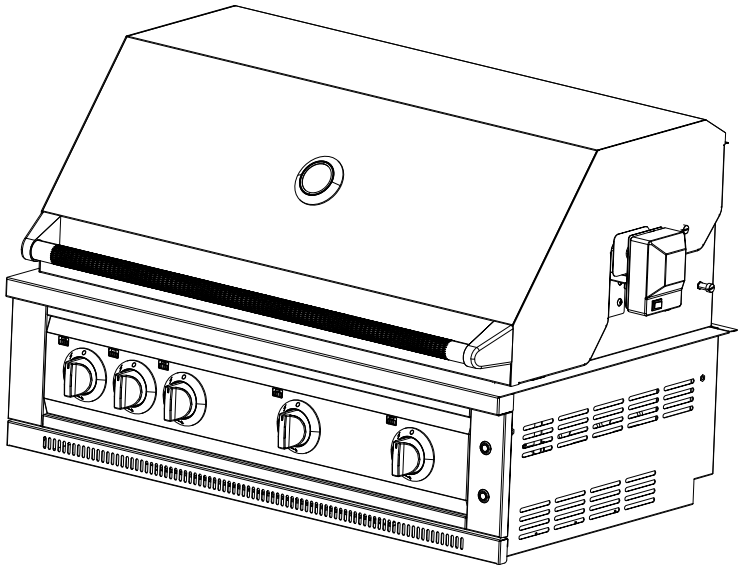
NEWAGE PRODUCTS INC.

NEWAGE PLATINUM 40" GRILL

(NATURAL GAS)

SKU#66901 - NEWAGE PLATINUM 40" GRILL - NG
SKU#66283 - NEWAGE PLATINUM 40" GRILL - NG WITH 40" GRILL CART



⚠ WARNING

The NewAge grill must be installed by a licensed gas fitter, in accordance with the manufacturer's instructions and all applicable codes and requirements of the authority having jurisdiction.

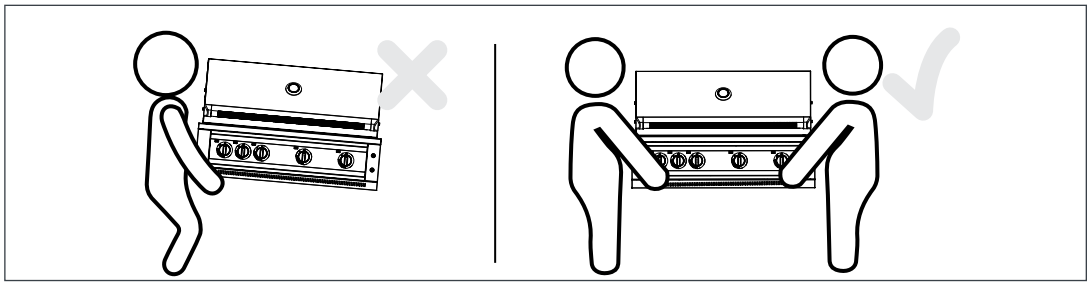
If the information in the grill's instructions are not followed exactly, a fire, explosion or production of carbon monoxide may result causing property damage, personal injury or loss of life. The gas fitter is responsible for the proper installation of the grill.

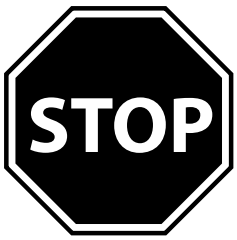
INSTALLATION AND OPERATION GUIDE



Warning: Excessive weight hazard!

Use two or more people to move, assemble, or install the grill to avoid back injury. Do not leave children unattended near the grill or cabinets.





ATTENTION: Is your Grill damaged?

Need help or spare parts? For fastest service, contact NewAge Products at 1-877-306-8930; or support@newageproducts.com.
Do not return to the retailer.

THIS INSTRUCTION MANUAL CONTAINS IMPORTANT INFORMATION NECESSARY FOR THE PROPER ASSEMBLY AND SAFE USE OF THE APPLIANCE.
READ AND FOLLOW ALL WARNINGS AND INSTRUCTIONS BEFORE ASSEMBLING AND USING THE APPLIANCE.
FOLLOW ALL WARNINGS AND INSTRUCTIONS WHEN USING THE APPLIANCE. FAILURE TO OPERATE THIS PRODUCT IN A WELL VENTILATED AREA CAN CAUSE PROPERTY DAMAGE, INJURY OR DEATH.

⚠ DANGER

Read and follow the instructions in this manual fully and completely before installing, servicing or operating the grill to reduce the risk of :

1. **Fire**
2. **Personal injury or property damage**
3. **Improper installation**

THIS PRODUCT IS DESIGNED FOR OUTDOOR USE ONLY. Do not install or operate indoors, in a garage, in a screened in porch, gazebo, or any other enclosed area. This outdoor cooking gas appliance is not intended to be installed in or on recreational vehicles , boats or in a non-ventilated room. Failure to operate this product in a well ventilated area can cause property damage, injury or death. Keep the area surrounding the grill clear and free from combustible materials, gasoline and other flammable vapors and liquids.

⚠ WARNING

Do not store or use gasoline or other flammable liquids or vapors in the vicinity of this or any other appliance.

The installation must conform with local codes or, in the absence of local codes, with either the National Fuel Gas code, ANSI Z223.1/NFPA 54 or the National Gas and Propane installation code, CSA B149.1, or the Propane Storage and Handling Code, CSA B149.2, or the Standard for Recreational Vehicles, ANSI A119.2/ NFPA, and CSA Z240 RV Series, Recreational Vehicle Code as applicable.

⚠ CAUTION

1. **The outdoor cooking gas appliance and its individual shutoff valve must be disconnected from the gas supply piping system during any pressure testing of that system at test pressures in excess of 0.5 psi (3.5 kPa).**
2. **The outdoor cooking gas appliance must be isolated from the gas supply piping system by closing it individual manual shutoff valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2 psi (3.5 kPa).**

⚠ DANGER

IF YOU SMELL GAS:

1. **Shut off gas to the appliance.**
2. **Extinguish any open flame.**
3. **Open the lid.**
4. **If odor continues, keep away from the appliance and immediately call your gas supplier or your fire department.**

⚠ WARNING

CALIFORNIA PROPOSITION 65

1. **This product can expose you to chemicals including Carbon Monoxide, which is a by-product of combustion known to the State of California to cause cancer and birth defects or other reproductive harm. For more information go to www.P65Warnings.ca.gov.**
2. **California law requires businesses to warn customers of potential exposure to such substances. To minimize exposure to the substances, always operate this unit according to the use and care instructions found in this manual. Be certain to provide adequate ventilation when cooking.**
3. **California Proposition 65 lists "Silica, crystalline" which is used in one of the components of the IR burner, as an agent known to the state of California to cause cancer.**

⚠ WARNING

STATE OF MASSACHUSETTS

1. **Massachusetts requires all gas be installed using a plumber or gas fitter carrying the appropriate Massachusetts license.**
2. **All permanently-installed natural gas installation require a "T" handle type manual gas valve be installed in the gas supply line to this appliance.**

⚠ WARNING

1. **Always maintain the required clearances from combustible construction as detailed. The grill is designed for outdoor use only. Never use in a garage, building, shed, breezeway or other enclosed area. This grill shall not be used under any unprotected overhead combustible construction.**
2. **Gas grills are not design certified for and are not to be installed in or on recreational vehicles, portable trailers, boats or any other moving installation.**
3. **Keep any electrical supply cord and the fuel supply hose away from any heated surfaces. Electrical cords should be placed away from walkways to avoid creating a tripping hazard.**
4. **Do not repair or replace any part of the grill unless specifically recommended in this manual.**
5. **All gas lines must have a shut-off that is readily and easily accessible. Be sure the owner knows where the shut-off is located. If you smell gas, check for gas leaks immediately. Check only with a soap and water solution. Never check for gas leaks with an open flame. (See INDEX: "Leak Testing" for further details.)**

IMPORTANT NOTES

This Gas Barbecue Is Certified Under Canadian And American National Standards, ANSI Z21.58-2018 and CSA 1.16-2018 respectively for Outdoor Gas Grills and should be installed to conform with local codes. In absence of local codes, install to the current CAN B149.2 Natural Fuel Gas Code and the Propane Installation Code, CSA B149.1 Propane Installation Code in Canada or to the National Fuel Gas Code, ANSI Z223.1/NFPA 54 the National Fuel Gas Code the Natural Gas and Propane Installation Code, CSA B149.2.

If a rotisserie motor is used, it must be electrically grounded in accordance with local codes or, in absence of local codes, with the current CSA C22.1 Canadian Electrical Code in Canada or the National Electrical Code, ANS/NFPA 70 the Canadian Electrical Code, Part 1, CSA 22.1.

Index

Safe Operating Practices	7
Parts Supplied	12
Tools Needed	13
Product Inspection	13
Product Specifications	14
Installing Grill on NewAge Grill Cabinet/Cart	15
Installing Appliance on NewAge Grill Cabinet	18
Installing Grill on custom built cabinet	19
Assembling the Grill	23
Assembling and Installing the Rotisserie Kit	24
Optional Accessories	26
Gas Connections	31
Leak Testing Instructions	35
Electrical Connections	37
Pre-Grill Checklist	38
Lighting the Grill	39
General Grill Operation and Cooking Procedures	44
Grill Maintenance and Cleaning	49
Replacing Halogen Lightbulbs	53
Replacing LED Lights	54
Troubleshooting	55
Exploded View and Spare Parts	58
Wiring Diagram	60
NewAge Customer Service	60

NEWAGE PRODUCTS INC. PLATINUM GRILLS MANUFACTURER WARRANTY

PROOF OF PURCHASE IS REQUIRED TO OBTAIN WARRANTY SERVICE.
Please have the following information available when you call our customer service team:

- Name, address and telephone number
- Product Name / SKU Number
- A clear, detailed description of the problem
- Proof of purchase including order number

Register your NewAge Products purchase online for quicker customer assistance and access to exclusive benefits

Visit www.newageproducts.com/register/

Warranty Claim
For warranty service please contact NewAge Products at
1-877-306-8930; or support@newageproducts.com
Please review all warranty details below, prior to contacting NewAge Products for a claim.
Scan the QR code on the right to access our support page or visit www.newageproducts.com/contact-us/

Scan this QR code with the camera on your mobile device to visit the NewAge Products Support Hub
www.newageproducts.com/support-hub/

LIMITED WARRANTY

NewAge is proud to offer a 10 Years Limited Warranty from the date of purchase. This is subject to the limitations and disclaimers set forth below and other product documentations.

Length of Warranty	Warranty Covered Items	Cost to NewAge	Cost to Customer
10 years	Stainless steel grill hood / burner box/ Interior Brackets	Materials	Shipping
5 Years	Rotisserie Forks and Spit, Rotisserie Rollers, Grill grates, Grease Trays, Ceramic Rotisserie Burner, Ceramic Sear Burner, H shaped Burner and Side Burners	Materials	Shipping
2 Years	All other parts and accessories	Materials	Shipping

WHAT IS COVERED

When this product is installed, operated and maintained according to the instructions attached to or furnished with the product, NewAge Products Inc. will replace the defective product or parts if the part fails as a result of defective materials or workmanship for the warranty duration from the purchase date of the product.

WHAT IS NOT COVERED

1. Service calls to correct the installation of any NewAge products or to instruct you how to use or install them.
2. Damage resulting from products caused by accident, misuse, abuse, fire, flood, improper installation, acts of God, neglect, modification or mishandling.
3. Products damaged by improperly loading beyond the specified maximum weight capacity outlined in the instructions provided with the product.
4. Repairs or replacement when your product is used in other than normal, residential use, such as a commercial environment, or handled in anyway inconsistent with the installation instructions included with the product.
5. Cosmetic damage that occurs after customer purchasing the product, including scratches, dings, dents, corrosion, or stains in the material that does not affect the structural or functional capability of the product.
6. Surfaces damaged due to improper use of chemicals, and detergents.
7. Discoloration due to the heat, for example beside a grill, is a trait of stainless steel.
8. Surface rust resulting from acid rain or environmental chemicals
9. Loss due to theft.
10. Damage resulting from use of the product contrary and not in accordance to the instruction manual.
11. Any labor costs during the warranty period.

The 304 stainless steel material used in the construction of NewAge Outdoor Kitchen Grill is highly rust resistant, however, chlorine in the air from swimming pools or the salt from sea air may cause surface rust to appear and even create some pitting corrosion if left on the product. We suggest cleaning all stainless steel surfaces at least every two weeks to keep your Grill in prime condition. The chemical reaction from salt is easy to prevent however it is more difficult when left on the surface.

DISCLAIMER OF IMPLIED WARRANTIES

IMPLIED WARRANTIES, INCLUDING TO THE EXTENT APPLICABLE WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE EXCLUDED TO THE EXTENT LEGALLY PERMISSIBLE. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW ARE LIMITED TO ONE YEAR, OR THE SHORTEST PERIOD ALLOWED BY LAW. THIS WARRANTY IS LIMITED TO THE ORIGINAL BUYER. Some states and provinces do not allow limitations on the duration of implied warranties of merchantability or fitness, so this limitation may not apply to you. This warranty gives you specific legal rights, and you also may have other rights that vary from state to state or province to province.

LIMITATION OF REMEDIES; EXCLUSION OF INCIDENTAL AND CONSEQUENTIAL DAMAGES

YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR OR REPLACEMENT AT OUR DISCRETION AS PROVIDED HEREIN. NEWAGE SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you also may have other rights that vary from state to state or province to province.

Safe Operating Practices

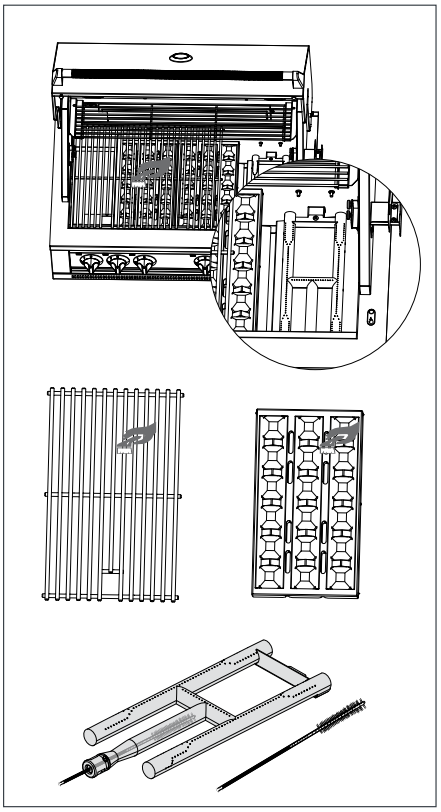
1. Newage Grill must be assembled and installed according to the instructions in the manual.
2. Read the entire instruction manual prior to operating grill.
3. NewAge Grill must be used outdoors in a well ventilated area, and cannot be used indoors, in a enclosed area such as a garage, gazebo, screened in porch or other similar enclosed area.
4. NewAge grills are not designed or certified for and are not to be installed in or on recreational vehicles, portable trailers, boats.
5. Never use the grill in windy conditions. If located in a consistently windy area, oceanfront, mountaintop, etc., a windbreak will be required. Always adhere to the specified clearances as described in the INSTALLATION section of this manual. ***Refer to the page 11 for additional information.***
6. Do not modify the NewAge Grill.
7. Do not operate the NewAge Grill under, or near combustible construction.
8. Maintain proper clearance to combustibles, 18" (457 mm)to rear of unit, 14" (356mm) to sides. Additional clearance of 32" (810mm) is recommended near vinyl siding or panes of glass.
9. When not in use turn off the gas at the supply valve.
10. Always shut off the main valve on the Natural gas supply after each use.
11. Never attach or disconnect to gas supply, or move or alter gas fittings when the grill is in operation or is hot.
12. Natural gas units must be disconnected from the supply when being stored indoors.
13. Inspect the fuel supply hose before each use. If there is evidence of excessive abrasion or wear or the hose is cut, it must be replaced prior to using the gas grill with a replacement hose assembly specified by the grill manufacturer.
14. Leak test the unit before initial use, annually, and whenever any gas components are replaced. ***Refer to page 9 for additional information.***
15. Use only a Ground Fault Interrupter (GFI) protected circuit with this outdoor cooking gas appliance.
16. Follow lighting instructions carefully when operating grill.
17. Burner controls must be off when turning supply cylinder valve on.
18. The grill hood must be fully opened while lighting the grill. Failure to do so will risk an explosion, and personal injury or death.
19. Never lean over the grill and keep face away from grill when lighting.
20. Never let your gas hose touch your burner box. ***Refer to page 10 for additional information.***
21. Don't push the electrical cable into grill enclosure. ***Refer to page 10 for additional information.***
22. Always use a covered hand when opening the grill lid and only do so slowly to allow heat and steam to escape.
23. Do not leave grill unattended when operating.
24. Do not use aluminum foil to line drip pans or grill grates or radiants. This can severely upset combustion air flow or trap excessive heat in the control area. The result of this can be melted knobs or damaged ignition components.
25. Adults and children should be instructed on the hazards of high surface temperatures. Never leave children unsupervised around the NewAge Grill.
26. Never touch the grill racks, hood or immediate surrounding metal surfaces with your bare hands while grilling.

Safe Operating Practices

27. The NewAge Grill must be cooled before it is covered. Never place the cover on when cooking or while hot.
28. Keep all electrical cords and gas supply lines away from heated surfaces.
29. Never grill without the drip pan installed. Hot grease can leak down and produce a fire or explosion.
30. Clean grease trays regularly to prevent grease fires. ***Refer to page 9 for additional information.***
31. Spiders and insects like to nest in the burners, venturis, valves and orifices of a grill, disrupting the gas flow. This very dangerous condition can cause a fire behind the control panel, damaging the grill and risking personal injury. If your grill has been unused for a long time, inspect and clean the burners, venturis, valves and orifices.
32. Clean the grill with caution. Avoid steam burns; do not use a wet sponge or cloth to clean the grill while it is hot. Some cleaners produce noxious fumes or can ignite if applied to a hot surface.
33. Do not locate, store or operate the grill on an inclined plane. If you are using a grill cart, make sure you lock the castor wheels before operating the grill.
34. Do not use charcoal or lighter fluid in the grill. Only use charcoal with the NewAge charcoal tray accessory (Sold separately).
35. Do not move the appliance during use.
36. Do not use a power washer to clean the NewAge Grill.
37. Always have an ABC Fire Extinguisher accessible — never attempt to extinguish a grease fire with water or other liquids.
38. Make sure the the gas fitter shows you where your gas supply shut-off is located. All gas lines must have a shut-off that is readily and easily accessible. If you smell gas, check for gas leaks immediately. Check only with a soap and water solution.
39. Never remove the grounding prong from the plug or use this product with an ungrounded, 2-prong adapter.
40. For personal safety, wear proper apparel while barbecuing.
41. Do not use the grill for cooking excessively fatty meats or products, which promote flare-ups. To Control flare-ups, adjust the controls to lower the temperature. If your grill flare-up is out-of-control, turn off the burners. Don't use water to put out flare-ups. Spraying water on a flare-up can cause grease to explode.

