — The app **version** is also shown **at the bottom of the Login screen**

## 2.2 Logging Out

To log out later, go to the Login screen and tap **Log Out**, or use **Menu** → **Logout** from the My Kilns page.

## 2.3 Creating an Account

1. On the Login screen, tap **Create an Account**.




← Create Account


First Name

Last Name

Email\*

Password\* 

Make sure it's more than 8 characters including a number, a special character, an uppercase letter and a lowercase letter.

Confirm Password\* 

CREATE ACCOUNT

Already received a confirmation code in your email?

[Confirm My Account](#)

Figure 2 — Create Account page (example).

1. Complete the new-user form: **Email**, **Password**, and **Confirm Password** (and any other required fields).
2. Tap **Create Account**. You will be directed to the **Confirm Account** page.

3. Check your email. You should receive a message from **no-reply@bartinst.com** with a subject "Successfully created account for KilnAid". The email contains a **7-digit numerical confirmation code** for the next step.

## 2.4 Confirm Account

Confirm Account

Thank you for signing up for KilnAid.

There is **one more step** to complete your account set up.

Please check your email for a confirmation email with the subject "**Confirmation instruction**" from no-reply at bartinst.com

Email\*

Confirmation Code\*

Confirm Account

Already confirmed your email?

Yes, I'm confirmed. [Go to login](#)

[No, something went wrong. I need help](#)

Figure 3 — Enter **email** and the **confirmation code** from your account email

1. Enter the **email** you used to create the account and the **confirmation code** from the email.
2. Tap **Confirm Account**.
3. Go to the **Login** screen and sign in with your email and password as in [§2.1 Logging in](#).

## 2.5 Accept Terms

The **first time** you log in after your account is set up, you must accept the **Terms and Conditions**.

- If the **Accept** buttons are **not visible**, **scroll to the bottom** of the terms screen.

- If you **do not accept** the terms, you will be **logged out** and cannot continue until you accept (or until terms are updated per app policy).

## 2.6 If You Forget Your Password

1. On the Login screen, tap **Forgot Password?** You'll go to the **Forgot Password** page.
2. Enter the **email** for your KilnAid account and submit. An email is sent with reset instructions.
3. In the email, there will be a Password Reset Verification code. Copy that code.
4. On the **Confirm Password Reset** screen, enter your **email** and the **confirmation code** from the email, then tap **Reset Password** (or follow the on-screen steps).
5. On the **Reset Password** page, set and confirm your **new password**.
6. Return to the **Login** screen and sign in with your email and the new password.

If you don't receive the reset email, check spam and ensure the address matches your account. Contact support if needed.

## 3. My Kilns

### 3.1 Kiln List

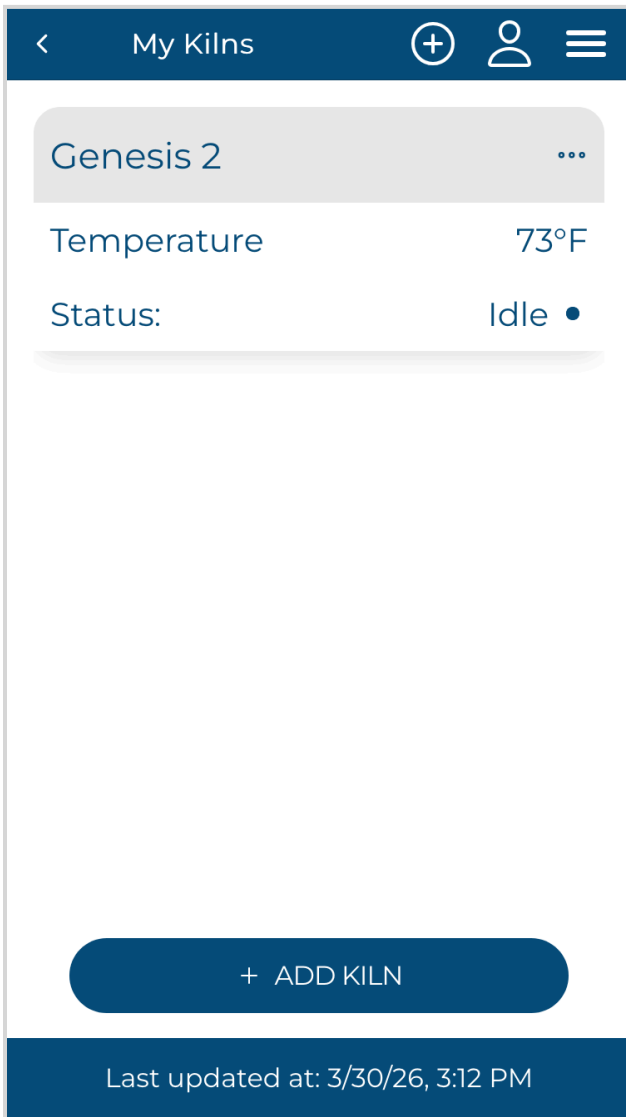








Figure 8 — My Kilns list (example). Icons and colors are summarized in the **Kiln list status** table below.

The **My Kilns** page is the main kiln **list** after you log in. Once you have **added at least one kiln**, each claimed kiln appears here.

At the top you may see a banner such as **In 30 Day Free Trial** or **Beta Tester** depending on your account.

- Each kiln appears in its **own row** with the kiln **name** (top), then **temperature** and **status**. The status line includes an **icon**; **colors** match the table below.
- **Pull down** on the list to refresh and get the latest status from the cloud.
- A progress bar may appear at the top while data is loading.
- To open a kiln's detail tabs (**Status, Settings**, etc.), **tap that kiln's row** (the kiln name row).

### Kiln list status (icon, meaning, and colors) —

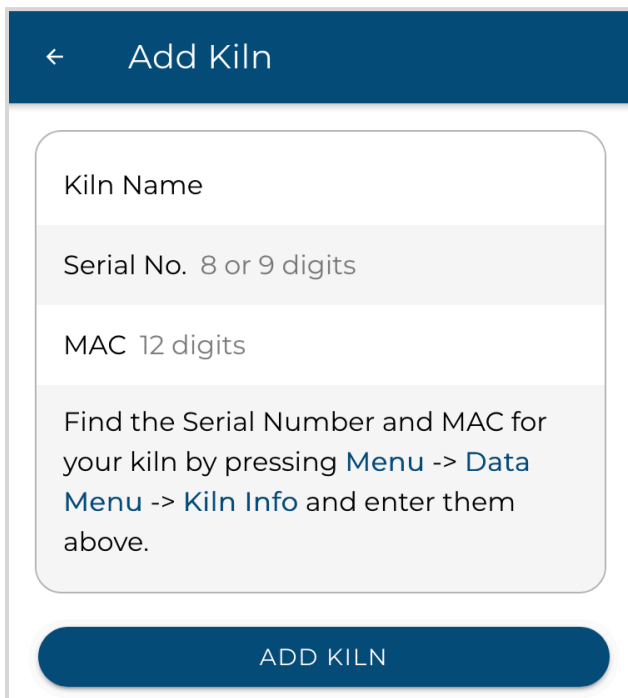
Icon	Status in list	Meaning	Styling
	Complete	Firing finished.	Status: Complete
	Idle	Kiln is on but not firing.	Status: Idle
	Firing	Kiln is running a program.	Status: Firing
	Error	Controller reported an error (see <a href="#">§12.3 Error codes</a> and <a href="#">§12.4 Controller Manual</a> ).	Status: Error
	Delay Start or Auto Start	Firing is scheduled to start at a set time.	Status: Delay Start
	Not Connected or ... — Offline	No recent data from the kiln (connectivity or power).	Status: Offline

When a controller hasn't checked in for five minutes, the app will append — **Offline** to the status label; the **disconnect** icon and **medium** gray text still apply.

## 3.2 Kiln List toolbar

Control	What it does	More detail
Back	Returns to the Login (home) screen.	—
Add kiln (+)	Opens the Add Kiln screen.	<a href="#">§3.3 Adding a Kiln</a> . Shown only if you haven't reached your claim limit.
Profile (person)	Opens My Account.	<a href="#">§11 Account and Profile</a>
Menu (☰)	Opens the Settings / app menu	<a href="#">§4.1 App menu</a>

## 3.3 Adding a Kiln



← Add Kiln

Kiln Name

Serial No. 8 or 9 digits

MAC 12 digits

Find the Serial Number and MAC for your kiln by pressing **Menu** -> **Data Menu** -> **Kiln Info** and enter them above.

ADD KILN

Figure 9 — Add Kiln (example).

You can add (claim) a kiln if you're within your account's kiln limit. Free users can claim up to 10 kilns; KilnAid+ subscribers can claim more.

