



Firing Service Terms & Conditions

Hello and welcome to Northcote Pottery Supplies Firing Service. We offer a **General Firing Service** and a **Whole Kiln Hire Service**. Please review the two different services we offer, as to choose which one suits your firing needs. We have prepared the following guidelines to make this the best possible firing service available. To better ensure the safety of your work, others' work, the kilns and kiln furniture, please take a moment to read through and abide by the following: Please note that whilst we take great care with your work, we will not take responsibility for work that goes missing. We suggest that you book a whole kiln if this is a concern.

We will **NOT** fire

- Work that is wet. It must be **100% dry** when it is placed on the firing shelves. Evaporating moisture inside the kiln can cause the kiln to rust & can damage the brick. If work is cool to the touch then there is still moisture in it. Also, when moisture is heated it expands and will explode.
- Work that contains any foreign materials (paper, metal, wood, etc.) This burnout will damage elements.
- Glazed **greenware (raw clay)**. This can be hazardous to the work and the kiln.
- **Greenware** to maturity temperatures. All work must be **bisque** fired first. This is a safety precaution.
- Work with glazed bases. This will stick to the kiln shelf during firing.
- Solid or extremely thick pieces. Anything thicker than 5cm **MAX** is likely to explode.
- Work that is hazardous to the staff or our kilns. Safety first!

PLEASE **DO**

- Make sure that your work is placed on the correct firing shelf & is **ready** to be fired. Putting work on the wrong shelf endangers everyone else's work in the kiln. If you are unsure, ask a staff member for help.
- Poke a hole in your piece if it is hollow and fully enclosed. This **WILL** explode if you don't (AKA Kiln Grenade).
- Write your name or uniquely mark your work to more easily identify and collect from the shelves. This also helps to prevent accidentally collecting someone else's work.
- Get to know your materials. This is a fun process! Test new products and combinations. Be aware that some glazes run more than others. Educating yourself and becoming familiar with your materials will prevent some/most of any possible damage to your work, others' work and the kiln.
- Take your boxes with you; they will be recycled if left behind. Shelf space is limited & is not for storage.
- Bring your own box & packing material when you pick up your work as we do not supply these items.

PLEASE **DON'T**

- Touch or move another person's work.

DAMAGE

- If kiln shelves are damaged (due to overflowing glaze, work that has been placed on the wrong shelf, etc.) you will be charged a cleaning fee of \$15 per damaged shelf.
- If your work **ruins** a kiln shelf, you will be charged for the cost of replacing that shelf with a new one.
- If your work damages the interior of the kiln, you are required to pay a fine based on the severity of the damage to be determined by the manager.

*Please note: We do NOT prepare work to be fired. If your piece requires alumina hydrate there is a \$2 fee. Stiling is only available for **earthenware** work. If you do not have your own stilts, hire stilts are available at \$1 per stilt.

If you have beads or small pieces they must firstly be placed directly onto a bead rack or a small shelf and then they can be placed onto the firing shelves. **This means you are responsible to load your own bead racks or small shelves BEFORE placing them on the firing shelves.** If you do not have your own bead rack you can hire one for \$10 per rack. This is to maintain efficiency and fast turnaround of the Firing Service.

Our Firing Service caters to a large range of ceramic work and because of this our kilns are NOT set up for production purposes as many factors are out of our control. All of our kilns are electric and therefore we can only fire work under **oxidised** atmospheres. We take extra precaution to make sure your work fires safely, but accidents do happen and we are unable to make any guarantees in regards to final results. Ceramics is a very volatile medium and sometimes mishaps occur that we do not expect. We strongly recommend that you do a lot of testing and leave yourself a **vast** amount of time to complete any project. There are always surprises in ceramics. Also, check out our **Technical Tip** sheets for more information about firing and other products on our website.

Any work that is not collected after 30 days will become the property of Northcote Pottery Supplies.



GENERAL SERVICE

Our standard firing ranges are as follows

BISQUE 960 – 1000 °c
EARTHENWARE 1080 – 1100 °c
MIDFIRE 1180 – 1200 °c
STONEWARE 1260 – 1280 °c

General Firing Service drop-off & pick-up is available between 9.00am-4.30pm weekdays and 9.00am-3.30pm Saturdays. **Firing is charged by weight at \$9.00 per kilogram with a minimum charge of 1 kilogram.**

You must pay for your work EVERY time it is fired. This means paying for your work after EACH bisque and glaze firing or ANY other additional firings. The Firing Fee is a charge for a *service*, NOT a *product*. Therefore, payment is required for ALL items that are fired (including any bead racks or support material), unless they are hired items. This is NOT an opportunity to pick and choose. This is an honour based system. Please honour the honour system.

Turnaround is 7-14 days. On rare occasions turn around may be longer if a kiln is experiencing issues or is undergoing maintenance. Keep up to date on Instagram by following our Firing Service account **@npsKILNS** to see pictures of our freshly opened kilns & to check if your work is ready for pick-up. This information is also available on our website. Please remember that the General Firing Service is a community firing. Although we take extra safety precautions to make sure everything fires smoothly, work is always at risk. There are NO guarantees. Because our shelving space is limited, if ready work is not collected within a months' time, it WILL be disposed of. We do not like throwing away anyone's work, so please help us by collecting it in a timely fashion.

WHOLE KILN HIRE

		W x D x H	
Kiln 1	XLarge	60 x 48 x 95	\$400.00
Kiln 2	Trolley	54 x 114 x 80	\$500.00
Kiln 3	XXL Trolley	106 x 92 x 114	\$750.00
Kiln 4	Medium	45 x 43 x 67	\$150.00
Kiln 5	Small	36 x 38 x 42	\$ 60.00
Kiln 6	Test	31 x 31 x 20	\$ 35.00

***These are the internal dimensions of the kilns & they do not account for kiln furniture size/spacing.**

***Some firings may incur a surcharge for extended firing lengths.**

Whole Kiln Hire is booked on availability and may be subject to a wait list. Whole kilns are booked with our Retail Staff and must be paid for in **advance**. Work for Whole Kiln Hire must be dropped off no later than 11am on the day of the booking or the booking WILL be cancelled. A \$20 fee will apply to any cancellations with less than 24 hours' notice. Whole kilns are loaded and fired by NPS staff, NOT the customer.

Whole kilns can be hired for those wanting a specialized firing not offered through our General Firing Service. There are a range of benefits that Whole Kiln Hire has to offer such as the ability to fire all of your work together in a single kiln, the option to provide a custom firing profile, and the opportunity to discuss special requests. If you are firing to a specific cone, temperature, or have a specific firing schedule you will need to provide your own cones or purchase some from our store. It is still necessary to bisque all work, we cannot take raw work to temperature or fire glazed green ware. You are responsible for the results of custom firings. Remember that every kiln is different. Achieving the same results in different kilns can be tricky even when firing to the same cone or temperature. We consistently use Orton witness cones for quality control. However, our firings are controlled by digital computers that read temperature, not heat work. This means that it may not be possible to achieve unusual requests on the first try. Because of this we highly recommend appropriate testing is done before a final custom firing.

Please note: If a booked kiln is 'Out of Service' when your booking date arrives, your pieces will be placed into our general fire. Pieces will be placed in such a way as to avoid damage from other works.