Note: THIS MANUAL MUST REMAIN WITH THE PRODUCT OWNER FOR FUTURE REFERENCE

Safe Operating Practices



Regularly clean the grill components to prevent flare-ups and grease fires

Just like the cooking appliances in your home, your NewAge Grill needs to be regularly cleaned and maintained to operate at peak performance. This not only produces tastier, healthier food, but it reduces the chance of dangerous flare-ups or grease fires.

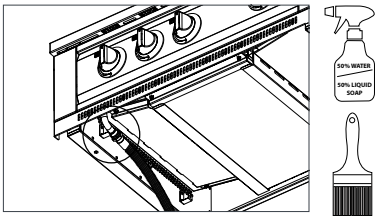
Here are the key areas to keep clean:

1. Remove cooking grates and scrape excess food particles with a BBQ brush after every use. For a deep clean, soak and scrub with dish soap and water a few times per season.
2. Pull out the grease tray after every use and scrape off any grease or food chunks. Wash with dish soap and water to keep it clean.
3. Your briquette trays will accumulate a lot of burnt on sauces and grease drippings. Remove residue from the tray with a scraper, and use a wire brush to clear debris from the briquettes.
4. Burners that aren't used frequently can get blocked by spiders who are drawn to the gas smell, and build webs inside the burner tubes. Use a wire-brush to clean the inside of the burners and remove debris from the outside of the burners.
5. Scrape down the interior of your burner box at least once a season to remove carbon build-up. Scoop or vacuum out the debris, reinstall all components and enjoy a much cleaner grilling experience.

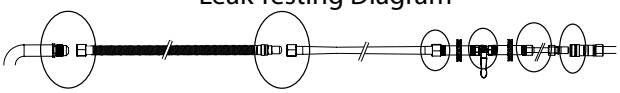
Test your hose connections for gas leaks

Gas leaks are a serious issue that can be easily avoided by doing a quick and simple leak check annually, or whenever gas components are replaced or serviced.

1. Ensure that all grill control knobs are in the off position.
2. Turn on the fuel supply,
   For Natural Gas
   Turn the valve handle 1/4 turn to align with the gas flow.
3. Brush or spray a half-and-half solution of liquid soap and water onto all joints and connections of the regulator, hose, manifolds and valves.
4. Bubbles will indicate a gas leak. **IMMEDIATELY** turn off the gas supply and do not use the grill until contacting a licensed gas fitter to replace faulty parts.



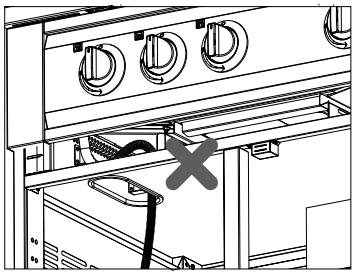
Leak Testing Diagram

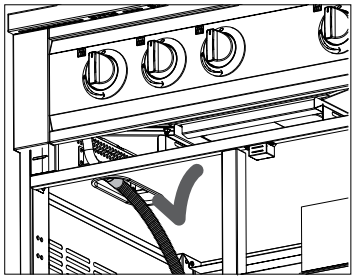


⚠ WARNING

The leak test must be done before initial use, annually, and whenever any gas components are replaced or serviced. Do not smoke while performing this test and remove all sources of ignition. See Leak Testing Diagram for areas to check. Never conduct a leak test using fire or flame. Sparks or open flames will result in a fire or explosion, damage to property, serious bodily injury or death.

Safe Operating Practices





Never let the gas hose touch your burner box

The underside of your grill gets incredibly hot. Pushing your excess gas line into the cavity below your grill, or coiling it beneath the burner box can melt the exterior coating of the gas hose and cause a fire.

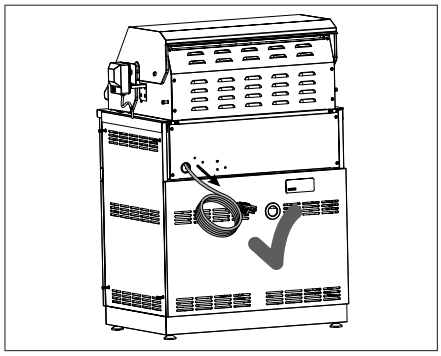
Whether your grill is connected to a natural Gas Line take these steps to make sure your hose is positioned safely:

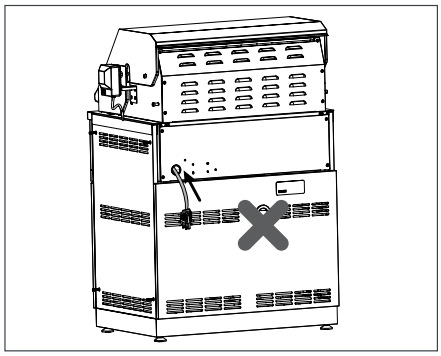
1. Ensure your grill is **off** and **cooled down**.
2. Kneel down and look in the cavity for the hose at the left-hand side of the grill.
3. If the hose is bunched up, or touching the firebox, pull the gas hose from the bottom of the cabinet until any excess line is removed.
4. Check the hose for signs of melting or damage. If the damage has occurred, or you are unsure of how to check, contact **Customer Support Team > 1-877-306-8930; or** **support@newageproducts.com**

Don't push the electrical cable into grill enclosure

NewAge Grills are equipped with LED lighting on the control knobs and grill interior, powered by an electrical cable on the rear of the unit. **It's very important not to push any excess cable into the hole at the back of the grill.**

The grill enclosure gets extremely hot. Storing the cable in this manner can cause it to bunch up and touch the underside of the burner box, which can melt the electrical cable and become a serious hazard.





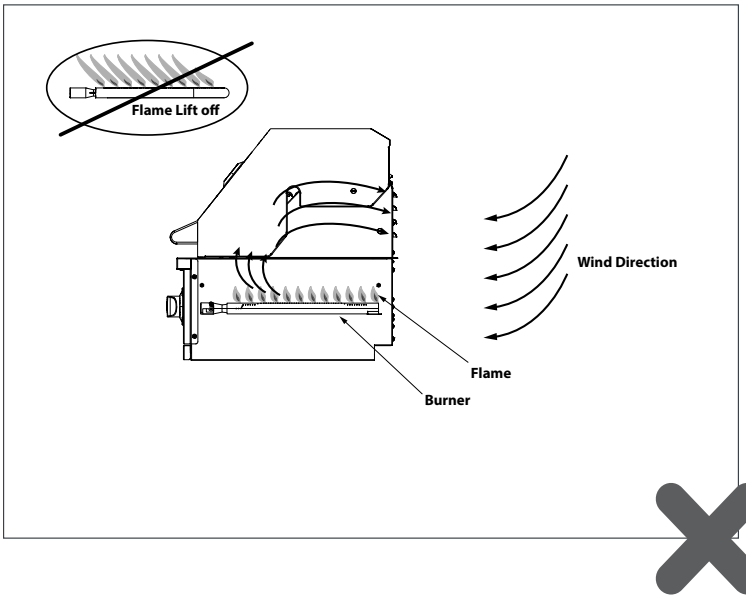
1. Locate the electrical cable on the back of your grill.
2. Ensure the excess cable is not pushed into the hole at the back of the grill, and is fully extended outside the grill.
3. If the cable was inside the unit, pull the cable out and check for any damage on the cord.
4. If you notice that your cable is damaged, call **Customer Support Team > 1-877-306-8930; or** **support@newageproducts.com**

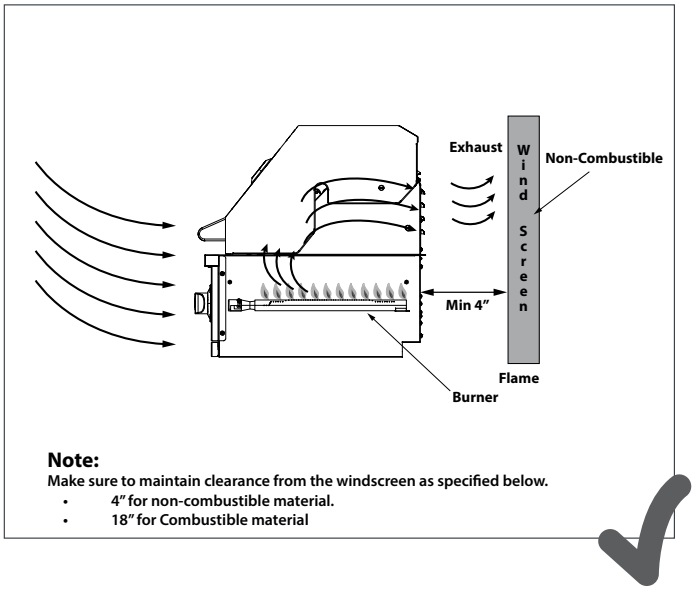
Safe Operating Practices

Grilling in windy conditions

⚠ WARNING

Using your grill in windy conditions may disrupt the front-to-back airflow. If, while grilling with all burners on high and the hood closed, you notice that the temperature gauge fails to rise.....be careful. If wind has kept hot gases from exiting the rear of the grill the control panel and knobs may have become extremely hot.





Note:
Make sure to maintain clearance from the windscreen as specified below.
- 4" for non-combustible material.
- 18" for Combustible material

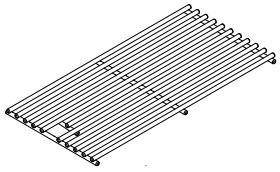
During the high wind conditions, it is best if you don't use your grill. If located in consistently windy area (oceanfront, mountaintop, etc.) a wind break will be required. Always adhere to the specified clearances as defined in the "Installation Manual".

⚠ Note

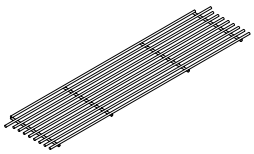
Any damage caused from use in windy conditions, such as melted knobs or igniter wires, or control panel discoloration from heat buildup, is excluded from warranty coverage.

Parts Supplied

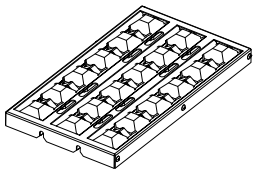
Main Grill Parts



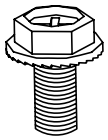
3x SS Grates



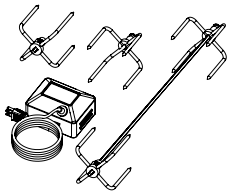
1 x SS Warming Rack



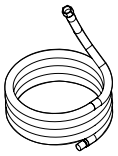
3 x Ceramic Trays



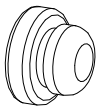
2 x M6x12L Hex Head Screws



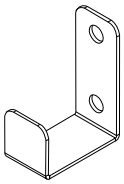
Rotisserie Kit



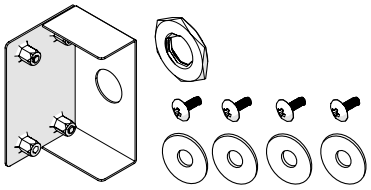
1 x Natural Gas Hose



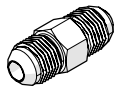
2 x Spare Rubber Bumpers



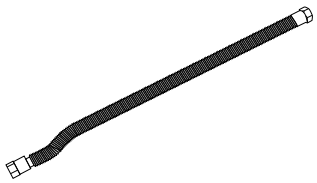
2 x L Bracket



Mounting bracket for Connector And Hardware Kit

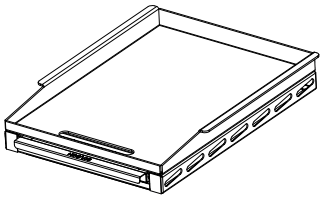


1 x Male Adaptor (5/8"-18UNF)

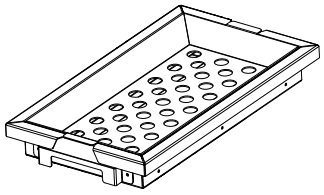


1 x Metal Corrugated Natural Gas Hose (Pre-installed)

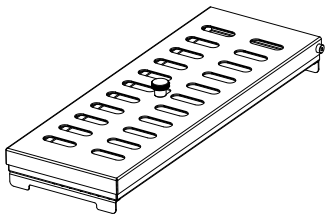
Optional Accessories



Griddle
SKU#66940



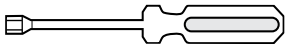
Charcoal Tray
SKU#66941



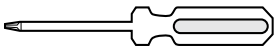
Smoker Box
SKU#66946

***Accessories offering depends on location and subject to change.**

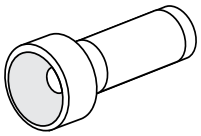
Tools Needed



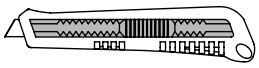
6mm Nut Driver



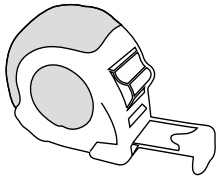
#2 Phillips head screwdriver



Flashlight



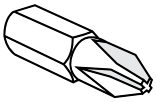
Box Cutter



Measuring Tape

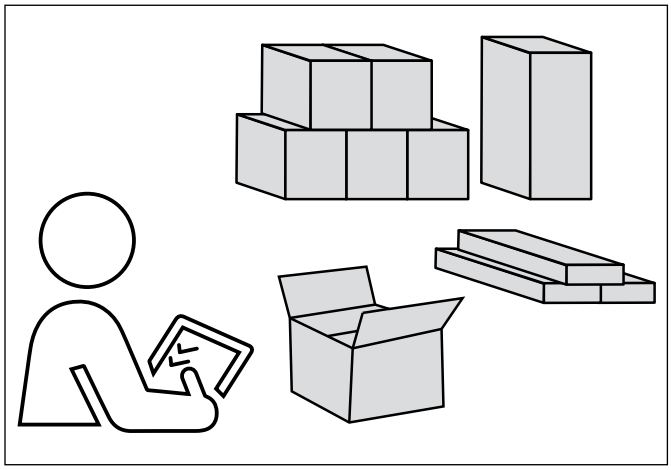


6mm Open Wrench



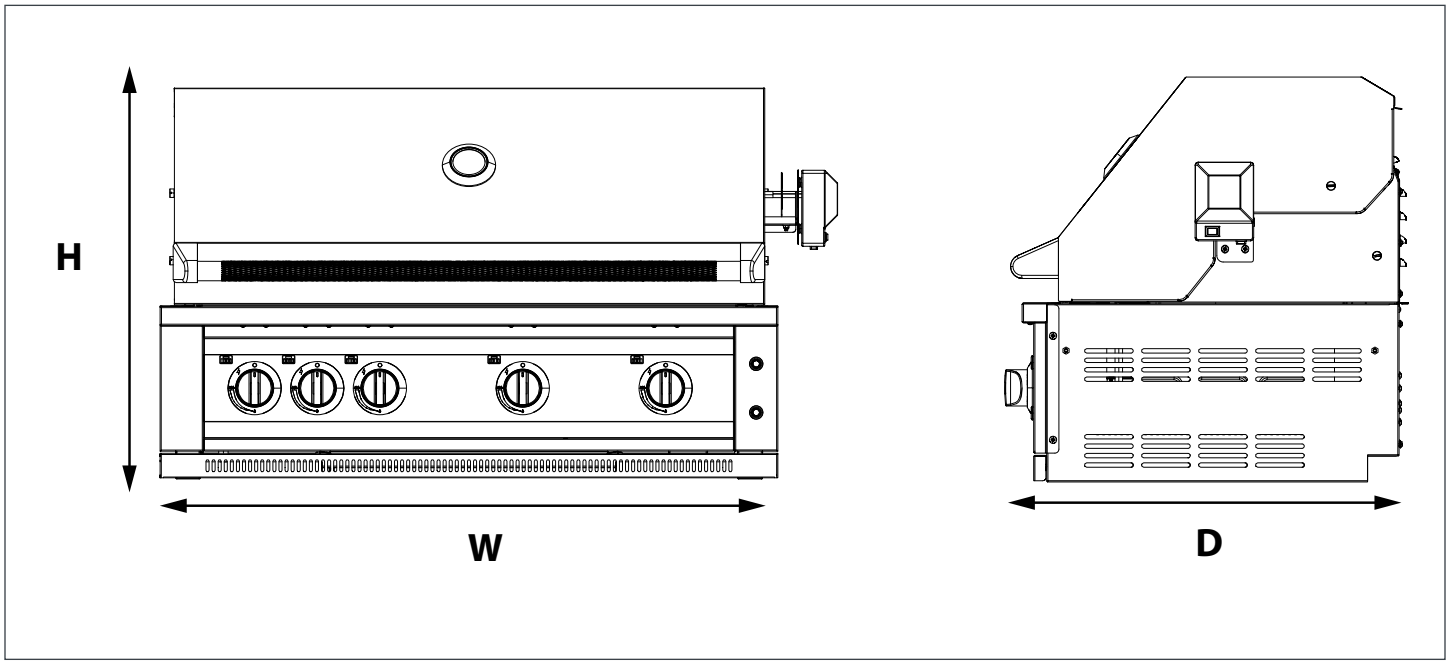
(Optional) #2 Phillips Bit

Product Inspection



- Check to see all parts are received as per the order placed.
- Contact NewAge Products at 1-877-306-8930; for any missing parts.
- Inspect the products for any damages before starting the installation.
- Go through the installation instructions carefully before starting the installation.