1. On **My Kilns**, tap the **+** (add) icon in the toolbar, or tap Add Kiln button.
2. On the **Add Kiln** page, enter:
  - **Kiln Name** — A name you choose (e.g. “Studio Kiln”).
  - **Serial No.** — 8 or 9 digits from the controller.
  - **MAC** — 12-character MAC address from the controller.
3. Tap **ADD KILN**. The app will try to claim the kiln. If successful, it appears on My Kilns.
4. To **control** the kiln from the app, you must **pair** it: open the kiln, go to the **Settings** tab, and complete **Pair with kiln** (see [§6.2 Pair with kiln](#)).

**Note: Claiming** adds the kiln to your account so it appears on My Kilns. **Pairing** links your user to the controller so you can send programs and use remote actions. **Claim** and **pair** are different steps; see also §14.1 Glossary. A kiln can be claimed by one account but only one user is “paired” at a time for remote control.

### Common errors when adding a kiln

- Always enter a **kiln name** and double-check **serial number** and **MAC** for typos.

## 3.4 Viewing Kiln Details

- Tap a kiln in the list to open its **detail view** (Kiln Tabs).
- You’ll see tabs such as **Status**, **Settings**, **Diagnostics**, **Program**, and **Logs**. Switch between them to view status, settings, diagnostics, view the program/graph, or read logs.
- To switch to another kiln, tap the **back** button to return to **My Kilns**, then tap a different kiln.

## 4. Menu

### 4.1 App menu

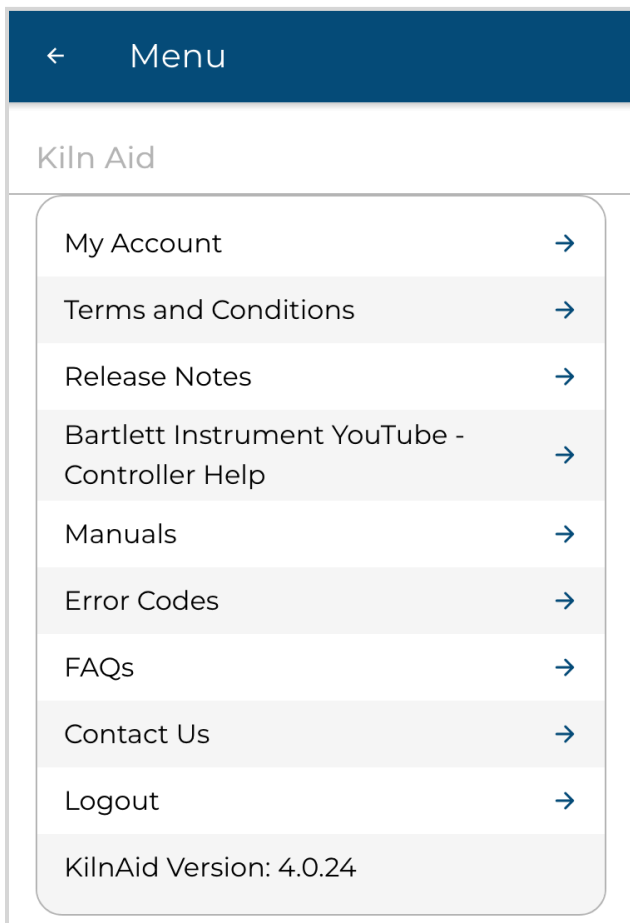


Figure 10 — Menu from My Kilns (example).

#### Menu entries (Menu → ...):

Menu item	Purpose
My Account	Profile, subscription, notifications, and related options ( <a href="#">§11</a> ).
Controller Help (e.g. Bartlett Instrument YouTube - Controller Help)	Opens YouTube tutorials for Bartlett controllers.
FAQs	Frequently asked questions, organized by controller type.

Manuals	Controller PDFs and related docs; may include ceramic/glass profiles, diagnostic references, Spanish manuals, etc.
Error Codes	Codes with causes and corrections ( <a href="#">§12.3</a> ).
Terms and Conditions, Release Notes, Logout, app version	Legal, version history, sign out, build label (bottom of list).

## 5. Kiln Status

When you open a kiln and select the **Status** tab, you see the current state of that kiln.

### 5.1 What You See

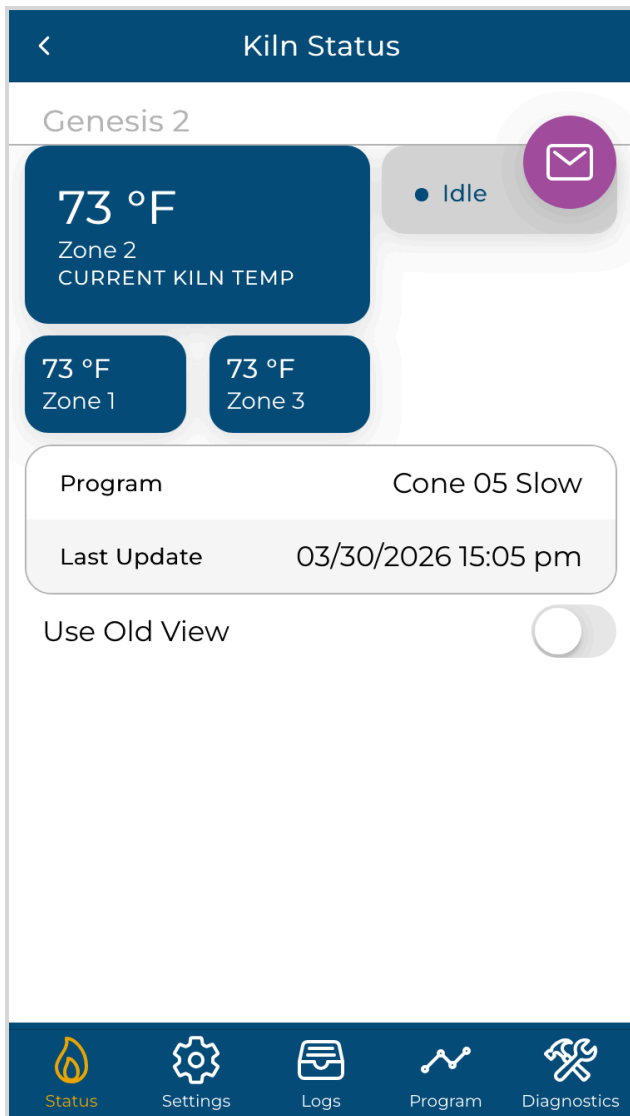


Figure 11 — Kiln Status (example). For a walkthrough of each field, see §5.1.

- **Kiln name** — The name you gave it
- **Current mode** — e.g. Firing, Delay Start, Auto Start, Complete, Idle, Error, or Offline (with “- Offline” when the kiln is unreachable).
- **Temperatures** — Shown for one, two, or three zones depending on your kiln. Values use the kiln’s temperature scale (°F or °C).
- **Set point** — Target temperature for the current segment (when firing).

- **Segment** — Current segment in the program.
- **Elapsed Firing Time** — Time since the firing started (when applicable).
- **Hold Remaining Time** — Time left in the current hold (when applicable).
- **Estimated Time Remaining** — Approximate time until the firing completes (when applicable).
- **Delay Start Time** — For Delay Start / Auto Start, the scheduled start time.
- **Last Update** — When the app last received data from the kiln.

## 5.2 During a Firing/Remote Stop

- Temperatures and times update as the app receives data. The data will refresh automatically, but you can also pull-to-refresh.
- If you've sent a command (e.g. stop), you may see **Syncing with Kiln** while the request is pending.

**Stop button** (when the kiln is firing or in delay start and **paired to you**):

- A **Stop** button may appear on the Status screen.
- Tapping it opens a confirmation (e.g. "Stop Firing? ... YOU CANNOT UNDO THIS ACTION.").

**Warning:** Stopping a firing from the app is **not reversible**. Only confirm if you intend to stop the kiln.

- If you confirm, the app sends a stop request to the kiln.
- After sending, the button is disabled so you don't send duplicate requests.

## 5.5 Notifications and Alerts

- From the Status area, if you have a KilnAid+ subscription or a free trial, you can open a **notifications** popover or link to configure alerts for this kiln.
- Alerts can be set per kiln and per event (e.g. Firing Start, Firing Complete, Error) in **Account** → **Notifications Settings** (see [§11.4 Notifications](#)).

## 6. Kiln Settings

The **Settings** tab for a kiln lets you manage the kiln name, view controller info, and pair or unpair the kiln.

