



Instructions



In choosing a Kilncare WIFI controller you have entered into a world of remote kiln access, monitoring and record keeping, all from your favourite mobile device or different location away from the kiln.

This manual will help you to make the most of the powerful experience.

As always, we thank you for choosing Kilncare and we are sure that you will not be disappointed with the quality or experience.

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## Kilncare GATEway App

This manual relates specifically to GATEway on the internet that can be accessed via PC by following the link on the homepage of [www.kilncare.com](http://www.kilncare.com).

Alternatively, you can download the Kilncare GATEway app for your mobile device on either Apple or Android.

Either head to your app provider and search for Kilncare GATEway or scan the QR codes below.



Once installed, there is a help and instruction section within the app. The basic functions of the app closely follow the functions of the Kilncare GATEway on pc, so you may find reading through this manual helpful in getting to know the app.

### **GDPR**

The Kilncare GATEway is fully compliant to all current GDPR requirements..

### **Connecting your controller to your WIFI router**

Once you have connected your controller to the kiln and the kiln is connected to the mains power it is time to turn on the kiln and controller as per the instructions supplied with them.

Next it is time to pair your controller to your router WIFI.

You must have a good, reliable WIFI signal to the position where the controller is to be sited. If you do not then you will need to investigate WIFI extenders or additional routers etc in order to get a good WIFI signal to your controller.

Once you have a good signal at your Kilncare controller, follow the following steps.

This process should only need to be followed for the first time that you are connecting to your router. Thereafter the controller and router should pair automatically when power is applied to them.

### **Method 1. Connecting using the WPS push button on your router**

1. Power down the controller.
2. Press and hold down the **UP-ARROW** button.
3. Power up the controller whilst still holding down the UP ARROW button.
4. Release the UP-ARROW button when the controller displays "Pair".
5. Press and release the "WPS" button on your WiFi router. After a few seconds the controller will restart. This needs to be done within 2 minutes
6. The controller is now paired to your network and is connected to the internet via your router.

When the controller and router are paired the WIFI indicator on the controller will pulse.

### **Method 2. Connecting if there is no WPS push button on your router.**

1. Power down the controller.
2. Press and hold down the **DOWN-ARROW** button.
3. Power up the controller.
4. Release the DOWN-ARROW button when the controller displays "AP".
5. Using the network connects section the the settings area of your phone, tablet or chosen device, search for WiFi networks and select "Controller".
6. Now using your web browser enter 192.168.100.1 into the internet address bar at the top of the screen and press enter to navigate to that page. You should now be connected to the controller.
7. Select the SSID of your router and enter the password. The controller should now be paired to your network.
8. Power down then power up the controller to get back to normal run mode.

When the controller and router are paired, the WIFI indicator on the controller will pulse.

## GATEway first visit

Once your controller is connected to the GATEway it is time to access it online.

Go to our website, [www.kilncare.com](http://www.kilncare.com) and click on the GATEway icon on the bottom of our website screen (pictured right).

This will take you to the GATEway kiln portal server. You can now save this in your internet favourites or you can continue to access it from our website, whichever works best for you.




After clicking on the GATEway icon you will be redirected to the Kiln Portal log in page.

Select "Don't have an account yet? Create an account and register your kiln controller".

Follow the online steps to register both yourself and your controller to the Kiln Portal and once done you will be able to log in.

At this point if you have not had a successful pair between you controller and your router, you will be faced with the following screen.

## My Kilns

My kiln	NOT CONNECTED
<div data-bbox="138 1007 959 1098"><p>Your kiln controller is not currently available. This could be because the controller is turned off, the WiFi connection to your router is not working correctly, or the router does not have an internet connection.</p></div> <div data-bbox="1023 1002 1053 1038"></div> <div data-bbox="807 1161 1048 1184"><p><i>Last update 1 minute ago</i></p></div>	

If this is the case you will need to go back through the steps previously on pages 3 and 4 to ensure that the pairing is complete and correct.

When you have resolved the pairing issue, or you didn't see the previous on screen message, then you will be at the start screen of the GATEway as below.

My Kilns

My kiln

READY

Ready to run a program

Temperature

17 °C

PROGRAMS

STOP

Last update 4 seconds ago

You can register more than one kiln. 