Product Specifications



NewAge Platinum 40” Grill

Dimensions

Width (W)	40”
Depth (D)	24.2”
Height (H)	25.3”

Details

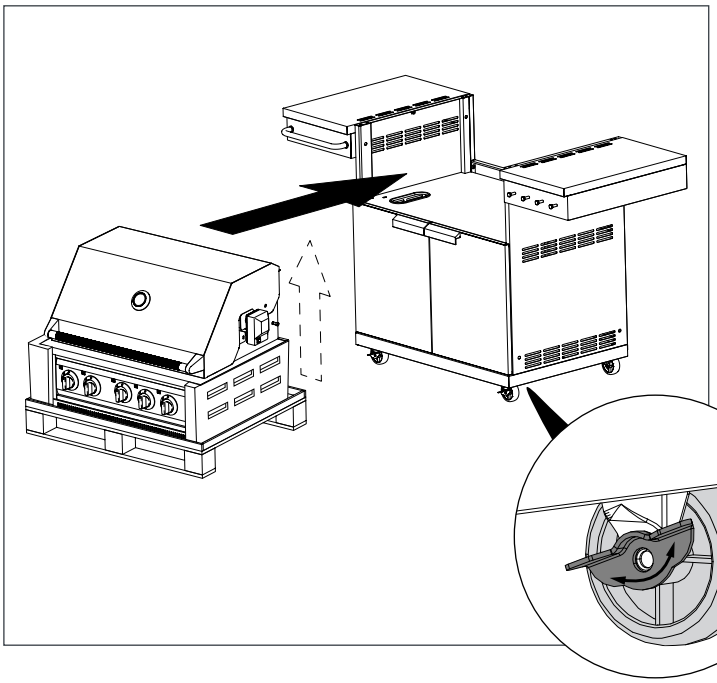
Material	Stainless Steel	**Main Grilling Area**	631 Square inch
Primary Burner BTU	16,000 BTUs x 3	**Warming Rack Area**	218 Square inch
Sear Burner BTU	15,000 BTUs	**Cutout Width**	38.5”
Rotisserie Burner	15,000 BTUs	**Cutout Depth**	22.3”
Fuel Type	Natural gas	**Cutout Height**	11.2”
Total Power Output	78,000 BTUs	**Net Weight**	180.3 Lbs

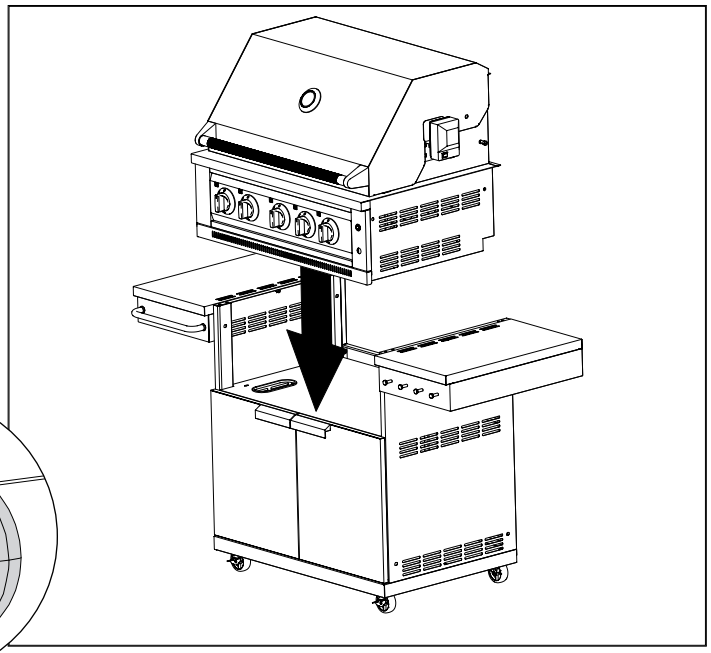
Installing Grill on NewAge Grill Cabinet/Cart

For more detailed instructions on installation steps, refer to the NewAge Grill Cabinet/ Cart installation guide.

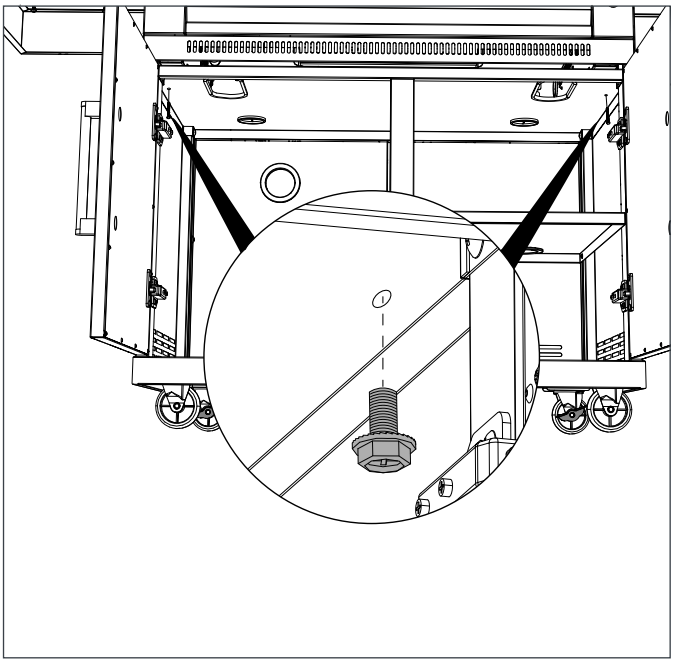
1. Lock the Casters (if applicable). Pick the appliance from the shipping pallet, and place it onto the Cabinet/Cart directly.

NOTE: When you are ready to install the appliance, place it directly onto the Cabinet/ Cart.
DO NOT place the appliance on floor or flat surface.

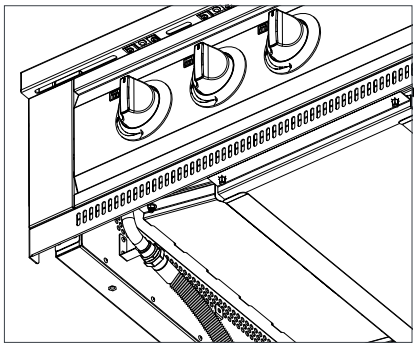


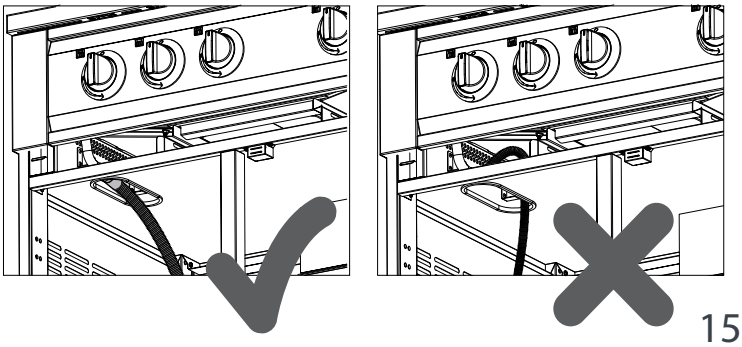


2. Secure grill to Cabinet/Cart by inserting two M6x12mm screw supplied with NewAge Cabinets/Carts from the bottom.



While connecting the gas hose to the grill, make sure the hose is not bunched up below the grill.

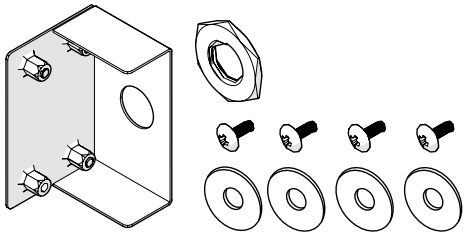




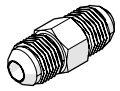
Installing Grill on NewAge Grill Cabinet/Cart

Metal Corrugated hose fixed to the cart with a fixed arrangement of straight connector/adaptor with a lock nut on brackets.

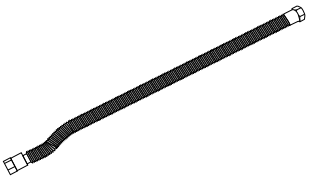
Parts Required



Mounting bracket for Connector And Hardware Kit

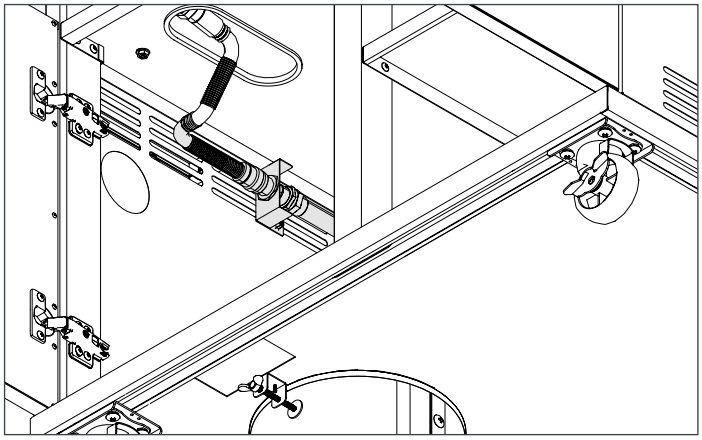


1 x Male Adaptor (5/8"-18UNF)

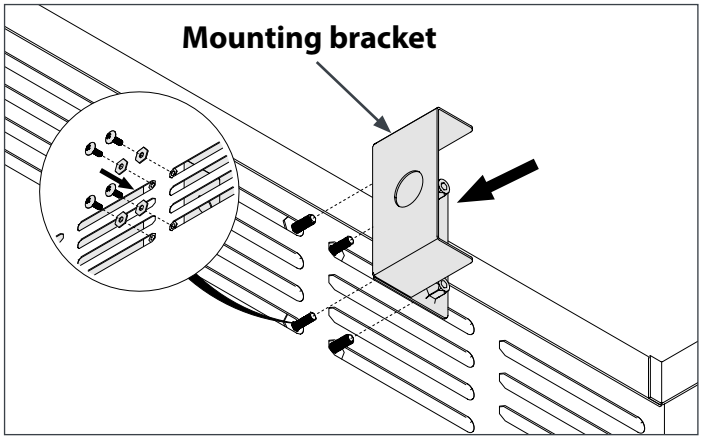


1 x Metal Corrugated Natural Gas Hose (Pre-installed)

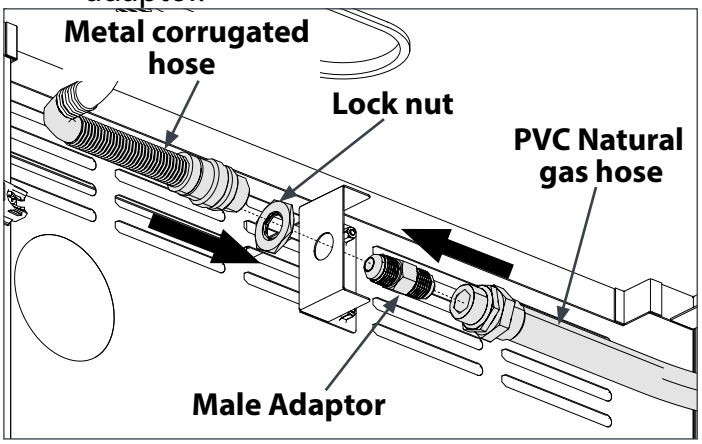
Follow step 1 and 2 for connecting Metal corrugated hose and PVC Natural gas hose together with the help of Mounting bracket and Male adaptor.



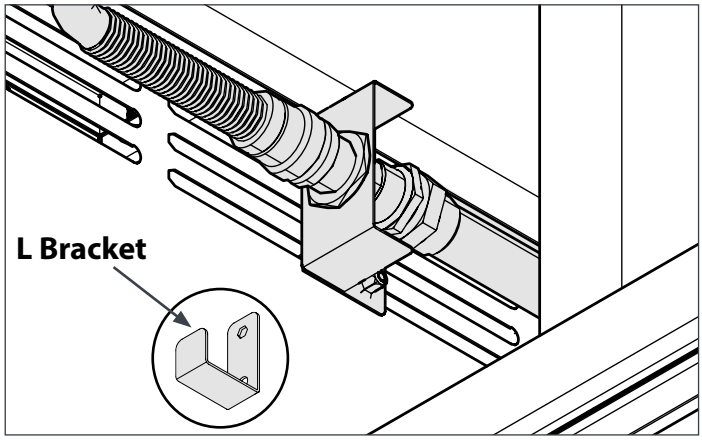
1 Install Mounting bracket on the cabinet side panel vent slots using Provided washers and Philips screws.



2 Secure and connect Metal Corrugated hose and PVC Natural gas hose end together by using Lock nut and Male adaptor.



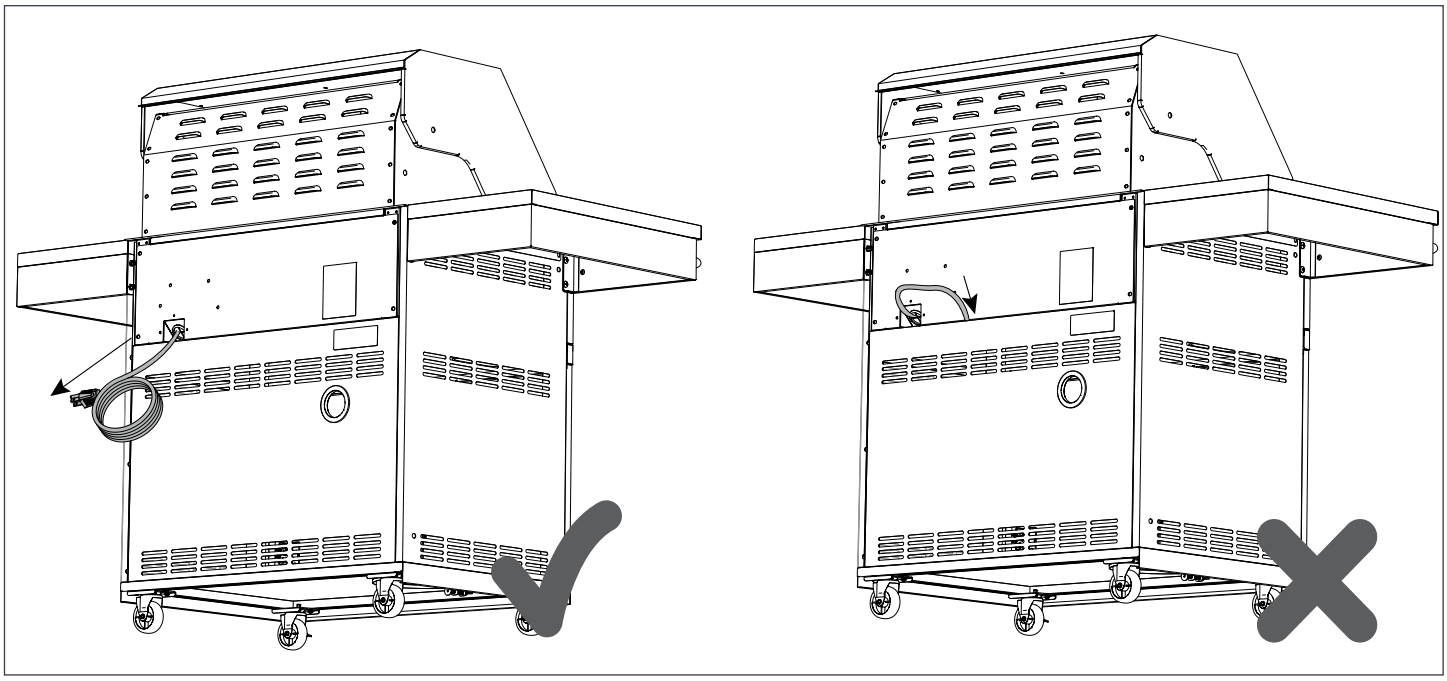
Below Illustration shows Metal corrugated hose and PVC Natural gas hose connected together.