### 6.1 Overview

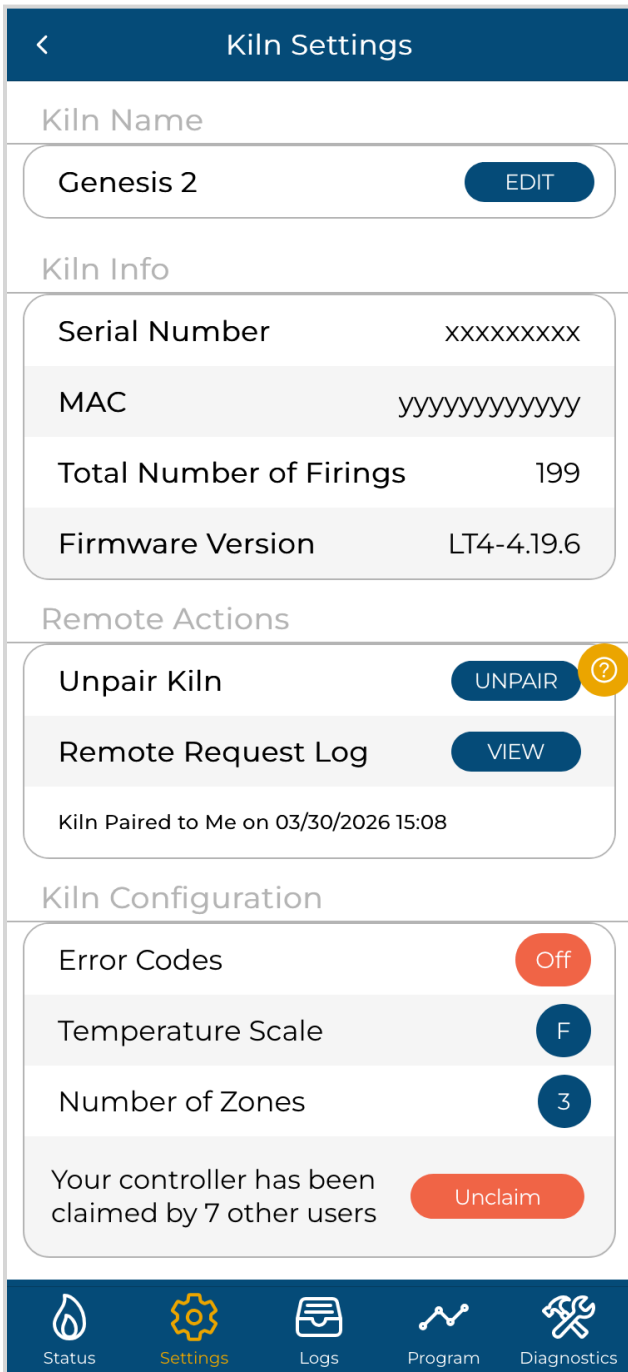


Figure 12 — Kiln Settings (example).

- **Kiln name** — Edit and save the name that you see in the app.

- **Controller details** — Serial number, MAC, number of firings, firmware version, etc., are shown in a lower section.
- **Pair with kiln** — If your controller supports it, you can pair the kiln so that you can send programs and perform remote actions. “Paired to me” means your account is the one currently paired.
- **Unpair** — You can unpair the kiln when needed (e.g. before pairing a different user). Unpairing does not unclaim the kiln from your account.

## 6.2 Pair with Kiln

1. Open the kiln and go to the **Settings** tab.
2. Find the **Pair with kiln** (or similar) section. If the kiln is already paired to you, you may see pairing status and an option to unpair.
3. To pair: the app may show a **pairing code** or ask you to enter one. On the **controller**, go to the menu that accepts a pairing code (see the controller manual or on-screen help) and enter the code from the app.
4. Complete the steps on the controller (e.g. confirm pairing). The app will update to show “Paired to me” or similar when pairing succeeds.
5. If pairing fails, check that the code matches, the controller has compatible firmware, and the kiln is online. See [§12.4 Controller Manual](#) and the controller manual.

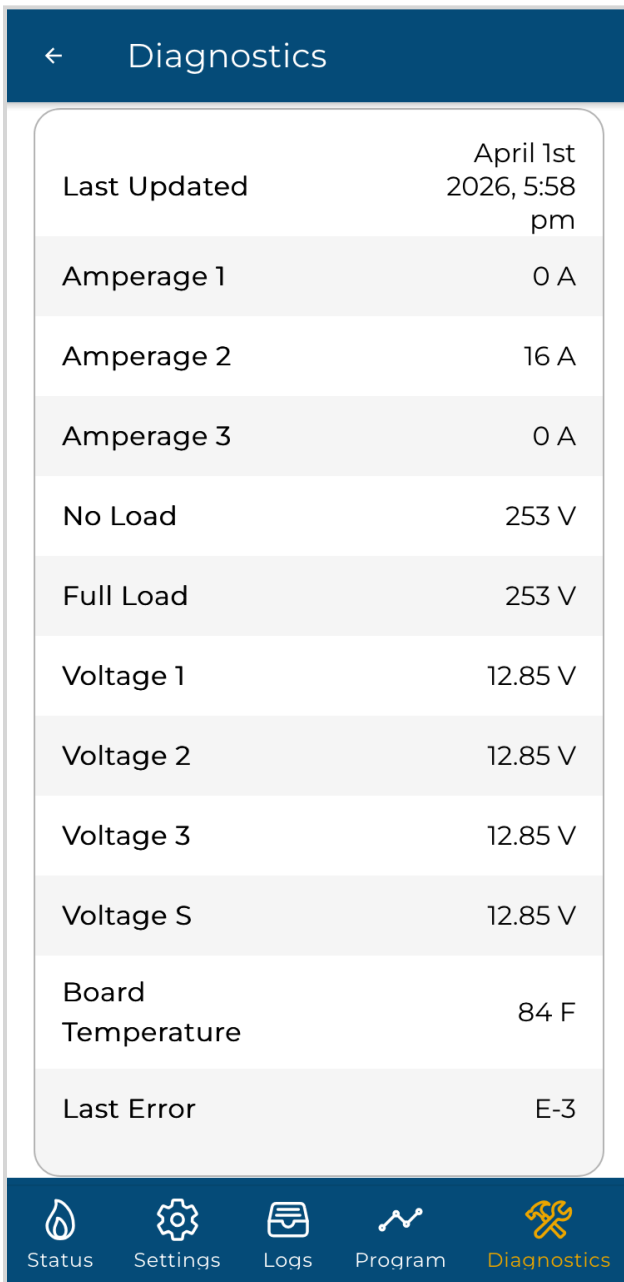
## 6.3 Other Settings

Other settings on this tab include:

- **Whether error codes display** on the kiln (or similar visibility option).
- **Temperature scale** (°F / °C) as applied for that kiln in the app.
- **Number of zones** (one, two, three, etc.).
- **Other users** — The page shows **how many other users** have **claimed** the same kiln.

## 7. Diagnostics

The **Diagnostics** tab for a kiln shows technical information useful for **troubleshooting** and **support**.



← Diagnostics	
Last Updated	April 1st 2026, 5:58 pm
Amperage 1	0 A
Amperage 2	16 A
Amperage 3	0 A
No Load	253 V
Full Load	253 V
Voltage 1	12.85 V
Voltage 2	12.85 V
Voltage 3	12.85 V
Voltage S	12.85 V
Board Temperature	84 F
Last Error	E-3

Status Settings Logs Program **Diagnostics**

Figure 13 — Diagnostics tab (example).

### 7.1 Purpose

- Use Diagnostics to monitor the technical specs of your kiln, like **electrical / zone** data such as **amperages** and **voltages** per zone.

## 8. Kiln Program

The **Program** tab for a kiln shows the **currently loaded** or **most recently fired** program and a **graph** of the firing. This tab is also where users can navigate to **create programs** and **load to kiln** or **save a program** to the cloud.