ADD ANOTHER KILN

If the kiln is already running when you log into the GATEway then the first screen will give the status of the kiln, whether it is heating or cooling, the program number, the segment number and the set point that the kiln is presently aiming for.

My Kilns

My kiln

FIRING

Running a program

Temperature

16 °C

Program

3

Segment

1

Status

Heating at 222 °C/hr

Set-point

18 °C

PROGRAMS

STOP

Last update 1 second ago

You can register more than one kiln. 

ADD ANOTHER KILN

## Settings

On your first visit you may want to enter your preferences before you go any further. This can be done at any time however.

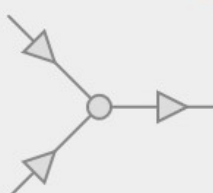
Click the settings cog icon highlighted below to access the settings page.

My kiln

READY

Ready to run a program


Temperature



PROGRAMS

STOP

Last update 4 seconds ago



In the settings page you can make a few personal choices on how you want the relationship between the GATEway and your controller to be.

Here you have the following options...

Allow programs to be changed remotely using the Kiln Portal? Yes or No.

Allow programs to be stopped remotely using the Kiln Portal? Yes or No.

Store firing logs in the Kiln Portal? Yes or No.

You can also name or change the name of the kiln and also delete the kiln from the GATEway altogether from the settings page.

**NOTE.** You can choose to stop the kiln firing via the GATEway. This can be useful if you decide that once the kiln is running that you do not want to carry on with the program for a host of reasons.

However you **CANNOT START** a firing from the GATEway. This has many safety issues as the status of the kiln may have changed since the kiln was prepared for firing or there could be changes in the immediate area which could now make firing the kiln dangerous without a visual inspection.

## View loaded programs already in the controller

From the first screen, clicking the “PROGRAMS” button will open the loaded programs screen.

Here you can view the programs that are loaded in your controller, Any of the programs can be removed from the controller or can be replaced by one of your own from your firings library.

To do this simply select the required action from the “OPTIONS” button highlighted below.

### My Kiln Programs

These are the programs as last read from the controller.

REFRESH LIST

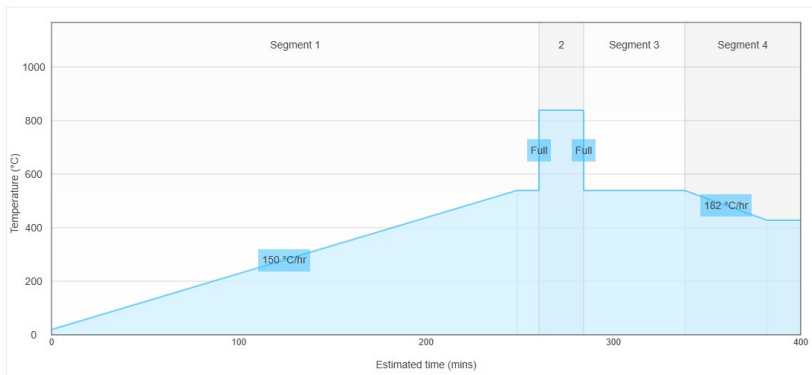
Program number	Program details	
1	Top temperature 840°C, 4 segments - click to view	OPTIONS ▼
2	Top temperature 700°C, 4 segments - click to view	Replace from library Remove program
3	Top temperature 795°C, 4 segments - click to view	OPTIONS ▼
4	Top temperature 640°C, 3 segments - click to view	OPTIONS ▼
5	Top temperature 804°C, 4 segments - click to view	OPTIONS ▼
6	Top temperature 700°C, 4 segments - click to view	OPTIONS ▼

Any of the programs can be viewed by clicking on them.

Once the program is in viewing mode as shown below, the program can be added to the LIBRARY.

### Program 1

ADD TO LIBRARY



Segment	Ramp rate (°C/hr)	Soak temp (°C)	Soak time (mins)
1	150	538	10
2	Full	538	10
3	182	400	10
4	Full	400	10



## Library

The GATEway Library is where your favourite programs and firings can be saved. It is also where new programs can be written before adding to your controller remotely.

Access to the Library is either gained from the top right of the screen from any page or from the program view page of any specific page when clicking ADD TO LIBRARY.

The Library main index page is below.

### My Program Library

Here you can create programs. You can then download them to your kiln controller on the [kilns page](#).