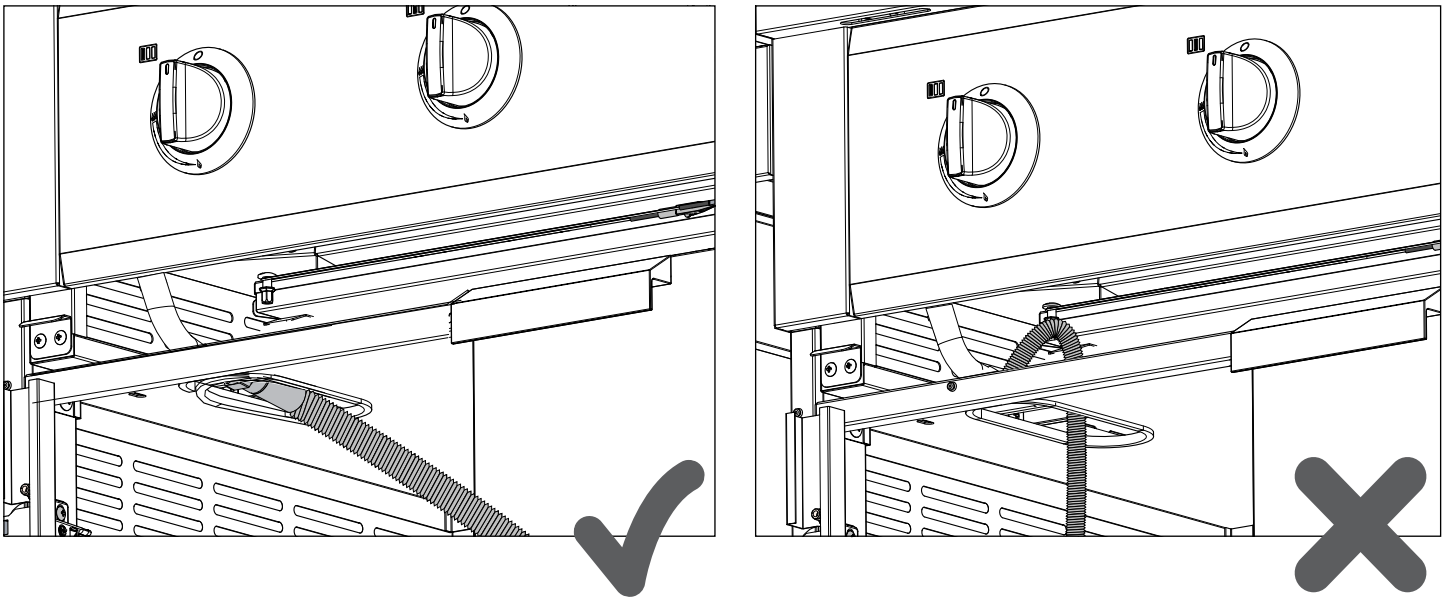
Note: Route PVC Natural gas hose further using the L brackets additionally to secure hose if required

Installing Grill on NewAge Grill Cabinet/Cart

NOTE: Route the Power cable outside the cart back panel. **DO NOT** route the cable through underneath the Grill. (Applicable to Grill Cabinets and Carts both)

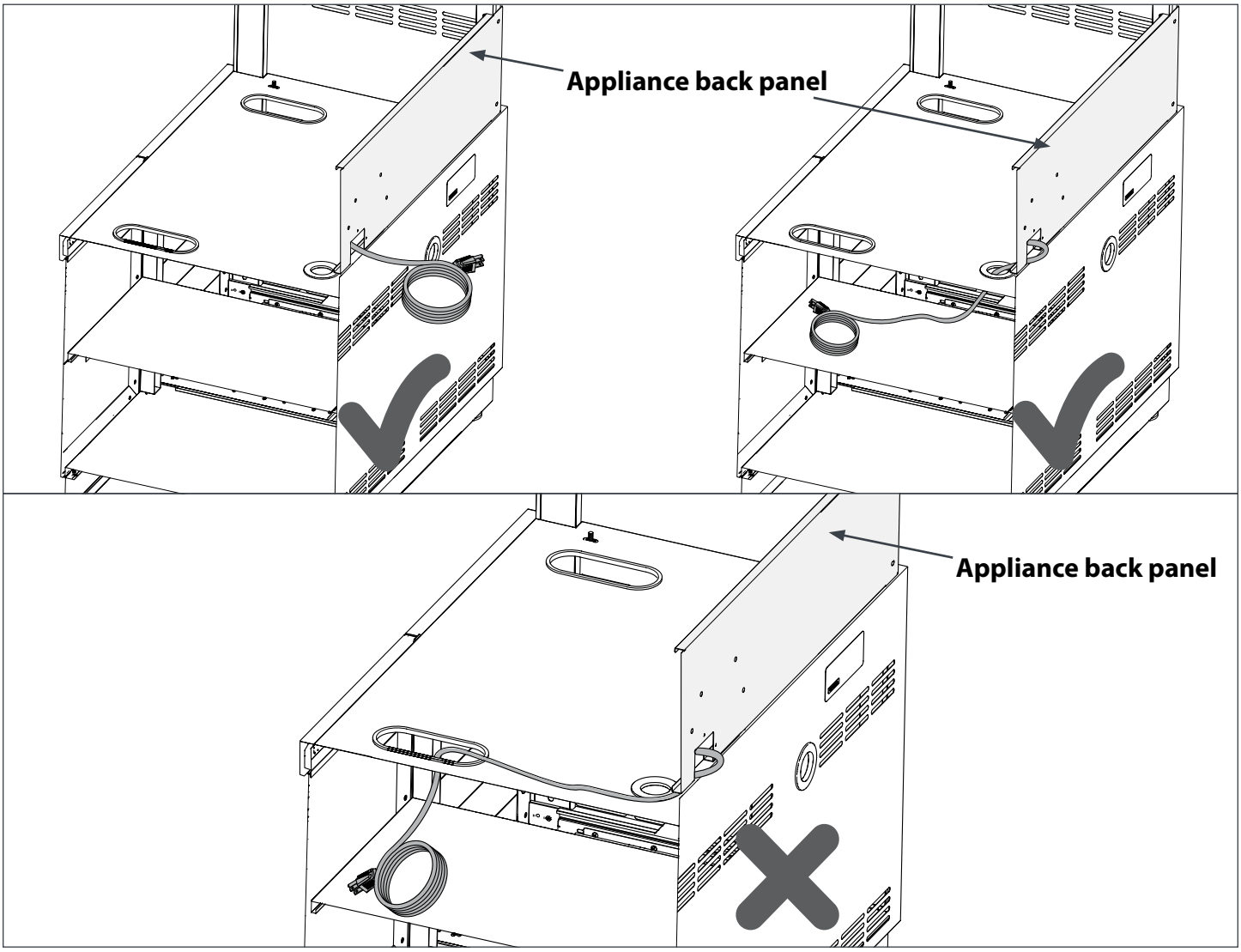


NOTE: While connecting the gas hose to the grill, make sure the hose is not bunched up below the grill. (Applicable to Grill Cabinets and Carts both)



Installing Appliance on NewAge Grill Cabinet

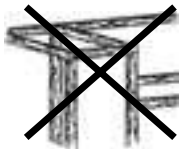
NOTE: Route the Power cable outside the cabinet back panel. **DO NOT** route the cable through underneath the Grill. (Applicable to Grill Cabinets and Carts both)



Installing Grill on custom built cabinet

The installation must conform with local codes or, in the absence of local codes, with the National Fuel Gas Code, ANSI Z223.1/NFPA 54, Natural Gas and Propane Installation Code, CSA B149.1. If you are connecting an appliance to a fixed fuel piping system specifying the use of a rigid pipe, semi-rigid tubing, and/ or a connector that complies with the standard for Connectors for Outdoor Gas Appliances and Manufactured Homes, ANSI Z21.75.CSA 6.27.

⚠ WARNING



Cabinet frame, cabinet side panels and counter top must be made from non-combustible material.

⚠ WARNING

DO NOT store or use products with flammable liquids or vapors in the vicinity of the NewAge Grill Cabinet,NewAge Outdoor Kitchen cabinets or any appliances.

Note to Installer:

All built-in appliances must use rigid pipe, semi-rigid tubing, or a connector complying with the standard for Connectors for Gas Appliances, ANSI Z21.24. CSA 6.10, or Standard for Connectors for Outdoor Gas Appliances and Manufactured homes, ANSI Z21.75. CSA 6.27, for the appliance which are connected to fixed fuel piping system (Natural Gas).

⚠ WARNING

This grill is designed for non-combustible enclosures only, and must be installed and serviced by a licensed gas fitter to local codes.
As indicated on the rating plate, this gas grill is designed to operate with supply pressure of 7" WC for Natural Gas. For installations where the gas supply pressure exceeds these requirements, a regulator must be installed upstream of the grill's components. If the gas supply pressure is lower than these requirements, the unit will be under-fired and will not reach the maximum temperatures. Ensure that the supply line size complies with local and/ or national installation codes.

Installing Grill on custom built cabinet

CLEARANCES:

TO NON-COMBUSTIBLE CONSTRUCTION
A minimum of 4" (10 cm) clearance from the back of the grill to non-combustible construction is required to allow the hood to be opened fully.

TO COMBUSTIBLE CONSTRUCTION
This appliance should NOT be installed over, under or next to unprotected combustible construction. A minimum clearance to vertical and rear combustible material is 18" (45 cm) and 14" (36cm) on the sides.

The minimum vertical clearance to combustible materials means that ALL combustible materials must be outside this 18" (45cm) zone. As an example, if you have an island with a stucco or tiled surface and wood-frame construction beneath, the wood is considered combustible, even though the grill is touching the stucco or tile surface, which is non-combustible. In extreme circumstances, the wood could potentially get hot enough to burn.

VENTILATION OPENINGS
A minimum of three 10 in^2 (65 cm^2) of ventilation openings must be provided at the bottom of both left and right sides of your enclosure (island), as well as the back side. A minimum of three 20 in^2 (130 cm^2) of ventilation openings must be provided at the top of both left, right and back sides of your enclosure (island) where the top of the opening aligns with the bottom of the grill cut-out. These openings are required to safely dissipate gas vapors if there is a leak in your enclosure.

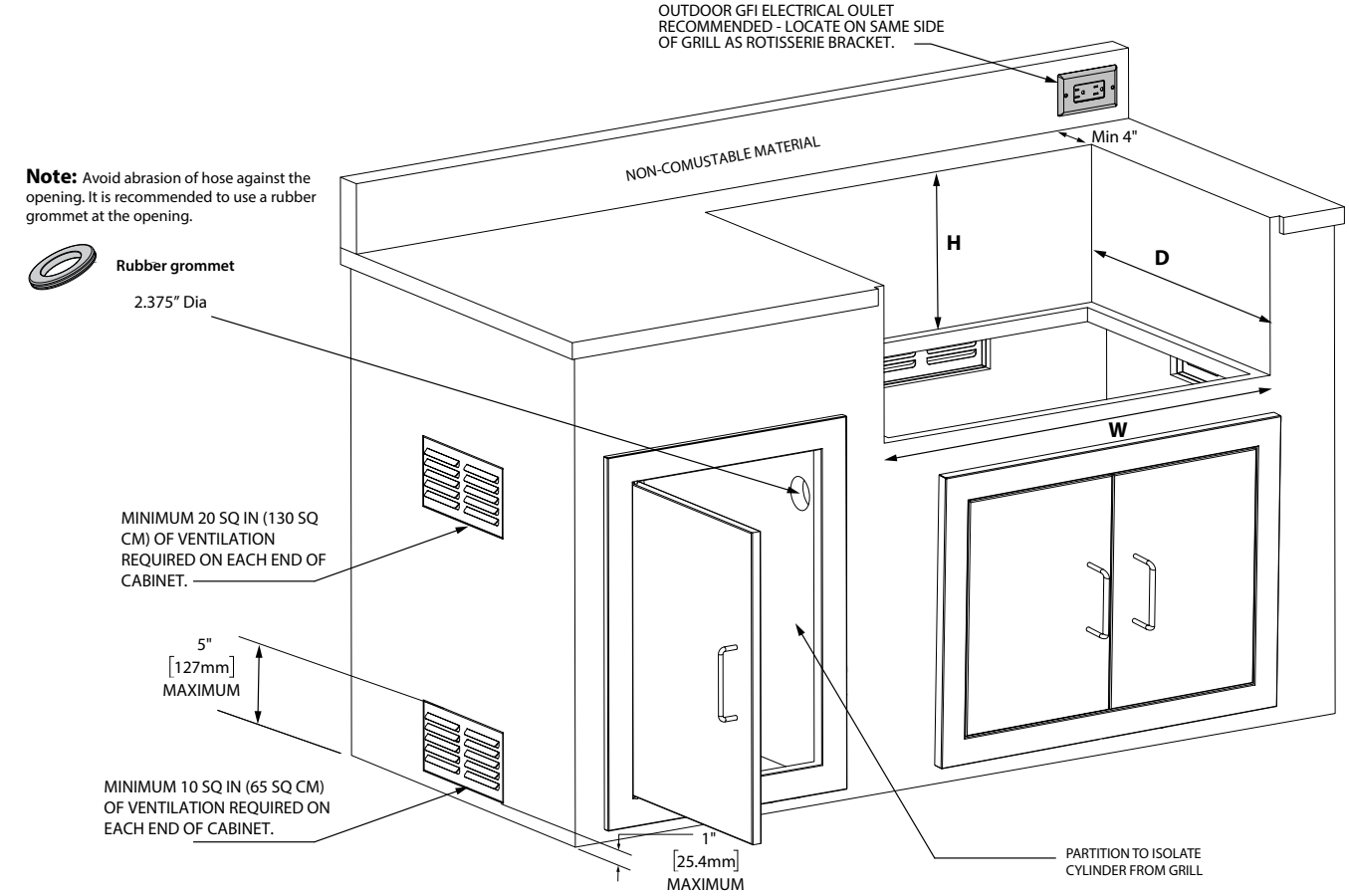
Cutout Dimensions				
	SKU	**W**	**D**	**H**
33" Grill	66900 66910	31.5"	22.3"	11.2"
36" Grill	66903 66913	34.5	22.3"	11.2"
40" Grill	66901 66911	38.5"	22.3"	11.2"
DSB	66902 66912	15.3"	22.4"	11.3"

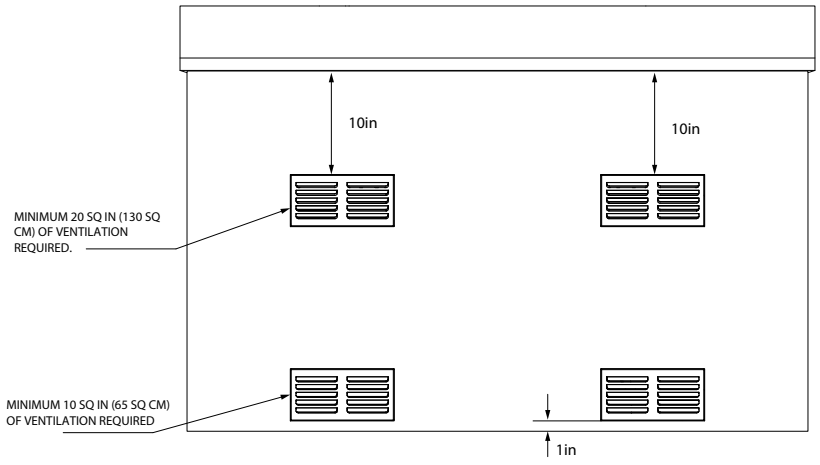
Installing Grill on custom built cabinet

Layout for Non-combustible enclosure

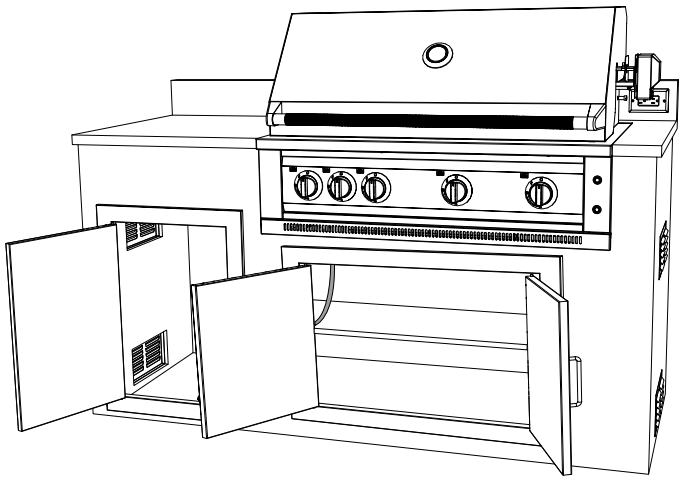
⚠ WARNING

- **The upper vent opening must be at least 20 square inches.**
- **The lower vent opening must be at least 10 square inches.**





Back View



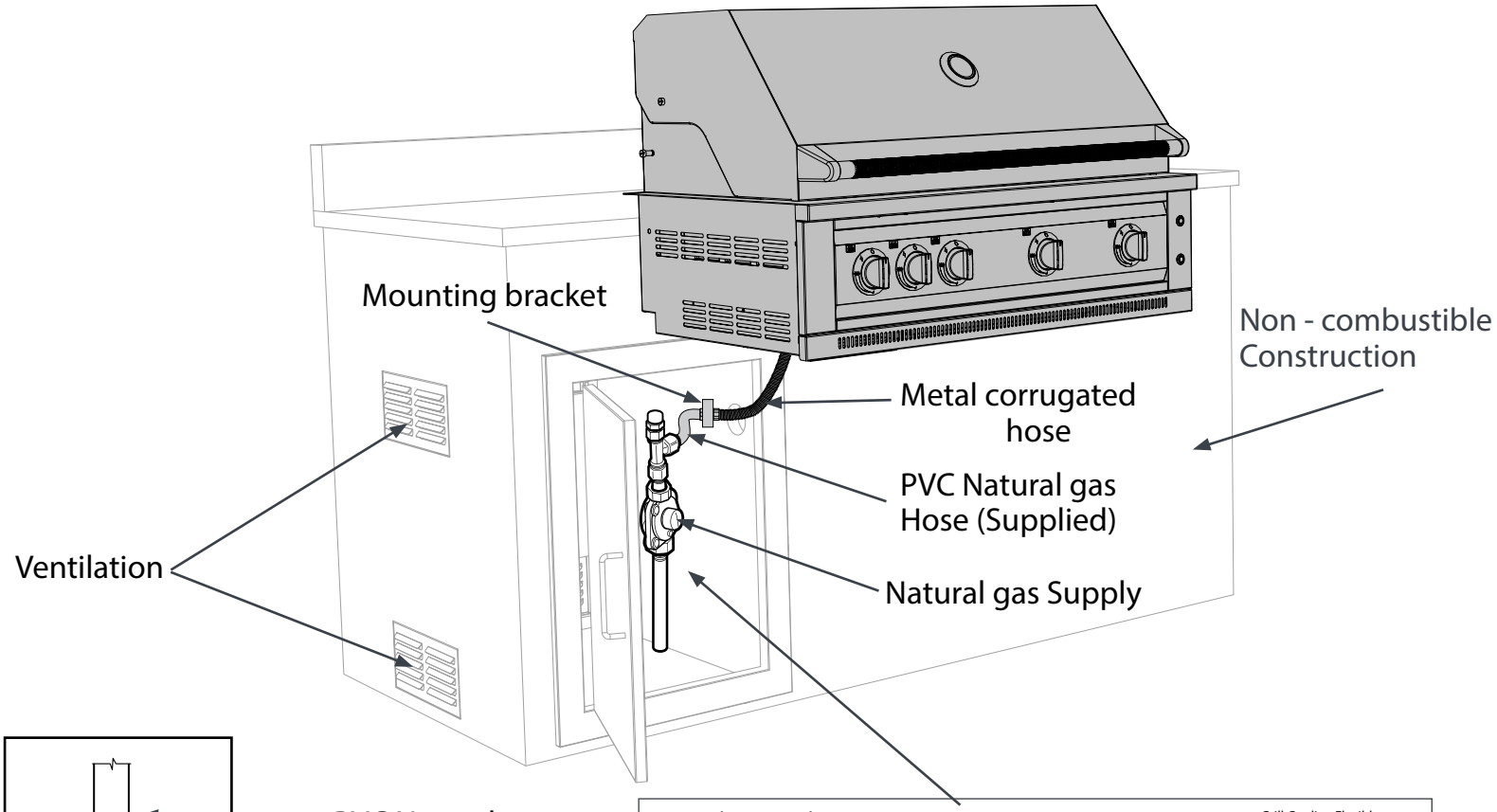
Note: These illustrations are for reference purpose only. Actual built-in cabinets and installation may differ.