### 8.1 Program Tab - Current Program

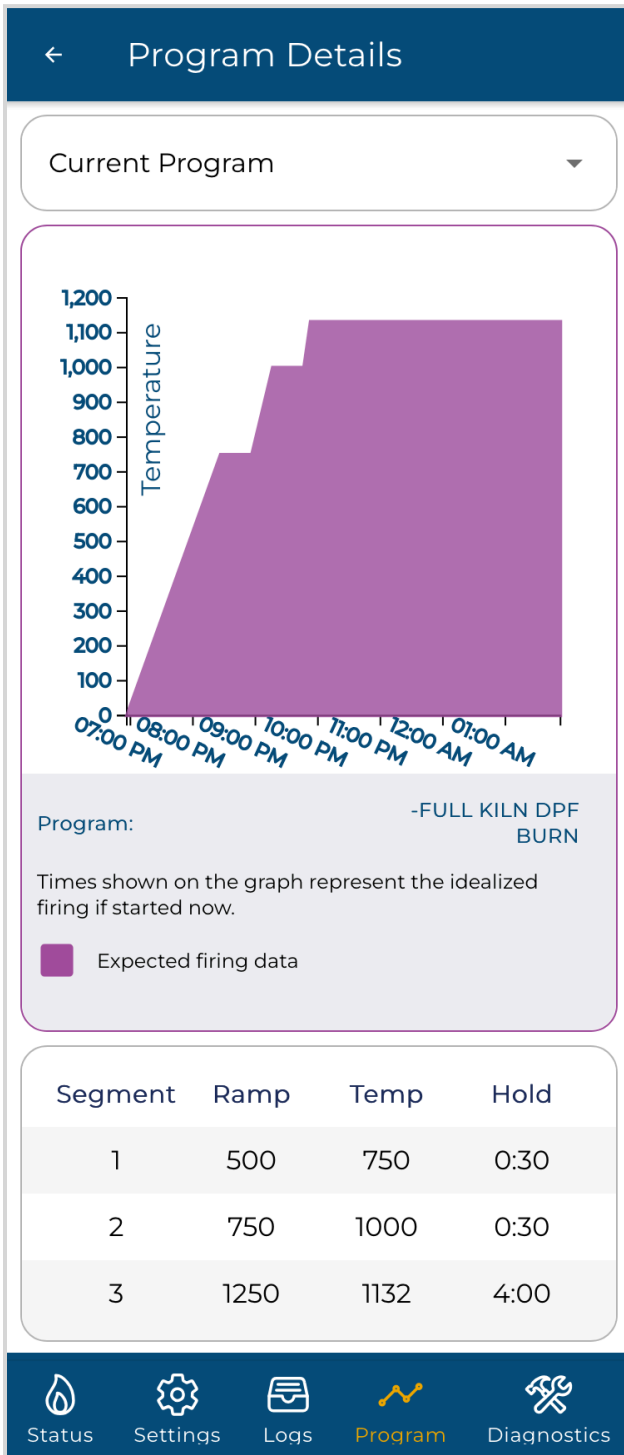


Figure 14 — Program tab: Current Program table and graph (example).

- When **Current Program** is selected from the dropdown at the top of the Program tab, you'll see the program name and a **segment table** (ramp rate, hold, target temperature, etc.).
- A **graph** plots **segments** of the firing: **ramps, temperatures,** and **hold** times for each segment.
- The graph shows the **expected** firing behavior of the program that is currently loaded onto the kiln.

## 8.2 Program Tab - Last Fired Program

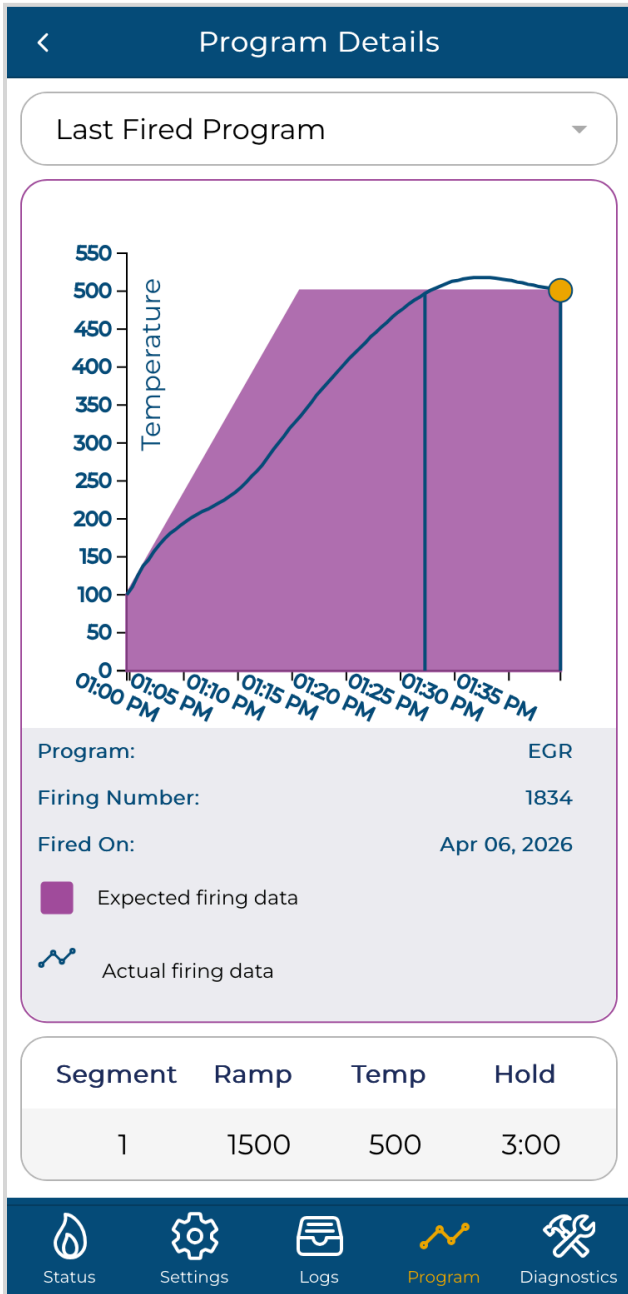


Figure 14 — Program tab: Table and graph for either the last fired program or the currently firing program (example).

- When **Last Fired Program** is selected from the dropdown at the top of the Program tab, you'll see the program name and a **segment table** (ramp rate, hold, target temperature, etc.).
- A **graph** plots **segments** of the firing: **ramps, temperatures, and hold** times for each segment.

- The graph shows the **expected** program in **purple**, as well as a **blue line** that represents the **actual** temperature of a firing. The **vertical blue lines** denote the end of each segment and the **yellow dot** indicates the **current** temperature and point in time during the firing. This allows users to compare “program vs. actual” temperatures.

### 8.3 Remotely Program the Kiln

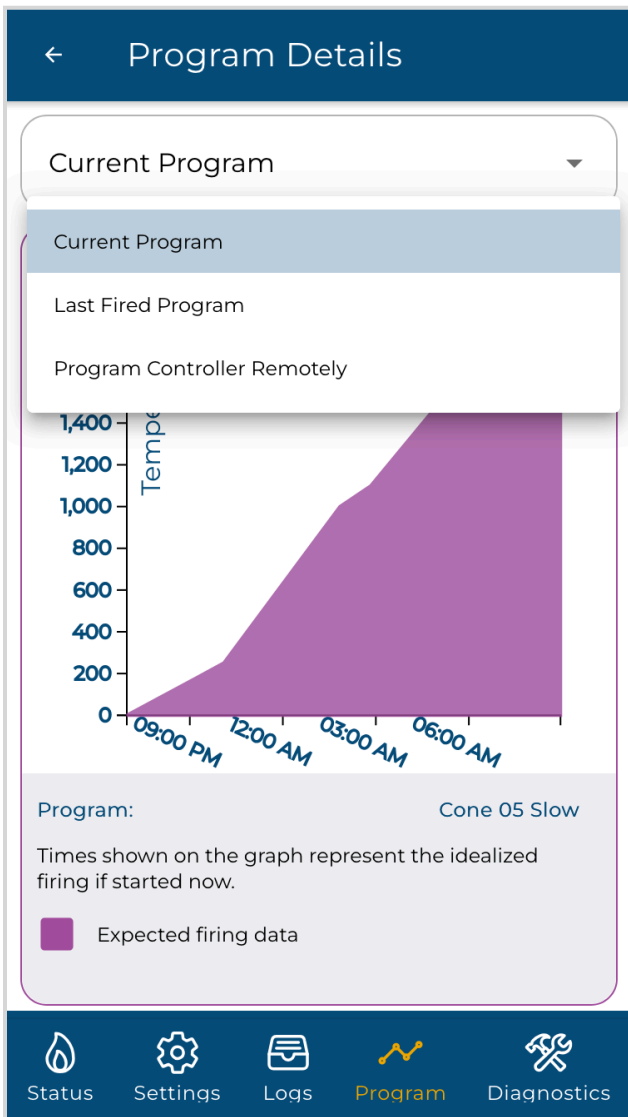


Figure 14 — Program tab: Top dropdown menu expanded (example).

- This option will navigate you to the Programming portion of the app.
- If the kiln is **idle** and **paired to you**, you can **load** a program directly to the kiln.

## 9. Programming

You can **create** firing programs, as well **load to kiln**, **save to cloud**, **edit** and **delete** firing programs from the app.

### 9.1 Ways to Create a Program or Load a Program to Kiln

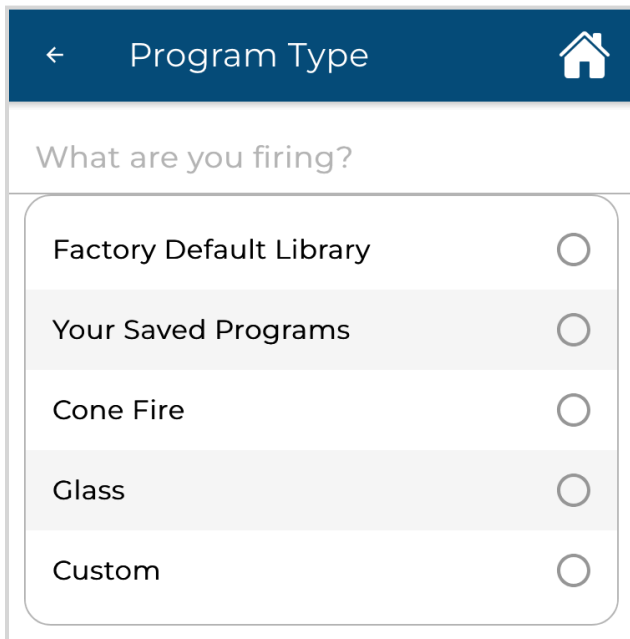


Figure 18 — Program Type: pick a library program, saved programs, or a program category (example).