Program	Controller type	
Ceramic Hi Fire	KCR32C	✕
Competition winner 02/2020	KCR32C	✕
Glass Fuse	KCR32C	✕
My Fav Pot Firing	KCR32C	✕
My glass test firing 05/04.2020	KCR32C	✕
My green glaze firing	KCR32C	✕
Show piece 03/2020	KCR32C	✕

CREATE A NEW PROGRAM

From here you can view any of your saved programs and firings, change the name of them, delete them from the Library, modify them or make a new program altogether.

## Writing and adding a new program to your controller remotely.

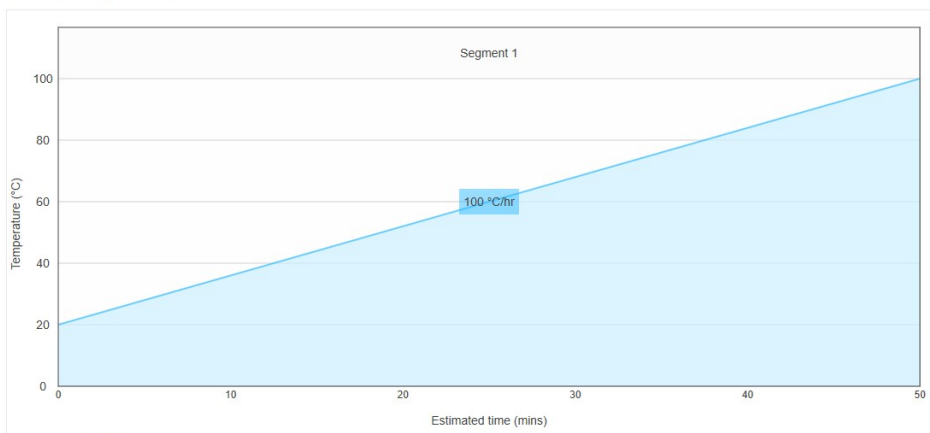
From the LIBRARY main page, select “CREATE A NEW PROGRAM” from the bottom left of the page.

A dialogue box will appear asking you to give a name to the new program.

After naming the program and clicking “CREATE” the following screen will be shown.

On the new program the first segment will be showing. Click on the first segment as highlighted above to enter your new values for this segment.

Controller type: KCR32C



Segment	Ramp rate (°C/hr)	Soak temp (°C)	Soak time (mins)
1	100	100	0



ADD A SEGMENT

Each segment consists of...

**Ramp rate (C/hr).**

This is the speed in degrees Centigrade per hour that you would like the kiln to travel to the first temperature of the program.

For instance. 150 degree per hour.

**Soak/target temperature (C)**

This is the first temperature in Centigrade for the program that the above mentioned ramp rate will travel to.

For instance. 500 Centigrade.

**Soak/target time (minutes)**

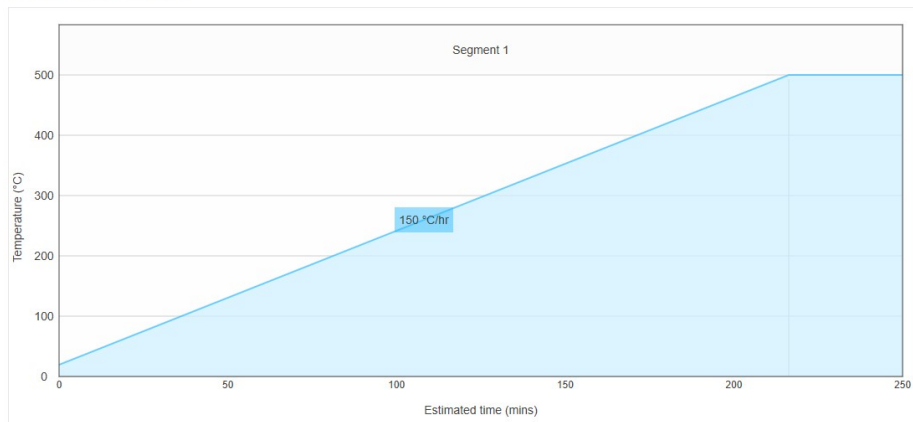
This is the amount of time that the kiln will be held at the first soak/target temperature mentioned above.

For instance. 30 minutes.

So segment 1, as programmed above would be...

150 degrees per hour to 500 Centigrade and held there for 30 minutes  
It would appear on screen as show here.