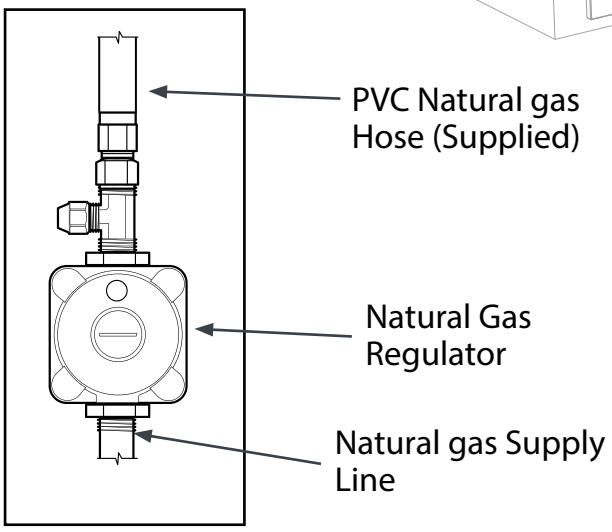
Natural Gas Installation

Rigid Connection in a custom built cabinet

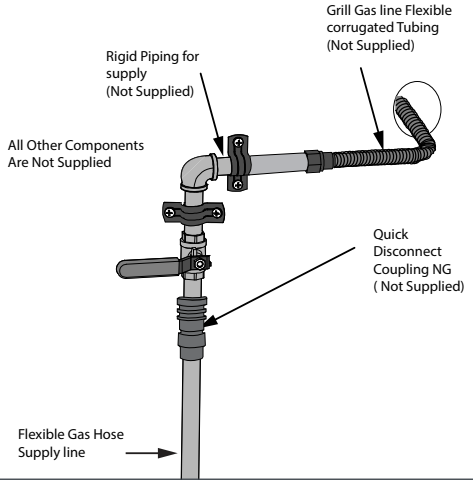
⚠ WARNING

Only licensed gas fitter must perform the required gas fitting on NewAge gas appliances.
To ensure satisfactory performance, the gas supply line must be sized to accommodate the total BTU/h requirements of all the gas-fired equipment that will be connected to that line.
In no case should pipe less than 3/4" inside diameter or 1" outside diameter ever be used to connect this product.



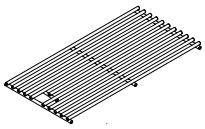


Securely mount the gas supply components to the non combustionable structure. This illustration is for reference only each installation will be different.

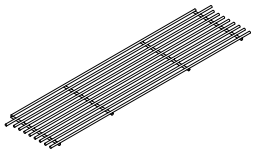


Assembling the Grill

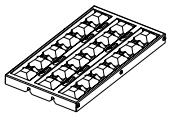
Tools and Parts needed.



3x SS Grates

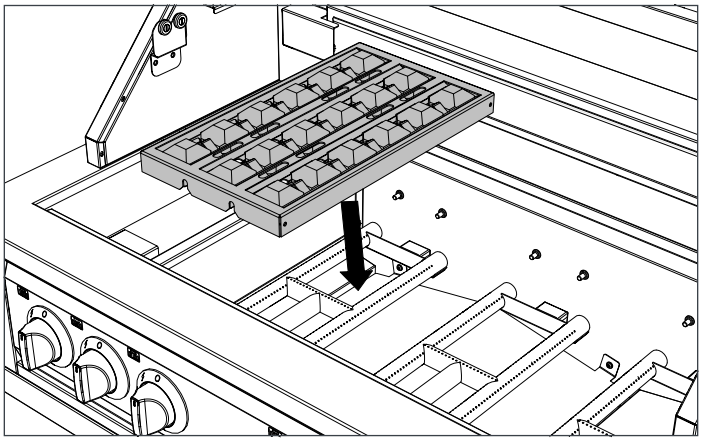


1 x SS Warming Rack

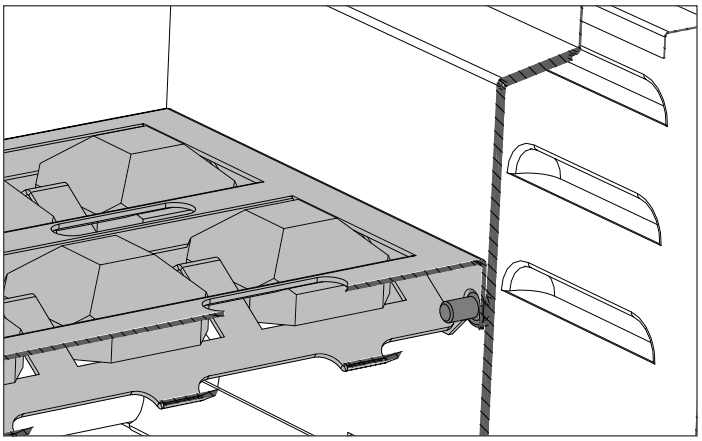


3 x Ceramic Trays

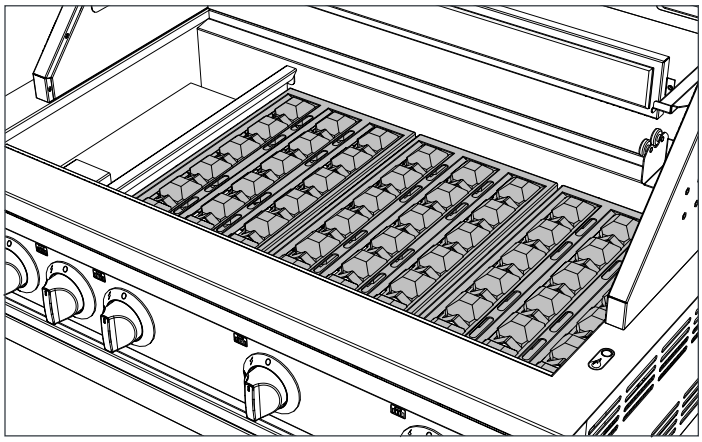
1 Install Briquette tray on top of the burner.



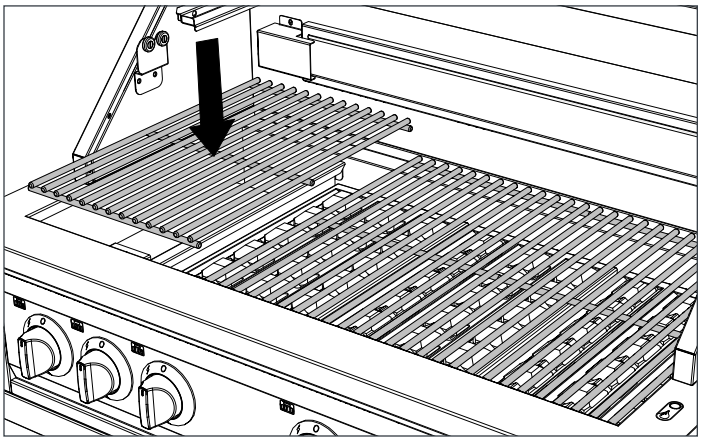
2 Make sure the briquette tray sits properly on the dowel pins as shown below.



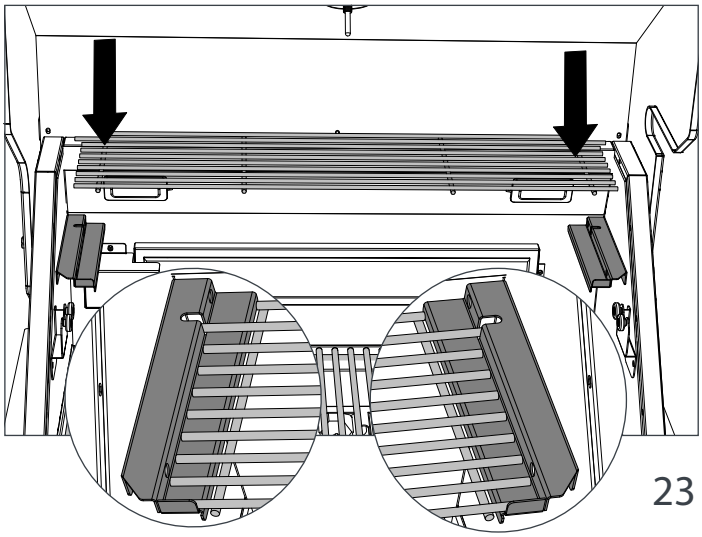
3 Similarly install the other briquette trays.



4 Install the three cooking grates on top of the each briquette tray as shown below.

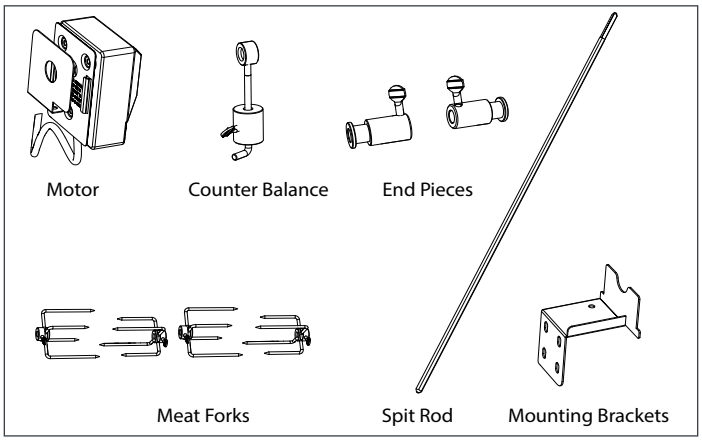


5 Install the warming rack, making sure that the longest grate rod gets inserted into slots in support shelves.

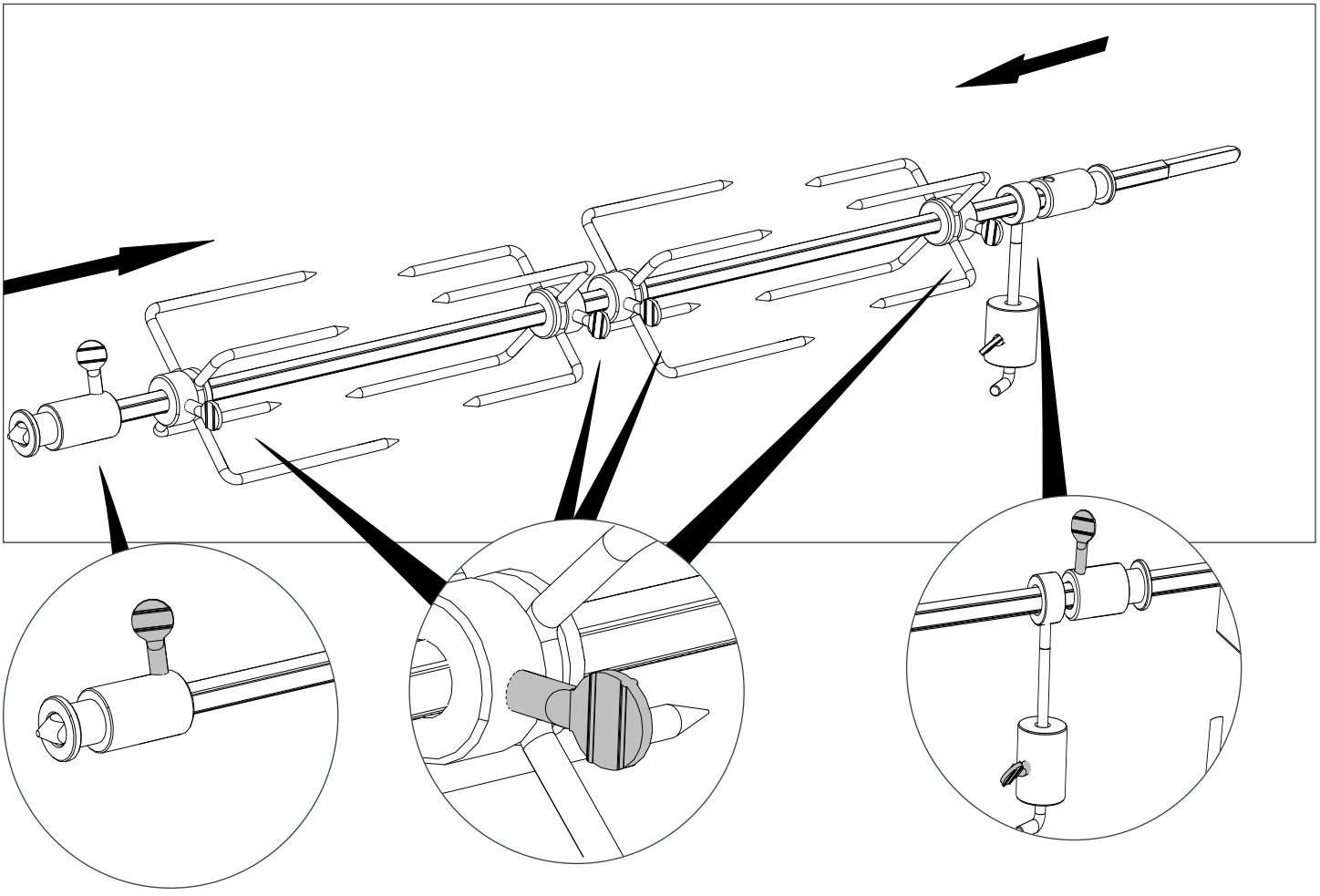


Assembling and Installing the Rotisserie Kit

Tools and Parts needed.

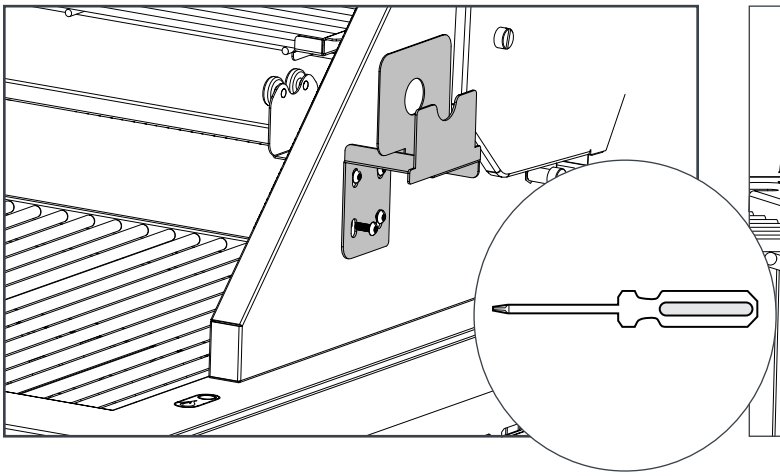


1 Assemble the forks on the spit rod, add counter balance and secure the assembly by installing the end pieces at both ends as shown below. Tighten the finger bolts to lock the position of each component.

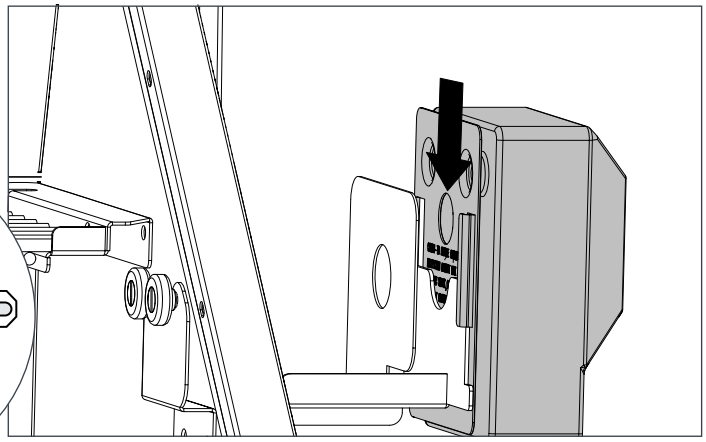


Assembling and Installing the Rotisserie Kit

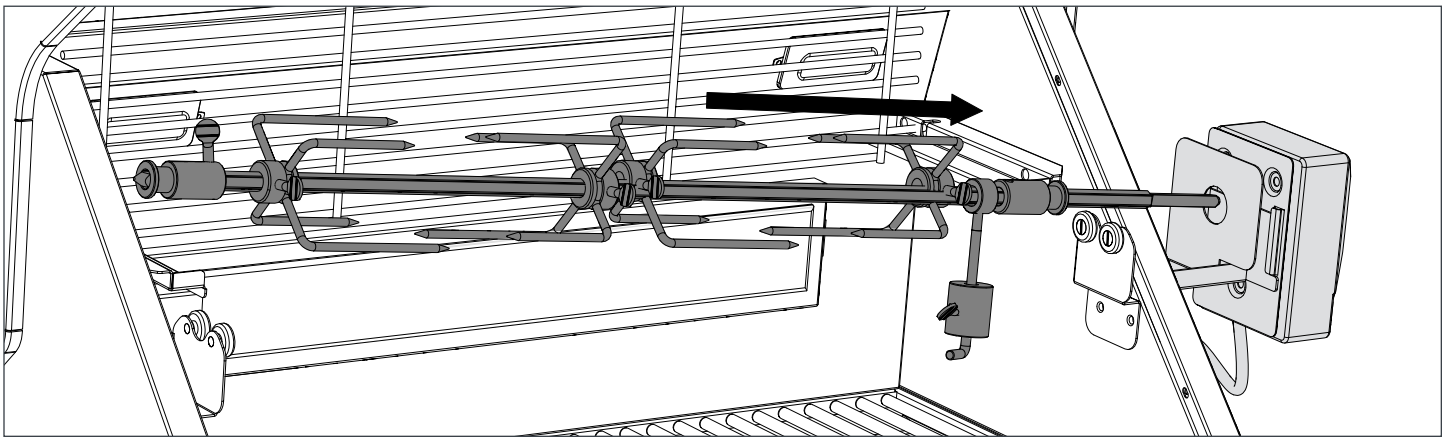
2 Attach the motor mounting bracket to the grill using four M5 screws.