- **Choose Program Type** — Choose **Factory Default Library**, **Your Saved Programs**, **Cone Fire**, **Glass**, or a **Custom** program.
- **Create A Program** — Create a new cone, glass, or custom program (or edit one you've loaded).
- **Library** — Browse and use factory default programs; you can edit a copy and save or send to kiln.
- **Saved Programs** — View, edit, delete, or send your saved programs.

You can reach these from the **Program** tab of a kiln view, and then selecting **Program Controller Remotely** from the dropdown menu at the top of the table.

## 9.2 Create A Program (Cone / Glass / Custom)

### Cone Fire

The screenshot shows a mobile application interface for creating a program. At the top, there is a dark blue header with a back arrow, the text 'Create A Program', and a home icon. Below the header is a white card titled 'Cone Fire Program Details'. Inside the card, there are several fields, each with an information icon (i) to its right:

- Cone Number**: A dropdown menu showing '06 - Temp 1828 F'.
- Preheat Time**: A text input field containing '0:00'.
- Firing Speed**: A dropdown menu showing 'Slow'.
- Hold Time at Peak**: A text input field containing '0:00'.
- Alarm Temperature**: A text input field (empty).
- Enabled ?**: A checkbox that is currently unchecked.

At the bottom of the card is a dark blue button with the text 'REVIEW PROGRAM' in white.

Figure 19 — Cone Fire: cone type and schedule (example).

1. On the **Cone Fire** screen, enter:
  - **Cone Number** — Required. Choose the cone from the list (each option shows the corresponding peak temperature in °F).
  - **Preheat Time** — How long the kiln takes to reach firing temperature, entered as **hours:minutes** between **0:00** and **24:00**.
  - **Firing Speed** — **Fast**, **Medium**, **MedSlo**, or **Slow**.
  - **Hold Time at Peak** — How long to hold at the peak temperature, **0:00–24:00** (hours:minutes).

- **Alarm Temperature** — Optional. Turn **Enabled** on if you want a notification when the kiln reaches a specific temperature during the firing, then enter **1-2400 °F**.

When you are finished, tap **Review Program** to confirm the values, then **Edit Program** if you need changes. You can **Save Program to Cloud** (to your account), **Send Program to Kiln** (if the kiln is idle and paired to you), or **Delete Program** when that action is available.

## Glass

The screenshot shows a mobile application interface for creating a glass firing program. At the top, there is a dark blue header with a back arrow, the text 'Create A Program', and a home icon. Below the header is a white card titled 'Glass Fire Program Details'. Inside the card, there are several settings, each with an information icon (i) to its right: 'Process' is set to 'Slump'; 'Firing Speed' is set to 'Slow'; 'Glass COE' is set to '82'; 'Hold Time at Peak' is set to '0:00'; 'Alarm Temperature' is set to 'Enabled ?' with an unchecked checkbox. At the bottom of the card is a dark blue button with the text 'REVIEW PROGRAM' in white.

Figure 20 — Glass program creation (example).

1. On the **Glass** screen, enter:
  - **Process** — Required. **Slump, Tack Fuse, Full Fuse, or Cast**. Tap the information icon for a short description of each process.
  - **Firing Speed** — **Fast, Medium, MedSlo, or Slow**.

- **Glass COE** — **96, 90,** or **82** to match the coefficient of expansion of the glass you are using.
- **Hold Time at Peak** — **0:00–24:00** (hours:minutes).
- **Alarm Temperature** — Optional. Same as Cone Fire: enable if desired, then enter **1–2400** °F.

When you are finished, use **Review Program**, then **Edit Program** as needed. You can **Save Program to Cloud**, **Send Program to Kiln** (if the kiln is idle and paired to you), or **Delete Program** when that action is available.

## Custom

The screenshot shows a mobile application interface for creating a custom program. At the top, there is a dark blue header with a back arrow, the text 'Create A Program', and a home icon. Below the header is a white card titled 'Editing Program Details'. Inside the card, there are three main sections: 'Program Name' with a text input field containing 'My Custom Program 1' and an information icon; 'Alarm Temperature' with a text input field containing '1 - 2400' and a dropdown arrow; and 'Firing Segments' with a dashed border box containing the text 'No Segments Added.' and a 'NEW SEGMENT' button. Below the segments section is a text box explaining that up to 16 segments can be added to define the firing schedule, with each segment specifying ramp rate, target temperature, and hold time. At the bottom of the card is a large blue button labeled 'REVIEW PROGRAM'.

Figure 21 — Custom program: name, optional alarm, and segments (example).

- Enter **Program Name** and **Alarm Temperature** (optional). Then add **firing segments**. Each segment must have:

- **Ramp** (rate)
  - **Hold** (e.g. time in hh:mm)
  - **Target Temperature**
  - **Output 4** (e.g. enabled/disabled)
- Use **New Segment** to add segments, and the **pencil (edit)** icon to edit one. You can delete a segment when editing. **Review Program** then **Edit Program** as needed. **Save Program to Cloud, Send Program to Kiln** (when kiln is idle and paired to you), or **Delete Program** when allowed.
  - You can add up to 16 segments. The app will validate ranges (e.g. ramp 1–9999, temperature 0–2400°F).

### 9.3 Load Program

\*\* To Load a Program directly to the kiln, the kiln must be in Idle mode and the user must be paired to the kiln\*\*

- From **Program Type**, select **Your Saved Programs** or **Factory Default Library** (or Cone/Glass/Custom to create new).
- If you choose **Saved** or **Library**, you'll get a list of programs. Tap one to **load** it. Then you can **edit** (opens Create A Program with that program), **send to kiln**, or **save** (if it's from the library, saving creates your own copy in Saved Programs).

## 9.4 Library

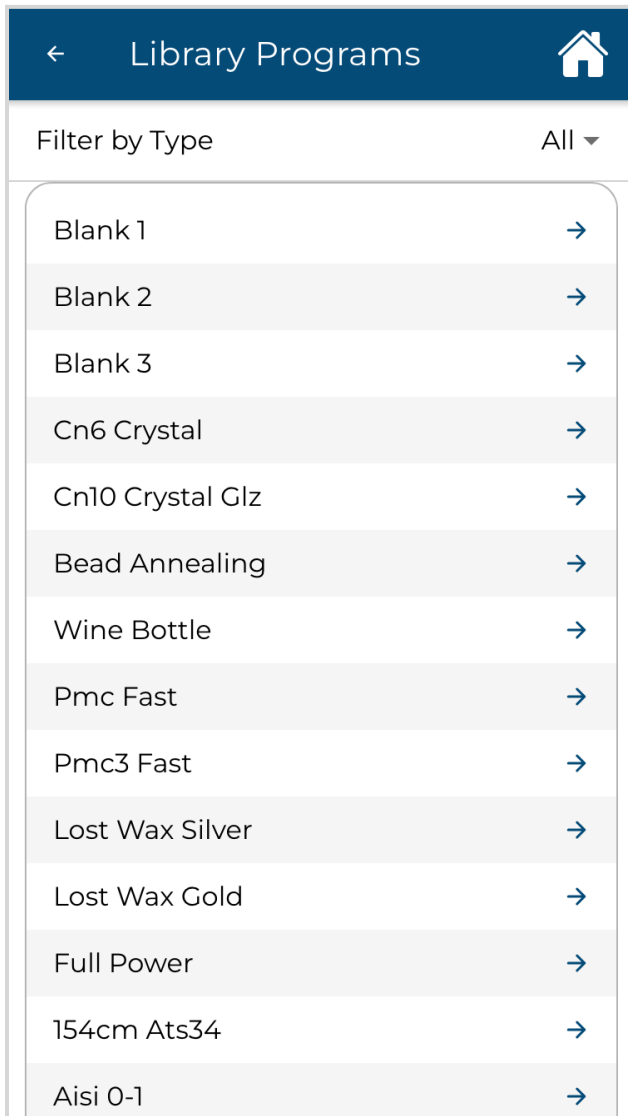


Figure 22 — Factory Default Library: browse built-in programs (example).

- **Factory Default Library** contains built-in programs. You can open one, edit it (the edited version is yours), save to your Saved Programs, or send to kiln. Changing a library program doesn't change the original library entry.

## 9.5 Saved Programs

- **Your Saved Programs** lists programs you've saved. You can open one, edit and re-save, delete it, or send it to a kiln. Deleting removes it from your account.

## 9.6 Program Review

When you finish entering segments and fields in **Create A Program** (cone, glass, or custom), tap **Review Program** to open the **program review** screen. There you see the full schedule at a glance— as a **segment table**— so you can confirm ramp rates, holds, target temperatures, and other values before you use the program for a firing.