Controller type: KCR32C



Segment	Ramp rate (°C/hr)	Soak temp (°C)	Soak time (mins)
1	150	500	30



ADD A SEGMENT

Click “SAVE” in the segment dialogue box and the graph will now appear so.  
 For the next part of the program, click “ADD A SEGMENT”.  
 A new segment dialogue box but this time it will be for segment 2.  
 Add in the new values for segment 2 as they were added for segment 1.

For instance we will add...  
 Ramp rate (C/hr). 1000 (FULL POWER).  
 Soak/target temperature (C) 1060C.  
 Soak/target time (minutes) 10 minutes.

So segment 2, as programmed above would be...  
 Full power to 1060 Centigrade and held there for 10 minutes.

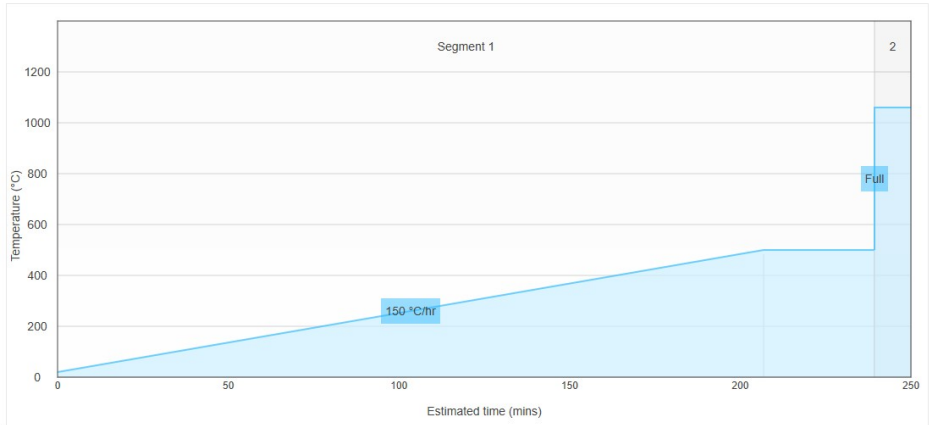
Whenever FULL POWER or FULL SPEED is required, the figure of 1000 needs to be added as the ramp rate.

The program is now...  
 Segment 1. 150 degrees per hour to 500 C and held there for 30 minutes.  
 Segment 2. Full power to 1060 Centigrade and held there for 10 minutes.  
 END.  
 The program graph will now appear as so...

## Program: My first program

CHANGE NAME

Controller type: KCR32C



Segment	Ramp rate (°C/hr)	Soak temp (°C)	Soak time (mins)	
1	150	500	30	⬆️ ⬇️ ❌
2	Full	1060	10	⬆️ ⬇️ ❌

ADD A SEGMENT

If no further segments are required then leave segment 3 empty and the program will end after segment 2.

If you are modifying a program and segment 3 (the next segment after you have finished programming) still has values in it then segment 3 (the next segment...) must be deleted using the red X to the right of the segment details or the program will continue to fire segment 3 (the next segment.....) when segment 2 is completed.

From the program graph view page segments can be re-ordered using the up and down arrows highlighted below.

Segment	Ramp rate (°C/hr)	Soak temp (°C)	Soak time (mins)	
1	150	500	30	⬆️ ⬇️ ❌
2	Full	1060	10	⬆️ ⬇️ ❌

ADD A SEGMENT

To remotely add your new program to the controller, click on “KILNS” from the top of the page, that will take you back to the first opening page of GATEway. Click on “PROGRAMS”.



KILNS

LIBRARY

FIRINGS



## My Kilns

My kiln

READY

Ready to run a program

Temperature 17 °C

PROGRAMS STOP

*Last update 4 seconds ago*

You can register more than one kiln.

ADD ANOTHER KILN

From the programs page select the program number that you want to add your new program to and click on “OPTIONS” to the right of your chosen program number.

Program number	Program details	
1	Top temperature 840°C, 4 segments - click to view	OPTIONS
2	Top temperature 700°C, 4 segments - click to view	Replace from library Remove program
3	Top temperature 795°C, 4 segments - click to view	OPTIONS
4	Top temperature 620°C, 2 segments - click to view	OPTIONS

Click “REPLACE FROM LIBRARY” and a new dialogue box will appear asking you to select the program that you want to insert by clicking the arrow in the drop down box then selecting the required program..