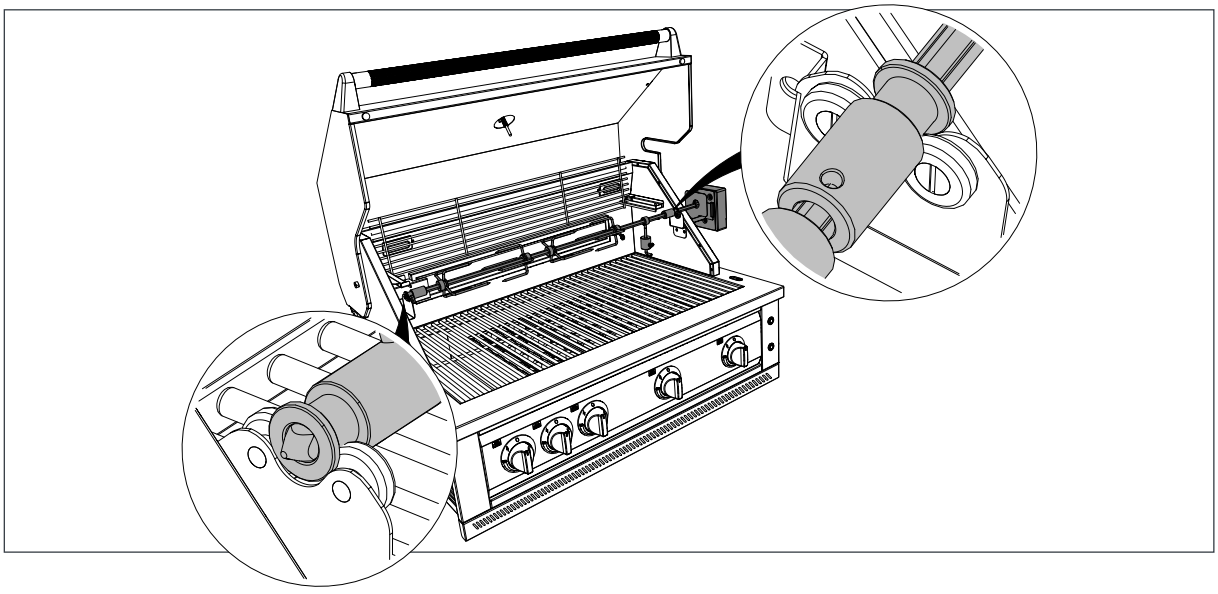


3 Slide the rotisserie motor onto the mounting bracket.



4 Fix the rotisserie assembly to the motor and place it in position by resting the end pieces on the support brackets as shown below.

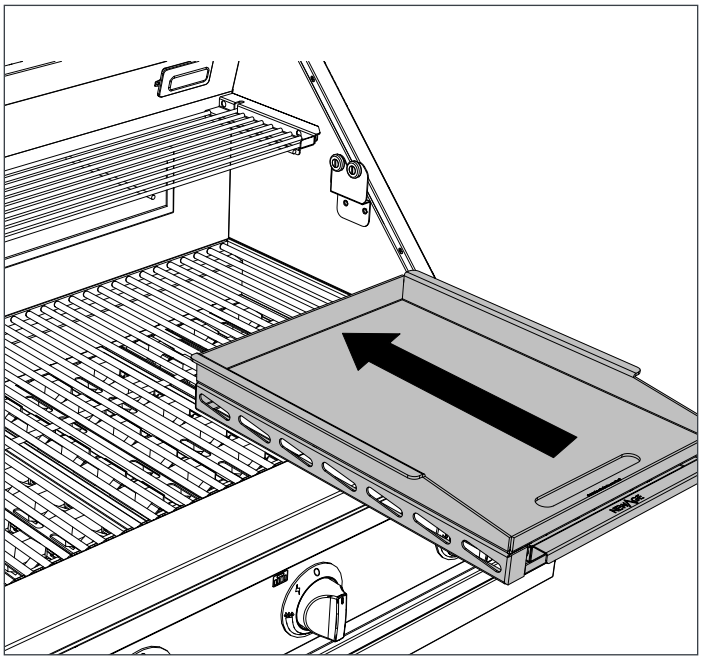


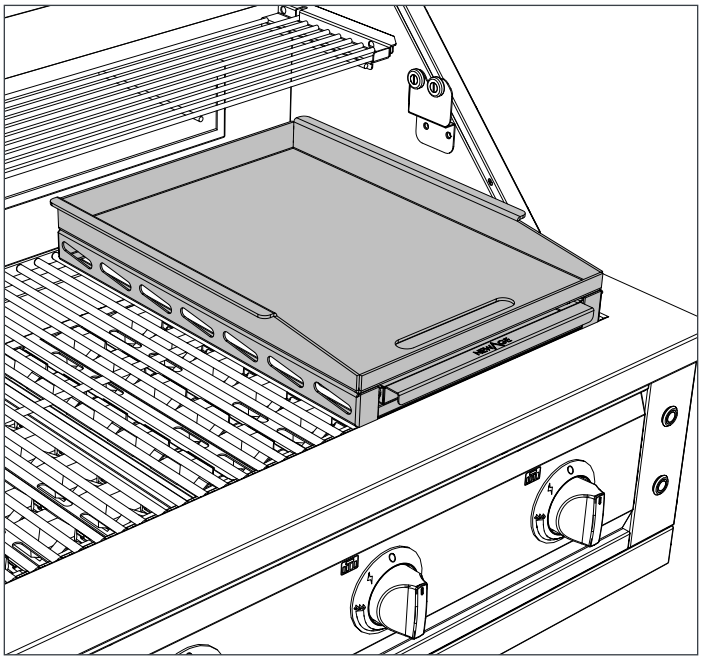


Optional Accessories

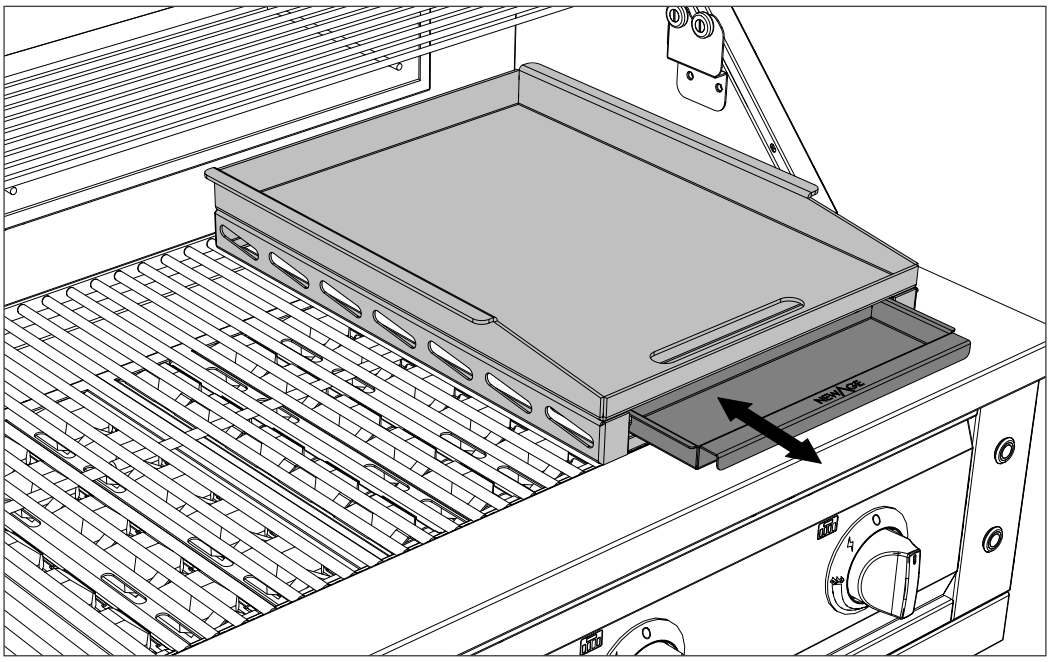
Installing the Griddle

1 Place the Griddle on top of the cooking grates as shown below.





Grease pan can be slide in or out from the griddle to remove the grease collected.



⚠ WARNING

- During the usage the griddle gets extremely hot and must be handled with care. Make sure to let the griddle cool down for minimum 30 minutes before removing the grease pan for cleaning.
- Do not close the lid when you are cooking on the Griddle.
- Do not over fill the grease tray and clean it after each use.

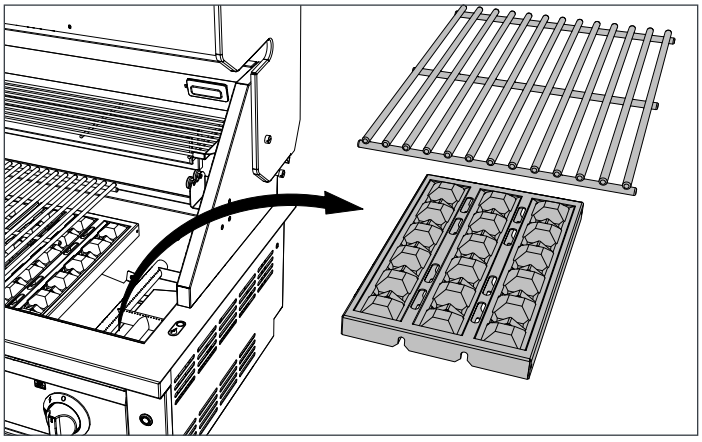
Optional Accessories

Installing the Charcoal Tray

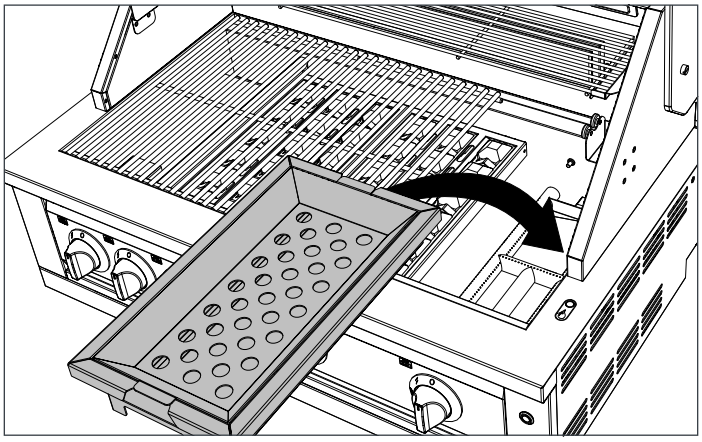
NOTE

- **Do not use more than one charcoal tray on the grill while cooking.**
- **Remove only the briquette tray of respective burner where you have chosen to install the charcoal tray.**
- **Use only charcoal briquettes. Do not use wood pallets, paper or coal.**
- **Do not use charcoal tray without charcoal.**
- **Do not put more than 0.7 kg (1.5 Lbs) of charcoal in the charcoal tray.**
- **Do not close the lid when you are cooking on the Charcoal tray.**

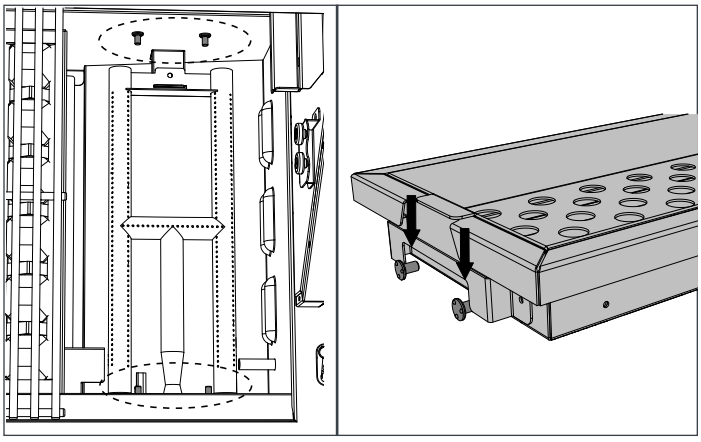
1. Remove the cooking grate and briquette tray from the chosen section.

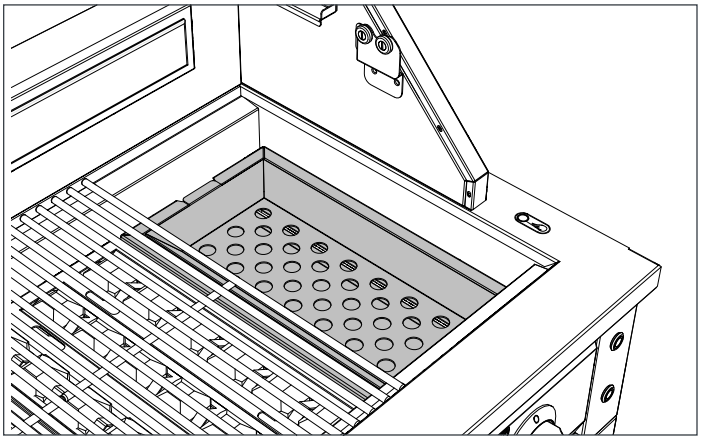


2. Install the charcoal tray in the position of briquette tray.



3. Make sure the charcoal tray rests on the pins of the grill back panel.

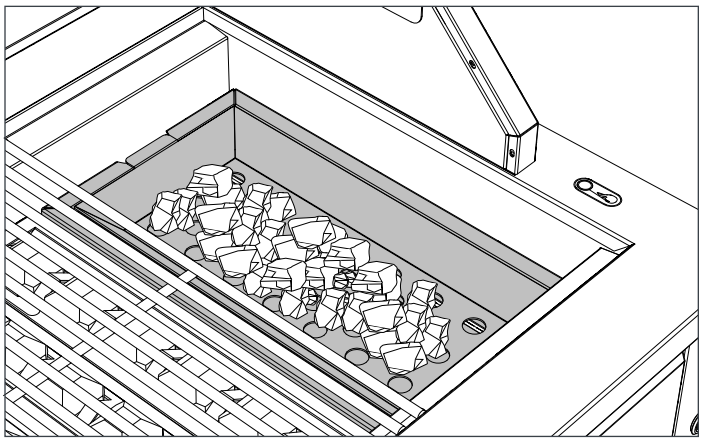




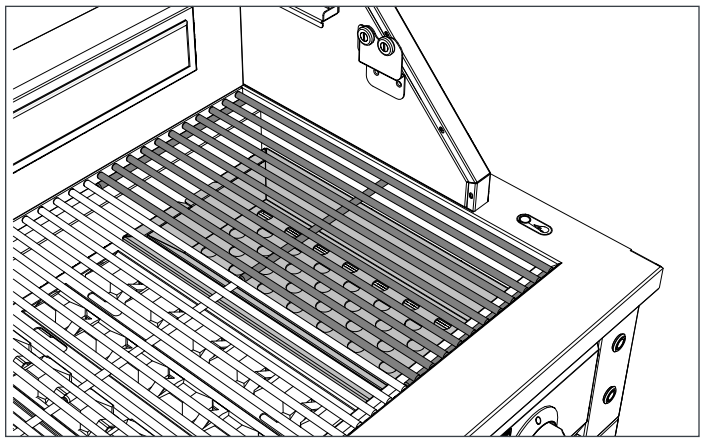
Optional Accessories

Installing the Charcoal Tray

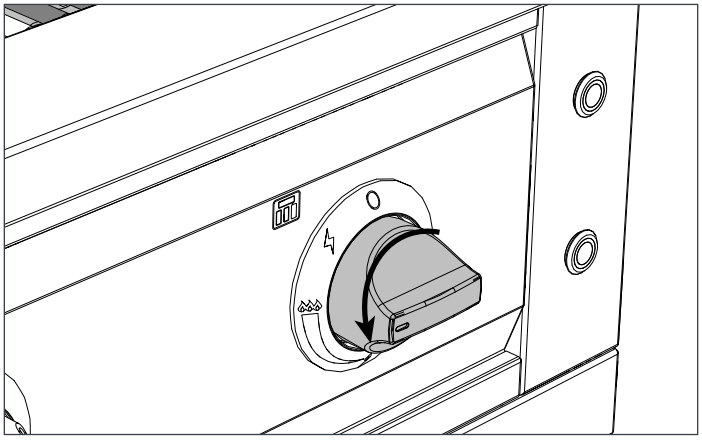
4 Add charcoal to the charcoal tray.



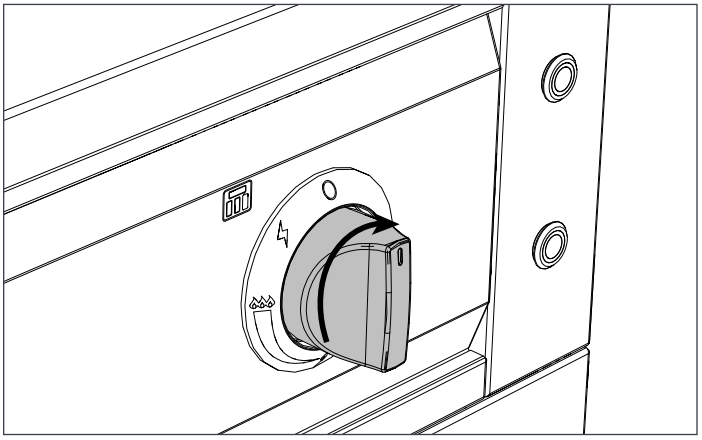
5 Install cooking grate on the top.



6 Turn on the burner underneath the charcoal tray and place it on HI position.



7 Once the charcoal is lit, turn off the burner.



Optional Accessories

Installing the Smoker Box

NOTE

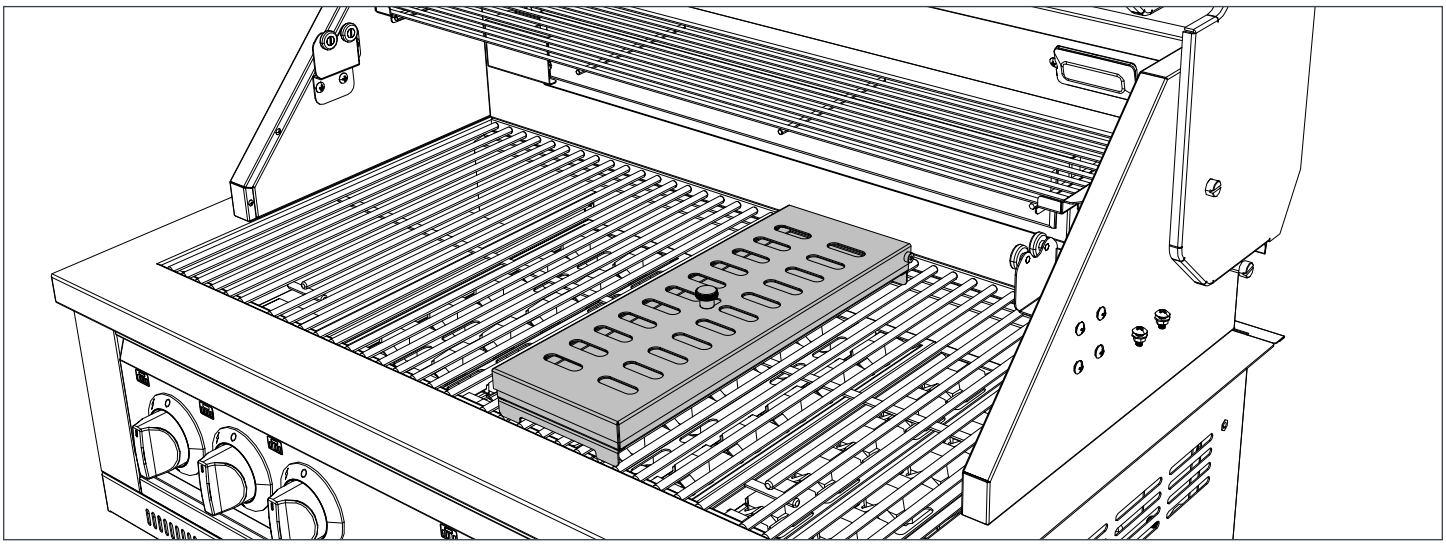
- **Do not put more than 0.2 Kg (0.4 Lbs) of wood chips in the smoker box for smoking.**
- **Do not pour more than 1/2 litre of liquid for moisturing the meat.**
- **Do not place smoker box on top of the sear burner.**
- **For good smoke performance, soak the wood chips for not less than 30 minutes, drain excess liquid and fill the smoker tray completely.**
- **To improve smoke performance, keep the hood closed as much as possible while food is grilling.**

⚠ WARNING

If not thoroughly soaked, the wood chips will flare up during grilling. To extinguish flame, turn off the valves, open the hood and let the fire stop.