**Edit again** — If something needs to change, tap **Edit Program**. The app returns you to the editor so you can adjust segments, add or remove steps, or fix mistakes. You can move between **Edit Program** and **Review Program** as many times as you need until the program matches what you want.

**Save to the cloud** — When you're satisfied, use **Save Program to Cloud** to store a copy under **Your Saved Programs** on your KilnAid account. That lets you reuse or tweak the same program later without starting from scratch. If you opened a program from the **Factory Default Library**, saving will create **your** copy in Saved Programs without changing the original library entry (see [§9.4 Library](#)).

**Load to a kiln** — To send the program to a controller right away, use **Send Program to Kiln**. The kiln must be **idle**, you must be **paired** to that kiln (a user must have a KilnAid+ subscription to pair to a kiln). If send isn't available, check pairing, kiln state, and subscription or trial status.

**Other actions** — A user can also **Delete Program** or leave without saving; unsaved edits may be lost if you navigate away, so save or send when you intend to keep the work.

## 10. Kiln Logs & Firing Notes

The **Logs** tab for a kiln combines **firing notes** (records you create yourself) with **kiln logs** (firing data saved by the controller).

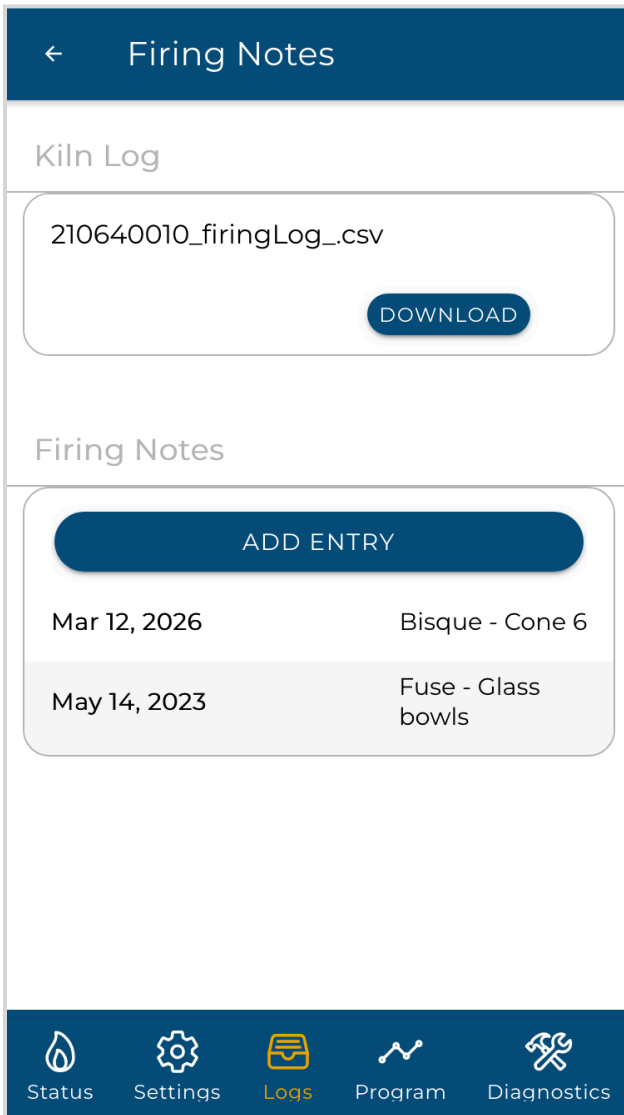


Figure 15 — Kiln logs and firing notes on the Logs tab (example).

### 10.1 Kiln Log (from the kiln)

**Where logs come from** — **Logs are generated by the kiln controller** during a firing. They record details about the operation of a kiln during firing. Previously, these were only available through a somewhat tedious connection process at the kiln; now they are available with a few button presses.

**Cloud upload and KilnAid+** — As of controller firmware version **4.19.0**, Genesis 2, Mini, and Spark controllers can **push kiln firing logs to the cloud after a firing**, so you can review them on your **phone or computer** through KilnAid without relying only on doing a physical export. **This cloud log feature is available only to KilnAid+ subscribers** at this time.

From the Logs tab on the app, when you download the log to your device, you will be able to **view the log as a CSV (.csv) file**—useful for sorting, sharing, or archiving. Sharing those logs with a **kiln technician** can speed up **diagnosing kiln or controller issues** because they can see the same timeline you see.

Scroll through these entries when you are debugging or gathering information for support. For deeper troubleshooting, use **Diagnostics** and **Troubleshooting** together with the log ([§7 Diagnostics](#), [§12.4 Controller Manual](#)).

## 10.2 Firing notes

The screenshot displays the 'Firing Notes' mobile application interface. At the top, there is a dark blue header with a back arrow and the text 'Firing Notes'. Below the header, the title 'Firing Notes' is repeated in a light gray bar. The main content area is a form with several fields: 'Date' with a placeholder 'mm/dd/yyyy' and a calendar icon; 'Firing' with a dropdown arrow; 'Type'; 'Program'; 'Contents'; and 'Notes'. At the bottom of the form are two buttons: 'CANCEL' and 'ADD'. The bottom navigation bar is dark blue and contains five icons: a water drop for 'Status', a gear for 'Settings', a document for 'Logs', a line graph for 'Program', and a wrench for 'Diagnostics'.

Figure 16 — Firing notes: Add entry. (example).

**Firing notes** are notes that **you** write so you can recall specifics about a firing later—what you ran, how you categorized it, and details that do not appear in the controller’s automatic log.

**What to include (recommended)** For each note, we recommend:

- **Date** — when the firing took place
- **Firing number** — your own reference

- **Type** — e.g. **bisque**, **glaze**, etc.
- **Freeform notes** — program name, shelf or load details, results, materials, or anything else you want to remember

### **Create, edit, and delete**

You can **Create** new firing notes from the Logs tab (via **Add Entry**). You can **Edit** an existing note by clicking on the entry in the list of Firing Notes, when you need to correct or add detail, and **Delete** a note from that same view when you no longer need it.

### **Privacy**

Firing notes are **private to your user account**. Other users who can access the same kiln do **not** see your notes; each person only sees their own firing notes.

# 11. Account and Profile

## 11.1 Account Page

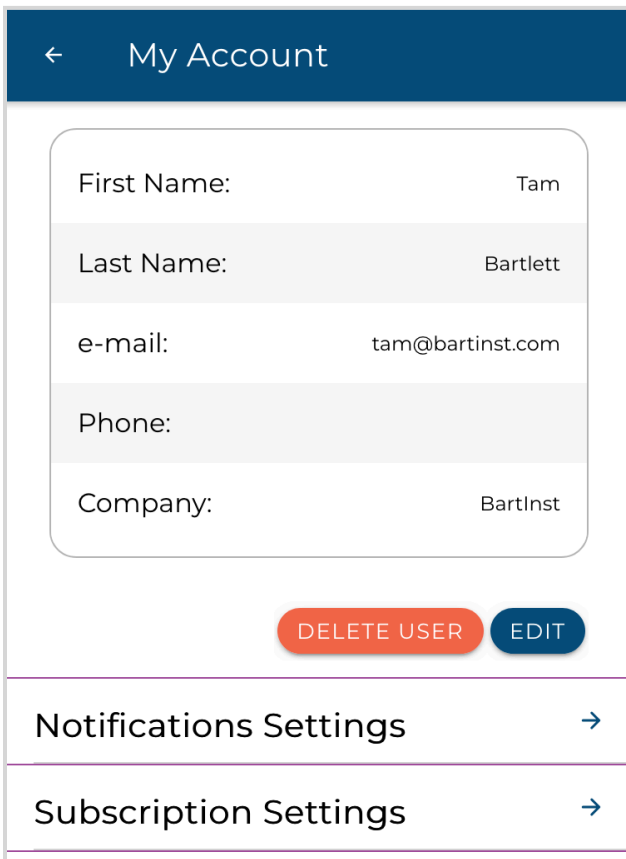


Figure 28 — My Account (example).

- Open **My Account** from the **person** icon on My Kilns or from **Menu** → **My Account**.
- You'll see (and can edit, when **Edit** is enabled): **First Name, Last Name, Email, Phone, Company**. Tap **Edit**, change fields, then **Save**. Tap **Cancel** to discard.
- **Email** — The email on your account is your **username** and **cannot be changed** in the app. If you need to change your email, please email [information@bartinst.com](mailto:information@bartinst.com)
- **Delete User**

**Warning:** This **permanently deletes** your KilnAid account and KilnAid+ access tied to it. Use only if you intend to remove the account entirely.