Replace from library

This loads a program

Note that this will ov

Library program:

66

Ceramic Hi Fire

Competition winner 02/2020

Glass Fuse

My Fav Pot Firing

My first program

My glass test firing 05/04/2020

My green glaze firing

Show piece 03/2020

test

ted program slot.

that slot.

SAVE

CANCEL

Click “SAVE”.

It will then take a few seconds for the program to be prepared for transfer whilst which time the “REFRESH” button will remain light grey.

Once the program is loaded and ready to be transferred the REFRESH button will turn dark grey and can be clicked which will load the programs to the controller.

### My Kiln Programs

These are the programs as last read from the controller.

REFRESH LIST

Program number	Program details	
1	Top temperature 1060°C, 2 segments - click to view	OPTIONS ▼

Wait until all of the “action” wheels have finished on all programs before moving onto the next page.

### My Kiln Programs

These are the programs as last read from the controller.

REFRESH LIST

Program number	Program details	
1	Top temperature 1060°C, 2 segments - click to view	OPTIONS ▼
2	Reading from controller...	OPTIONS ▼
3	Reading from controller...	OPTIONS ▼

Once the action wheels have all stopped turning the controller is loaded with the new program and it can be used.

### Firing Log

After each firing the details are automatically stored into the “FIRING LOG”. The firing log can be accessed by selecting “FIRINGS” from the top right of any screen in the GATEway.

Here any firing can be clicked on to view a graph and details of the firing including the actual temperature details of how the kiln behaved throughout the firing.

NOTE. For firings to be stored into the FIRING LOG, “Store firing logs in the Kiln Portal?” must be set to “YES” in the GATEway settings detailed on page 6 of this manual.

## Account details and Log Out.

Select the account icon at the top right of any page to access the account section where you can edit your user name, change your password or log out from the GATEway.

[KILNS](#)[LIBRARY](#)[FIRINGS](#)

### My Kilns

**My kiln** READY

Ready to run a program

Temperature 15 °C

## Kiln errors

In the event of the kiln developing a fault or a fault in the process causes the controls internal protection triggers to kick in and turn the kiln off, then the GATEway will show you that the firing has stopped (see below) and it will also tell you the error code number. This can then be cross checked with your controller manual to find out what exactly has caused the problem.

### My Kilns

**My kiln** ERROR 1

Error code 1: Kiln temperature not increasing

Temperature 15 °C

**PROGRAMS** **STOP**

*Last update 5 seconds ago*

## Trouble shooting

### **Controller and WIFI router will not pair.**

Try again ensuring that you are attempting the correct style of technique. If your router has a WPS button then proceed with method 1 from page 3. If your router does not have a WPS button then proceed using method 2 from page 3.

Whilst or after pressing the WPS button on the router, is the router acknowledging that it is in pairing mode. Consult your routers instructions to check this.

Are you trying within range of the WIFI?

Is the WIFI signal strong enough at the position that the controller is to be used?

After initialised method 1 or method 2 from page 3, is the controller making the correct acknowledgment display as described?

### **New programs written in the GATEway are not transferring to the controller.**

Check that the controller is properly connected to the WIFI.

Check that "YES" is selected in settings (page 6) to "Allow programs to be changed remotely using the Kiln Portal".

### **The kiln cannot be stopped from the GATEway during a firing.**

Check that the controller is properly connected to the WIFI.

Check that "YES" is selected in settings (page 6) to "Allow programs to be stopped remotely using the Kiln Portal".

### **Recent firings are not being stored in the Firings Log.**

Check that the controller is properly connected to the WIFI.

Check that "YES" is selected in settings (page 6) to "Store firing logs in the Kiln Portal".



### **Back up**

We pride ourselves on our back up and after sales service and so in the unlikely event of any problems please do not hesitate to call our staff for friendly help and advice.

### **Contact us at**

Kilncare Ltd, The Kiln Works,  
907 Leek New Road, Baddeley Green,  
Stoke on Trent, Staffordshire, United Kingdom  
ST2 7HQ,

Tel +44 1782 535915

E-mail [sales@kilncare.co.uk](mailto:sales@kilncare.co.uk), Web [www.kilncare.com](http://www.kilncare.com)

### **Notes**

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This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins or other markings on the paper.

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GATEway  
Instruction Manual

2025