- **Alder:** Medium, tart smoke flavor. Excellent on fish, chicken or game.
- **Maple:** Sweet, hearty smoke flavor. Best with fish, jerky or bacon.
- **Apple:** Light, sweet smoke flavor. Superb with poultry, ham or sausage.
- **Hickory:** Heavy smoke flavor. Best with beef, pork or game.
- **Mesquite:** Light smoke flavor. Excellent on fish, poultry or beef.
- **Oak:** Heavy smoke flavor. Best with beef, lamb or pork.
- **Pecan:** Rich, sweet, versatile flavor. Good with any grilled foods.
- **Grapevine:** Strong smoke flavor. Best with beef or poultry.

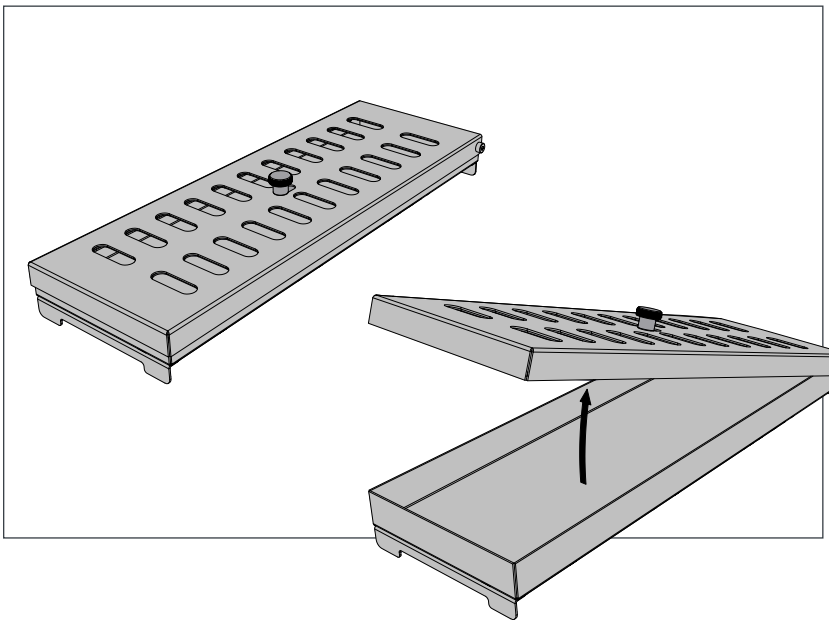
1 Place the smoker box on grill grates in desired location.



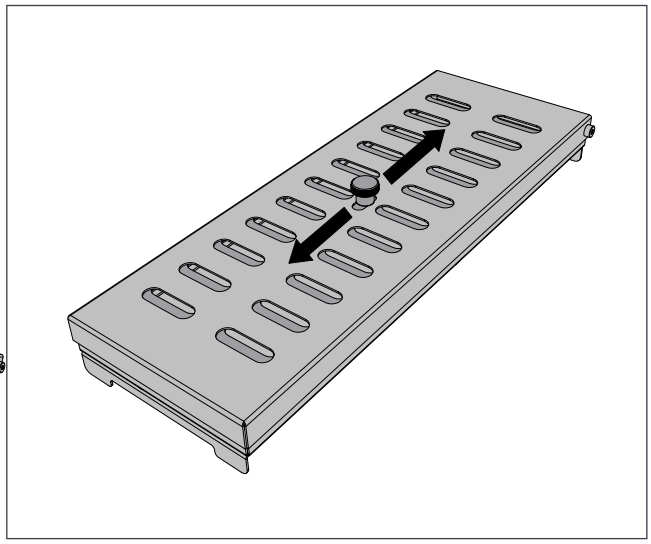
Optional Accessories

Installing the Smoker Box

Open the smoker box to add wood chips or any beverage.



Smoke vents can be adjusted by sliding the knob to control the smoke intensity.



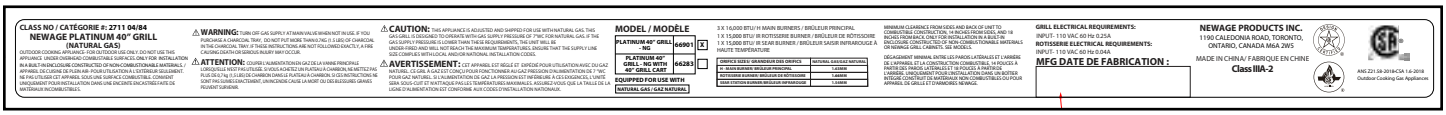
Gas Connections

⚠ WARNING

Never connect a gas line directly to the grill. A pressure regulator must be installed on all gas equipment. Removing or failing to install the pressure regulator can result in fire, and serious personal injury and will void the warranty. This grill is designed for non-combustible enclosures only, and must be installed and serviced by a licensed installer to local codes.

As indicated on the rating plate, this gas grill is designed to operate with gas supply pressure of 7" WC for Natural Gas. For installations where the gas supply pressure exceeds these requirements, a regulator must be installed upstream of the grill's components. If the gas supply pressure is lower than these requirements, the unit will be under-fired and will not reach the maximum temperatures. Ensure that the supply line size complies with local and/or national installation codes.

The grill is factory set to use natural gas (NG). It is critical that the gas you use matches that which the grill was set up for. You can verify that by checking the rating plate.



Rating Plate - Lists model numbers, and gas type

Water Column Requirements

Fuel	WC Min Under Full Load
NATURAL GAS	7 in wc (NG)

The rating plate is located in one or more of the following places:

- On the back of the grill

Ensure that the gas supplied meets with the minimum pressure requirements. Do not operate the grill on any gas other than that for which the grill has been set.

Both the regulator and the manifold orifices have been tuned for the type of gas specified on the rating plate.

All installation and all installation parts must conform to local codes with the National Electrical Code, ANSI Z223.1/ NFPA 70 latest edition and the National Fuel Gas Code, ANSI Z223.1/NFPA 54 in the U.S. and CGA-B149.1/.2 in Canada. Canadian installations must conform to CGA-B149.1/.2 natural gas/propane installation code. (Canada)

Instructions for Installer (Licensed Gas Fitter)

Gas Line Purging

You should purge the gas line of air before attempting to light the grill.

- Make sure all grill controls are in the "OFF" position.
- Slowly turn on the main gas supply.
- Open the lid for the entire purging procedure.
- Push in the control knobs (do not turn)for the rotisserie burner and the burner on the furthest right for about 20 seconds to allow the air in the system to purge. These are furthest from the fuel source and will completely purge the lines. Release the control knobs. Wait at least 5 minutes after releasing the control before attempting to light the burners.

Gas Hook-Up Instructions

The piping up to the gas grill is the responsibility of the installer and piping should be located as shown in the built-in instructions. It must be connected with rigid pipe, copper tube or an approved flexible metal connector which complies with ANSI Z21.24/ CSA 6.10 or ANSI Z21.75/CSA 6.27.

The installation must comply with CAN B149.1 Natural Gas and Propane installation code in Canada, or to the National Fuel Gas code, ANSI Z223.1 in the United States. The gas supply pipe must be sufficiently sized to supply the BTU/h specified on the rating plate, based on the length of the piping run. If installing a side burner, a separate line must be branched off to the side burner unit and enter the side burner opening at the specified location. The enclosure must be ventilated according to local codes, and must not have communication with the cavity used to enclose the gas grill.

CUSTOM BUILT IN ENCLOSURE VENTILATION REQUIREMENT

1. At least one unobstructed ventilation opening on the exposed exterior side of the enclosure located within 5 in (127mm) of the top of the enclosure. The opening must have a total free area of more than 20 in2 (130 cm2).
2. At least one ventilation opening on the exposed, exterior side of the enclosure located 1 in (25.4 mm) or less from the floor level. The opening must have a total free area of more than 20 in2 (130 cm2). The upper edge must be no more than 5 in (127 mm) above the floor level.

Every opening must be large enough to permit the entrance of a 1/8 in (3.2 mm) rod.

The enclosure must be designed so that the gas hose can be connected, disconnected and the connections inspected and tested outside the enclosure. All connections must be accessible for testing inside the enclosure.

Natural Gas Installation

⚠ WARNING

Only licensed gas fitters must perform the required gas fitting on NewAge gas appliances.
To ensure satisfactory performance, the gas supply line must be sized to accommodate the total BTU/h requirements of all the gas-fired equipment that will be connected to that line.
In no case should pipe less than 3/4" inside diameter or 1" outside diameter ever be used to connect this product.

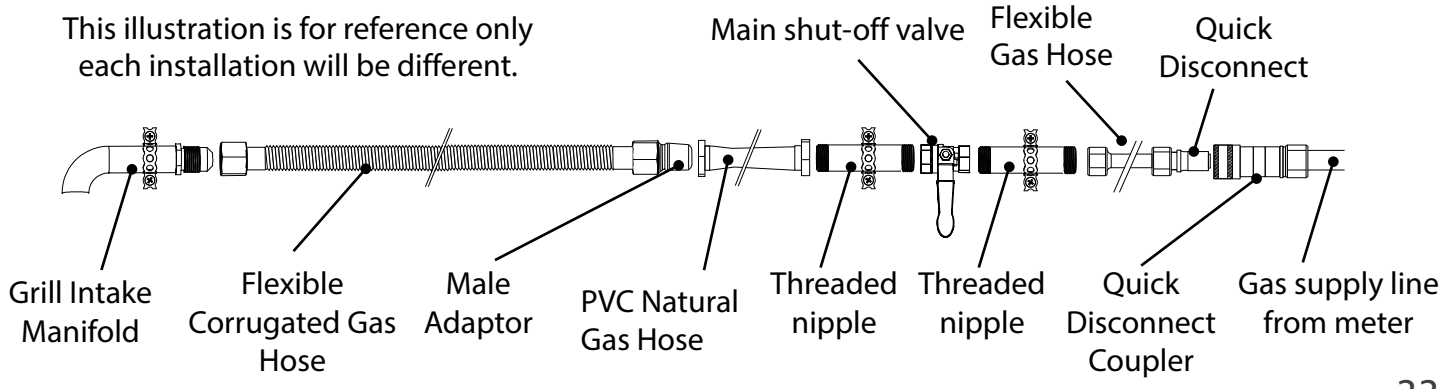
- Calculate the total BTU output of all equipment and refer to Gas Supply Line Runs for allowable run distances for ¾ inch pipe. Failure to meet these minimum requirements may reduce performance of the grill and any other appliances running on that supply line.
- Always keep supply line runs as short as possible.
- A gas shut-off valve must be installed in an easily accessible location by a licensed gas fitter.
- The outdoor cooking gas appliance and its individual shut-off valve must be disconnected from the gas supply piping system during any pressure testing of that system at test pressures in excess of 0.5 psi (3.5 kPa).
- The outdoor cooking gas appliance must be isolated from the gas supply piping system by closing its individual manual shut-off valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2 psi (3.5 kPa).
- Keep threading compound off of the first two pipe threads to avoid having any small pieces of compound break loose and clog a burner valve or orifice. Do not use threading compound on any flare fittings.

For built-in installations, it is recommended that any flexible pipe used be kept as short as possible.

For freestanding units using natural gas, NewAge strongly recommends using a quick disconnect kit. This Quick Disconnect kit, is included with purchase.

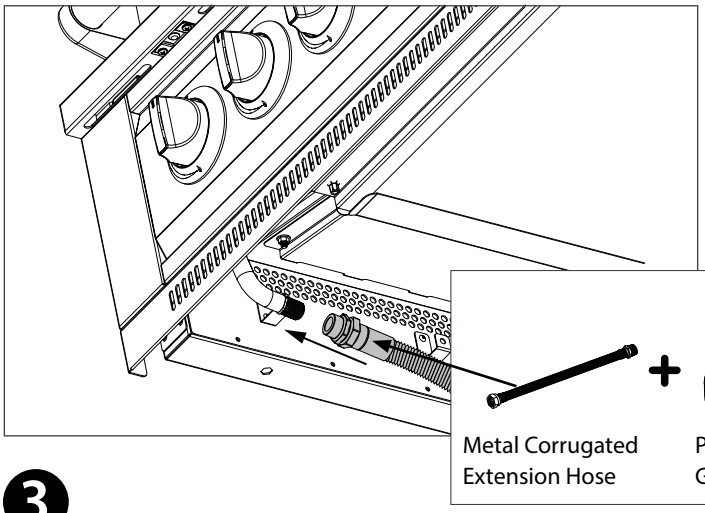
Note:

This product must be installed by a licensed gas fitter when installed within the State of Massachusetts.

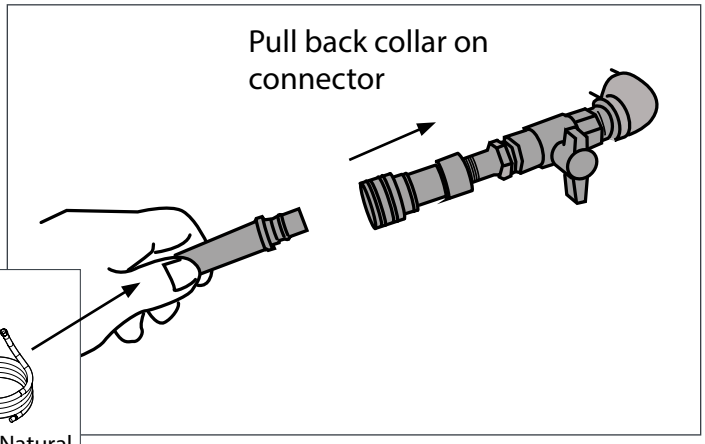


Natural Gas Installation

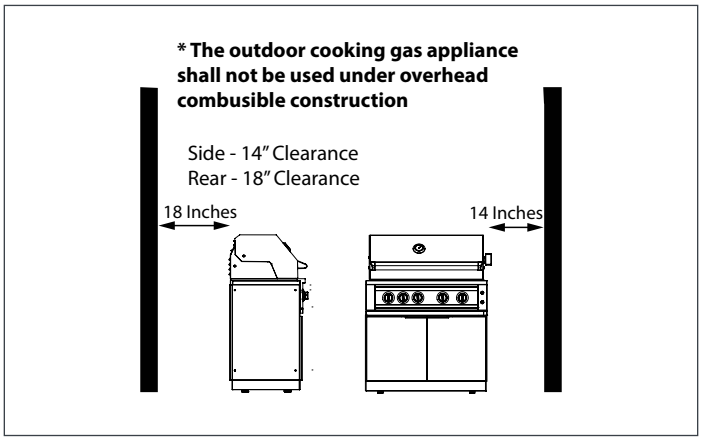
1. Connect one end of Metal Corrugated extension hose to the manifold at the bottom and other end to the natural gas hose from the inside of the cabinet. Feed the Natural Gas through cutout hole on back panel.



2. Connect PVC Natural Gas hose end to Natural gas supply using the quick connect fitting.



3.



⚠ WARNING

Gas appliance shall not be used under overhead combustible construction.
The grill and cabinet must have a minimum clearance from combustible materials.
Refer to the illustration for dimensions.

⚠ WARNING

- **Never install this product into a combustible enclosure without an insulated jacket. Doing so could result in fire, property damage and personal injury.**
- **Never locate the grill under a roof or overhang, in a building, garage, shed or other such enclosed area.**
- **Never locate the grill under unprotected combustible construction.**
- **Installation must conform with local codes or, in the absence of local codes, with either the National Fuel Gas Code, ANSI Z223.1/NFPA 54, Natural Gas and propane Installation Code, CSA B149.1, or Propane Storage and Handling Code, B149.2, in Canada.**

Leak Testing Instructions

⚠ WARNING



This must be done before initial use, annually, and whenever any gas components are replaced or serviced. Do not smoke while performing this test, and remove all sources of ignition. See Leak Testing Diagram for areas to check. Never conduct a leak test using fire or flame. Sparks or open flames will result in a fire or explosion, damage to property, serious bodily injury, or death.

Testing a Gas Leak



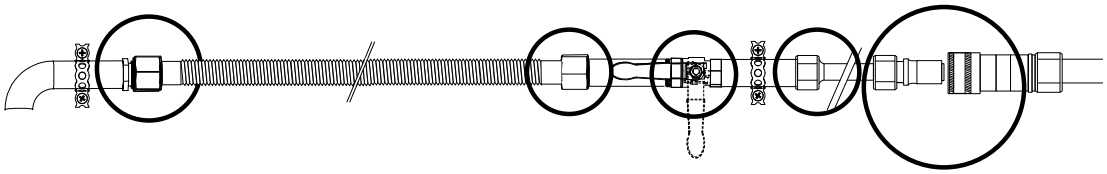
Ensure all control knobs are in the off position.

Turn on the fuel supply.

- For natural gas, turn the valve handle 1/4 turn to align with the gas flow.