**Phone** — For **SMS text notifications** with KilnAid+, you must **verify** your phone number.

**To verify your phone number**

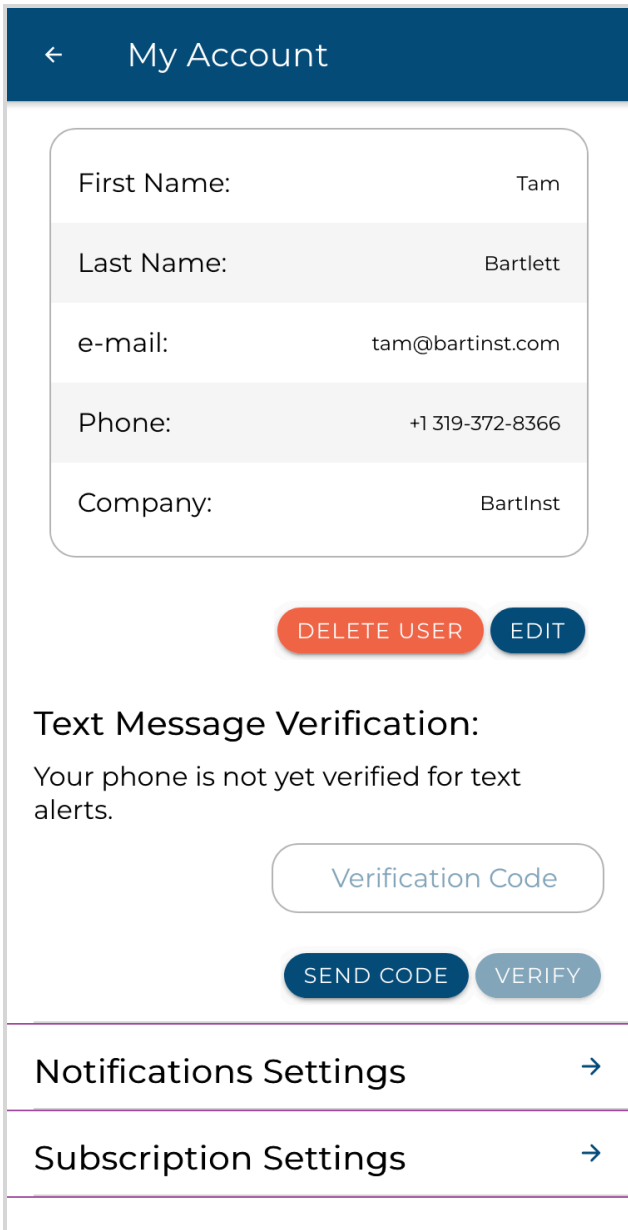


Figure 24 — Verify your phone number for SMS alerts (example).

1. Tap **Send Code** to request an SMS with a verification code.
  2. Open the text message which says "Your Verification Code for KilnAid text messages is:" followed by a **7-digit** code.
  3. Enter that code in the **Verification Code** field on the Account page.
  4. Tap **Verify**. You will see a popup that indicates whether your verification was successful.
- From Account you can open **Subscription Settings**, **Notification Settings**, and **KilnAid Configuration** (see below).

## 11.3 Subscription (KilnAid+)

1. Tap **Subscription Settings** from **My Account** (or **Menu** → **Subscription Settings**) to view or change subscription and **payment** information.

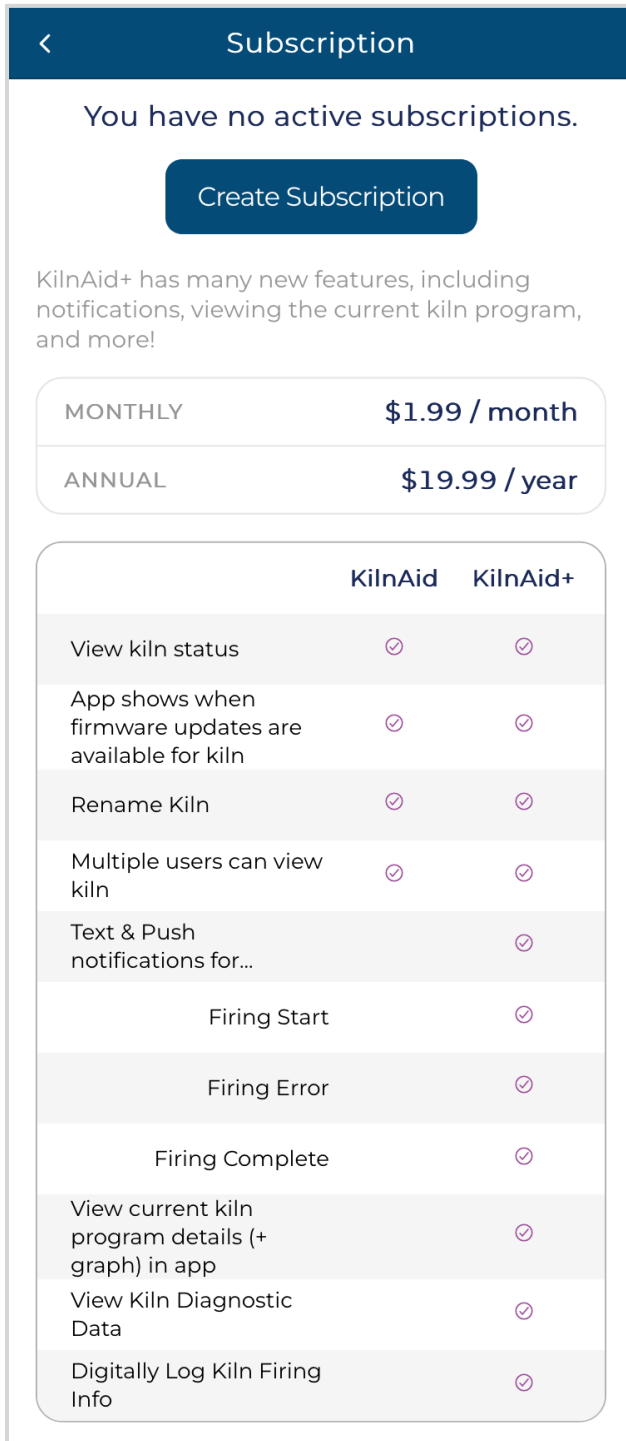


Figure 24 — Subscription (KilnAid+): new subscription flow (example).

### If you are creating a new subscription

1. Tap **Create Subscription** (or equivalent).

- On **Subscription Set Up**, complete the following:
  - Choose **KilnAid Annual** or **KilnAid Monthly** (names and pricing update when you switch).
  - KilnAid+ allows a user to claim unlimited kilns; free users of KilnAid are only able to claim up to 10 kilns.
  - Enter or confirm credit card information.
- Tap **Create Subscription** (final confirm) to complete purchase. The app returns to **My Account**.

### If you already have a subscription

- Subscription Settings** shows plan management (renewal, payment method, etc.) instead of the first-time setup screens.

## 11.4 Notifications

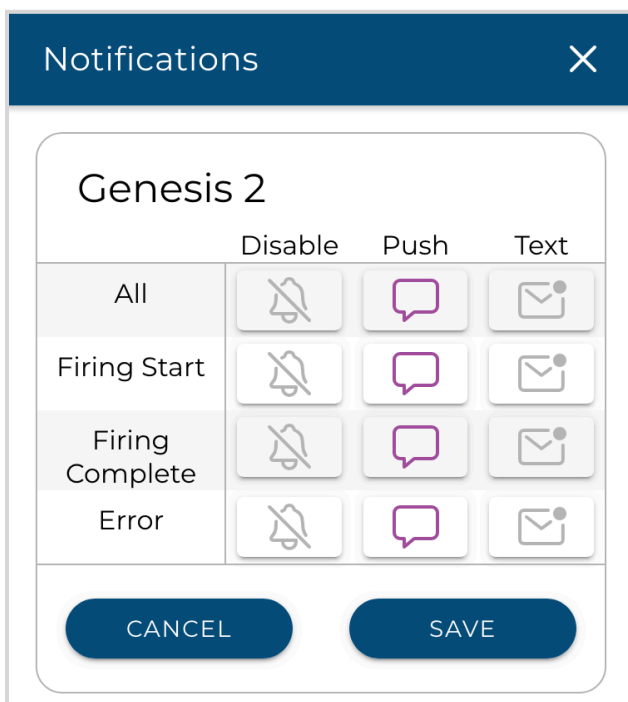


Figure 29 — Notification Settings (example). Shown when KilnAid+ or free trial is active.

- Open **Notifications Settings** from the Account page.
- With KilnAid+**, settings are **per kiln**. For **Firing Start**, **Firing Complete**, and **Error**, choose **Disable**, **Push**, or **Text** (where supported) for each event.
- Tap the **icons** to select the notification type, then tap **Update Settings** to save. A **success** popup or message may confirm the update.

- **Test Push** and **Test Text** — Use these to send a test notification. For **text**, your phone must be **verified** on the Account page. For **push**, allow notifications for KilnAid in **device settings**.
- **Text Notifications:** A user must have a phone number saved to their account and they must **verify** their phone number (done from the account page)
- If text isn't verified or push isn't allowed, the app will show an alert and offer a link to the Account page or device settings.

## 12. Support and Reference

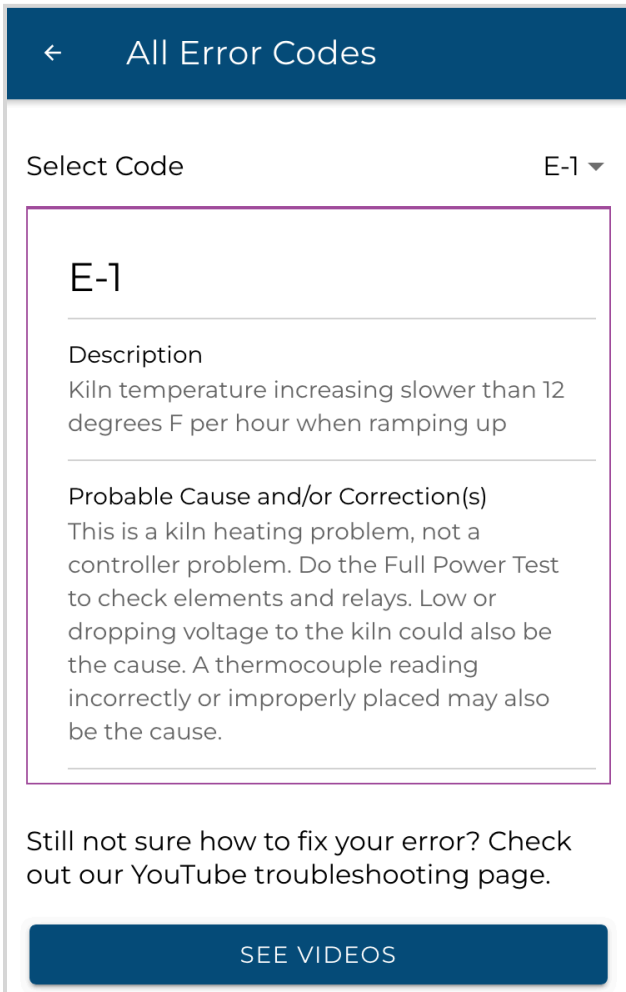
### 12.1 FAQ

- Open **FAQs** from the **Menu**. Questions are **grouped by kiln controller** type. Use FAQs before contacting support for common topics (account, pairing, programs, subscription).

### 12.2 Contact Us

- Use the **Contact Us** page to reach support. Provide your account email, kiln controller type and serial number, and a short description of the issue. For controller operation, also use **Menu → Bartlett Instrument YouTube - Controller Help** and **Menu → Manuals**.

### 12.3 Error Codes



The screenshot shows a mobile application interface for error codes. At the top is a dark blue header with a back arrow and the text 'All Error Codes'. Below the header is a white area with 'Select Code' on the left and 'E-1' with a dropdown arrow on the right. A purple-bordered box contains the details for error code E-1: the code 'E-1', a 'Description' of 'Kiln temperature increasing slower than 12 degrees F per hour when ramping up', and 'Probable Cause and/or Correction(s)' which states: 'This is a kiln heating problem, not a controller problem. Do the Full Power Test to check elements and relays. Low or dropping voltage to the kiln could also be the cause. A thermocouple reading incorrectly or improperly placed may also be the cause.' Below this box, there is a text prompt: 'Still not sure how to fix your error? Check out our YouTube troubleshooting page.' At the bottom is a dark blue button with the text 'SEE VIDEOS'.

\*Figure 26 — Error Codes from the app menu (example).

- **Menu** → **Error Codes** opens a list of **error codes** with **probable causes** and **corrections**. When your kiln shows an **Error** status or a code on the **Status** or **Diagnostics** page, look up the code here.

## 12.4 Controller Manual

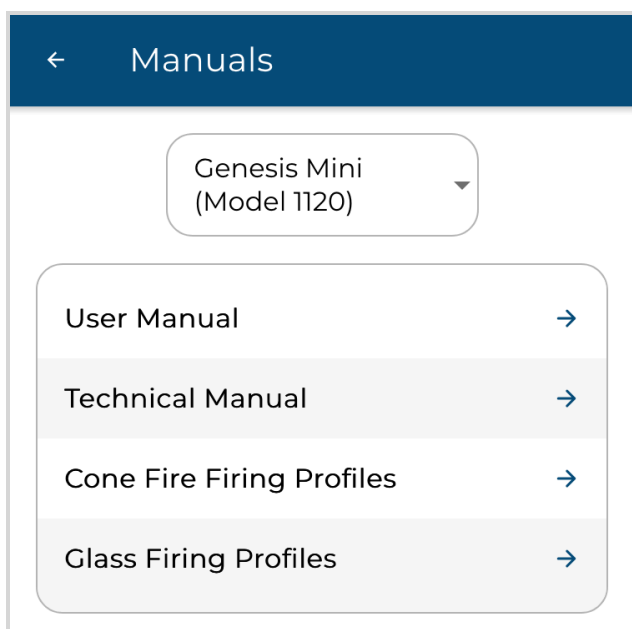


Figure 26 — Menu → Manuals: available PDFs and docs (example). Offerings depend on controller type and version.

- **Menu** → **Manuals** opens **PDFs and documentation** for supported controllers. Depending on **controller version**, downloads may include **Ceramic Profiles**, **Glass Profiles**, **Diagnostic Results** references, **Spanish** manuals, and other supplements—not every file applies to every model.

## 12.5 Release Notes

- **Menu** → **Release Notes** shows version history: new features and fixes. Check it after app updates to see what changed.

## 12.6 Terms and Conditions

- **Menu** → **Terms and Conditions** shows the current terms. If terms change, you may be asked to **Accept Terms** again after login. Accept is required to continue using the app.

## 13. Additional Topics

### 13.1 Temperature Scale

- The kiln's temperature scale (°F or °C) may be set on the **controller** and/or reflected in the app. The app displays values in the scale that applies to that kiln.

### 13.2 Offline and Connectivity

- **Offline** — When the kiln can't reach the cloud, status may show "Offline" or "Firing - Offline." Data will sync when the connection is restored.
- **What needs internet** — Login, claiming/pairing, sending programs, cloud save, and notifications all require an internet connection. Viewing cached data (e.g. last known status) may work for a short time offline, but you won't get live updates or send commands until the connection is back.

# 14. Quick Reference

## 14.1 Glossary

Term	Meaning
Claim	Add a kiln to your account so it appears on My Kilns.
Pair / Pairing	Link your account to the controller so you can send programs and remote commands. "Paired to me" = you are the paired user.
Idle	Kiln is on but not running a firing program.
Delay Start / Auto Start	A program is scheduled to begin at a set time rather than immediately.
Offline	The kiln cannot reach the cloud; live data and remote features are unavailable until connectivity returns.
Segment	One step in a firing program (e.g. ramp rate, hold time, target temperature).
Ramp	Rate (e.g. %/hour) at which the kiln heats (or cools) in a segment.
Hold	Time the kiln stays at a target temperature in a segment.
Firing notes	Your own entries on a kiln's <a href="#">Logs</a> tab (date, firing number, type such as bisque or glaze, and freeform text). You can create, edit, and delete them; they are visible only to your account.

KilnAid+	Subscription plan that adds more kilns, notifications, and other features.
Push	App push notification on your device.
Text	SMS (text message) notification; requires a verified phone number on your account.

## 14.2 Where Do I...?

Goal	Where to go	You need
Log in	Login (home) screen → email, password → Log In.	KilnAid account
Add a kiln	My Kilns → Add Kiln → name, serial, MAC → ADD KILN	Can add kilns up to the allowed kiln limit
Pair a kiln	Open kiln → Settings → Pair with kiln	Physical access to Idle kiln to view Pairing Code
Create a program	Program Type → Cone Fire/Glass/Custom → Create A Program; or Load Program and choose type.	Kiln Idle, paired to you
Send a program to the kiln	Kiln Program tab, or Load / Library / Saved after choosing a program.	Kiln Idle, paired to you
Turn on text alerts	Account → verify phone; then Notifications Settings → Text per event per kiln → Update Settings.	KilnAid+ or trial; verified phone number

See my firing	My Kilns → tap kiln → Status tab.	—
See program vs. actual	Open kiln → Program tab; use graph and “current firing” toggle if shown.	—
Add or manage firing notes	Kiln → Logs → create (Add Entry), edit, or delete notes (date, firing #, type, freeform text).	KilnAid+; notes are private to your account
Verify phone for SMS	Account → Re-Send Code → enter Verification Code from SMS → Verify.	Phone able to receive SMS
Check app version	Login screen (bottom) or Menu → bottom of list (KilnAid Version).	—
Log out	Login screen → Log Out; or Menu → Logout.	—

End of KilnAid User Manual. For the latest app behavior, refer to the in-app Release Notes and help links.