Brush or spray a half-and-half solution of liquid soap and water onto all joints and connections of the regulator, hose, manifolds and valves.

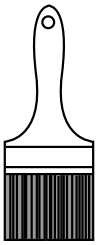
Bubbles will indicate a gas leak. IMMEDIATELY turn off the gas supply.
See next page for "Fixing a Gas Leak



Natural Gas



Spray or Brush



Leak Testing Diagram

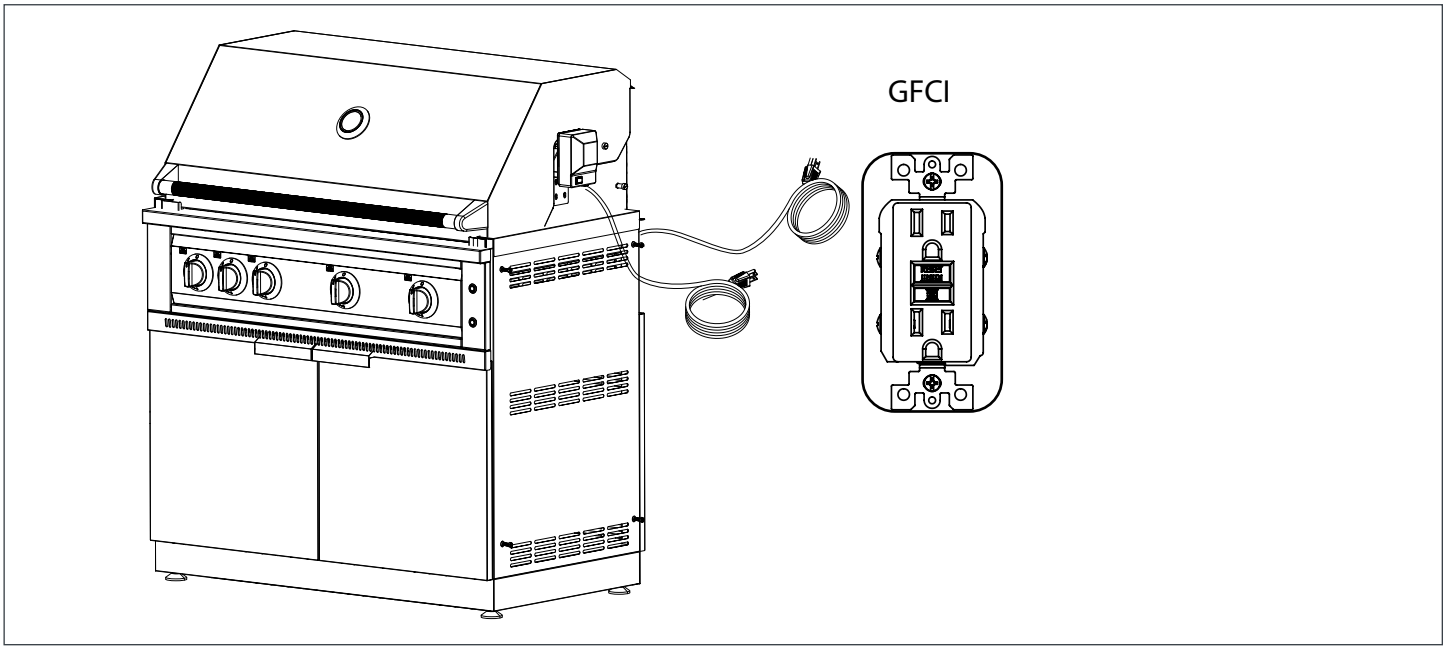
Leak Testing Instructions

Fixing a Gas Leak

- Shut off the gas supply.
- Turn all grill controls to the "ON" position to purge the grill of any gas build-up, then turn the controls back "OFF".
- Wash off the soapy solution with cold water and dry.
- Tighten the loose joint, or replace the faulty part with manufacturer-recommended replacement parts.
- Repeat the leak test to ensure that no leaks are present.
- If the leak cannot be stopped, immediately shut off the gas supply, disconnect it, and have the grill inspected by a licensed gas fitter. Do not use the grill until the leak has been corrected.

Electrical Connections

Note: In order for the rotisserie, LED and halogen lights to work the grill must be plugged into a GFCI outlet installed by an electrician.



⚠ WARNING

ELECTRICAL GROUNDING

- **Product installation must meet local electric codes or, in the absence of local codes, the latest edition of the National Electrical Code ANS/ NFPA No. 70 or the Canadian Electrical Code CGA 1.6b2005.**
- **Use only a Ground Fault Interrupter (GFI) protected circuit with this outdoor cooking gas appliance.**
- **IMPORTANT: When connecting your rotisserie motor, first connect the motor to the grill and then plug the grill into the outlet.**
- **This grill is equipped with a three prong (grounding) electric plug for your protection against shock hazard and must be plugged directly into a properly grounded three prong outlet. Never cut or remove the grounding prong from this plug.**
- **Use only extension cords with a 3 prong grounding plug, rated for the power of the equipment, and approved for outdoor use with a "W-A" marking.**
- **To protect against electric shock, do not immerse any part of the power cord, an extension cord or any plugs in water or other liquid.**
- **• Unplug the product from the outlet when not in use and before cleaning. Allow it to cool before putting on or taking off parts.**
- **Do not let the cord hang over the edge of a table or touch hot surfaces.**
- **Do not use an outdoor cooking gas appliance for purposes other than intended.**
- **Do not operate any outdoor cooking gas appliance with a damaged cord, plug, or after the appliance malfunctions or has been damaged in any manner. Contact the manufacturer for repair.**

Connection to AC

Installation requires an outdoor 120VAC 15A GFCI (Ground Fault Circuit Interrupter) electrical outlet adjacent to the grill.

The GFCI outlet features an internal breaker that reduces shock hazard. This type of outlet should be installed by a qualified electrician either inside the island enclosure for built-in units, or near the location where a free-standing unit will be used.

If the electrical system fails to operate, a connection may have come loose in shipping or the GFCI may have tripped, requiring a reset.

Pre-Grill Checklist

Before FIRST use ensure that:

1. All packaging, and packing materials have been removed from the Grill and burners
2. You have a fuel supply connected.
3. All electrical parts are connected.
4. A licensed gas fitter has performed a leak test on all the fittings that supply the fuel to the grill.
5. If your Grill does not light in 4-5 seconds you may need to purge the line. (refer to purging the line)
6. Before cooking on your gas grill for the first time a burn-off needs to be done. This is a one time only procedure and gets rid of any odors or foreign matter caused by the manufacturing process. To do this open the lid and ignite the burners, close the lid and operate on "MAX" for 5-10 minutes. You may then either set the controls to "OFF" or cook on your grill immediately by turning the control knobs to a lower setting.

⚠ WARNING

- **Never attempt to light a burner if you smell gas.**
- **Always keep the lid open when lighting your grill.**
- **Releasing fuel into a closed grill before lighting will increase the risk of explosion, property damage, personal injury or death.**
- **Keep your face and body as far from the grill as possible when lighting. Any time a burner doesn't light within 5 seconds, turn off the control, wait 5 minutes for gas to dissipate, and repeat the lighting procedure.**
- **NEVER LEAVE THE GRILL UNATTENDED WHILE COOKING.**

Before Each Use:

Aways make sure that:

1. You do not smell gas before you light the grill. If you do smell gas, shut everything off and have a licensed gas fitter check for leaks.
2. The cooking area is free and clear of any combustibles, that might ignite.
3. You know where the main gas supply shut-off is located.
4. The burners are seated properly in the grill. The main burners must sit level and firmly on the burner mounting support frame.
5. Wind is not blowing too strongly or blowing on the back of grill.

Once a Season

- At the start of each new grilling season remove the grilling racks and check the burners, venturis, orifices and valves for obstructions.
- Spiders and insects often nest in these areas of the grill and can disrupt air flow, causing damage to the grill and personal injury.
- Also, check all hoses and fittings for damage, abrasion, wear and tear.

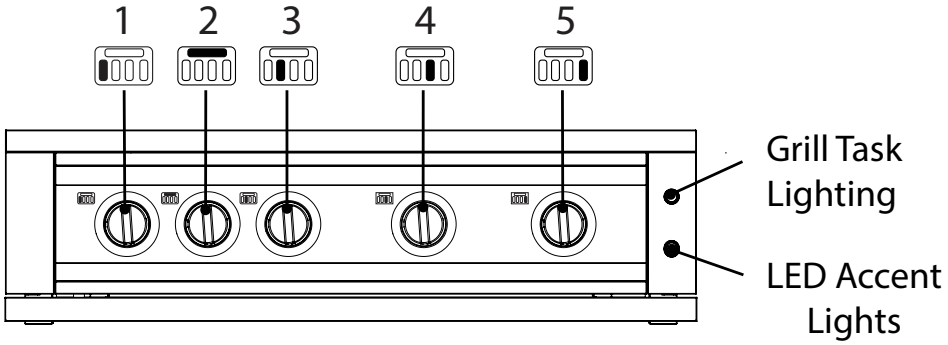
Lighting the Grill

⚠ WARNING

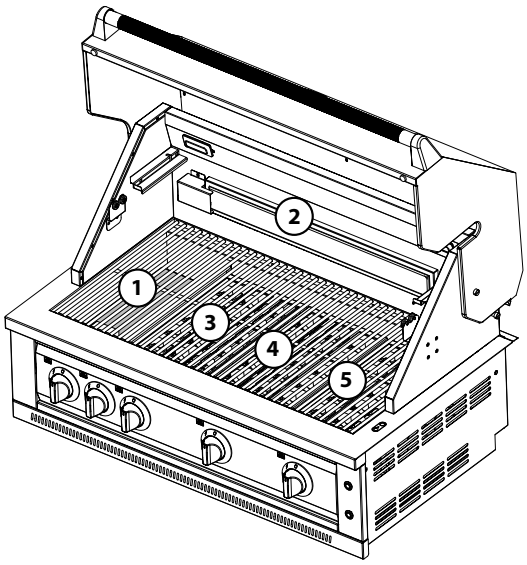
- **Always keep the lid open when lighting the grill.**
- **Never leave children unsupervised around the NewAge grill. Do not store items of interest to children around or below the grill, or in the cabinet. Never allow children to crawl inside a cabinet or enclosure.**

⚠ CAUTION

- **Never light the grill if you smell gas.**
- **Keep face and body parts away from the grill when lighting. If burner fails to light after 5 seconds, turn off the burner, wait 5 minutes then repeat the lighting procedure.**
- **Do not leave the grill unattended.**

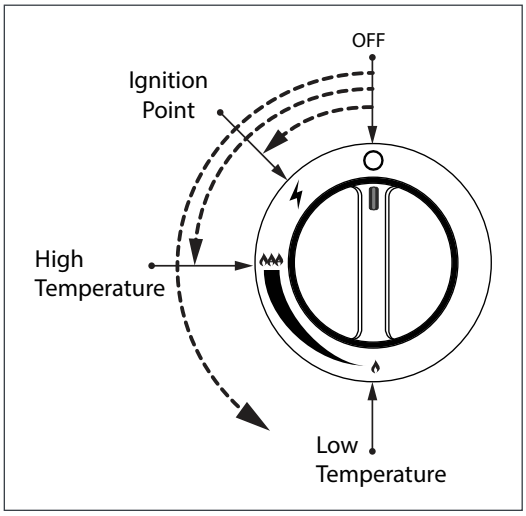


1. Sear Burner | 2. Rotisserie Burner | 3. Left Burner | 4. Middle Burner | 5.Right Burner



Lighting the Grill

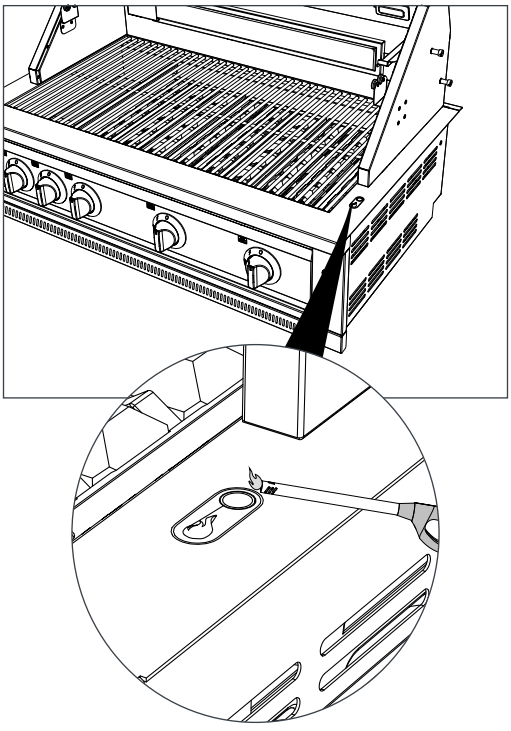
Flame-Thrower Ignition



Ignition for BURNERS(1, 2, 3, 4 and 5):

1. Read and complete PRE-GRILL checklist.
2. Make sure all control knobs are set to off.
3. Always light grill with lid open.
4. Turn fuel supply on.
5. Push in, turn the control knob counter-clockwise to the ignition point ( )and. hold in for 5 seconds until the burners ignite. It will immediately be on high.
6. Once the grill is lit, adjust the temperature using the Max -to- Min settings.

Manual Lighting

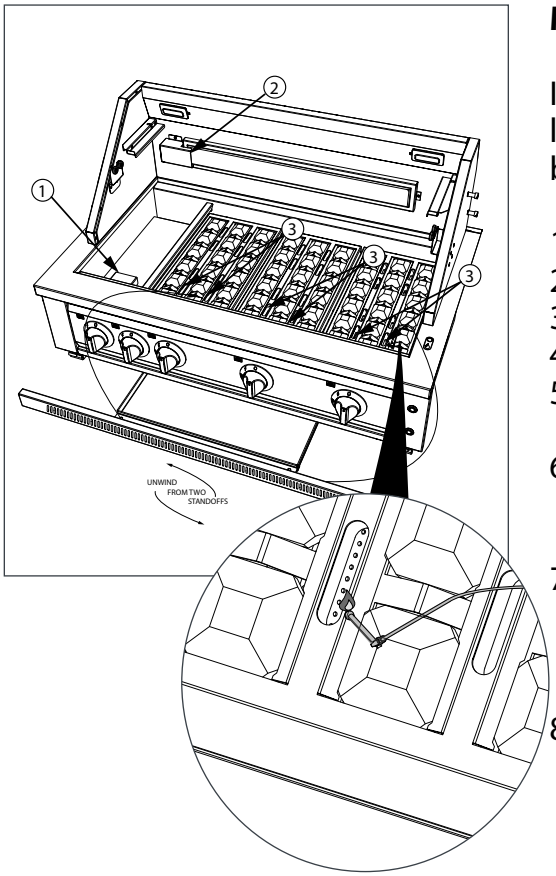


Method 1(Fire Tube):

If the burners fail to light after a couple of attempts, it can be lit using the supplied match lighting stick. Follow the steps below for manual grill lighting.

1. Read and complete PRE-GRILL checklist.
2. Make sure all control knobs are set to off.
3. Always light grill with lid open.
4. Turn fuel supply on.
5. Place a kitchen lighter on top of the fire tube opening and light it up
6. Push the **far right** control knob in and turn it to HIGH to ignite the right burner. Check that the flame is lit by looking through the cooking grates. You should see a flame.
7. Once the far right burner is lit, push-in and turn the valve for the middle burner. Once the fire crosses over and light the middle burner, you can repeat this process for the burner on the far left side. If any of the burners fails to ignite during the lighting process, within five seconds, stop, turn the burner control knob to OFF and wait five minutes to allow the gas to clear before you try again.

Lighting the Grill



Method 2 (Access Holes):

If the burners fail to light after a couple of attempts, it can be lit using the supplied match lighting stick. Follow the steps below for manual grill lighting.

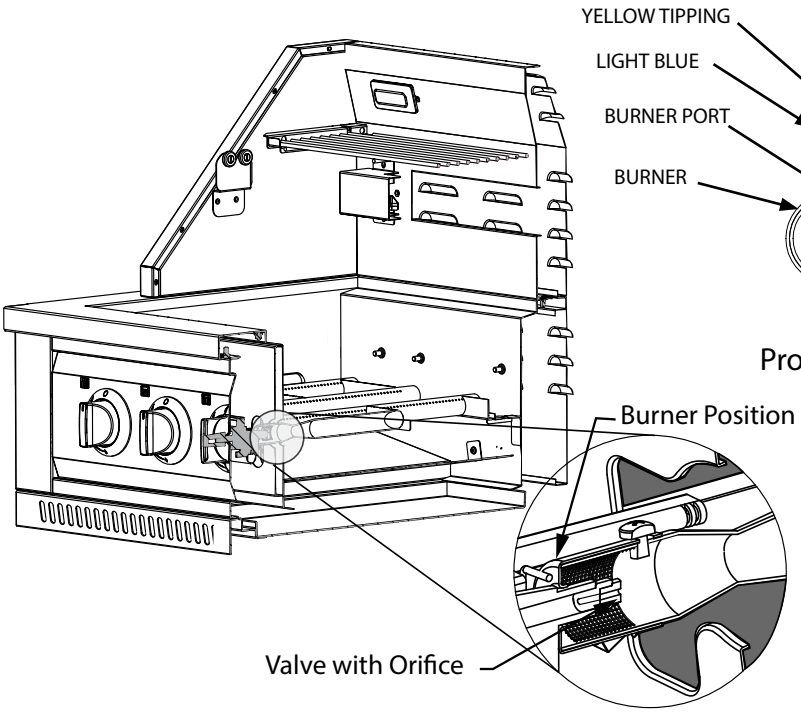
1. Read and complete PRE-GRILL checklist.
2. Make sure all control knobs are set to off.
3. Always light grill with lid open.
4. Turn fuel supply on.
5. Place a match in the alligator clip on the match holder and light the match.
6. Guide the match holder, with lit match, through the access holes on the ceramic briquette tray and adjacent to the right burner.
7. Push the corresponding control knob in and turn it to HIGH to ignite the left burner. Check that the flame is lit by looking through the cooking grates. You should see a flame.
8. Repeat step 5 to 7 for the remaining burners. If any of the burners fails to ignite during the lighting process, within five seconds, stop, turn the burner control knob to OFF and wait five minutes to allow the gas to clear before you try again.

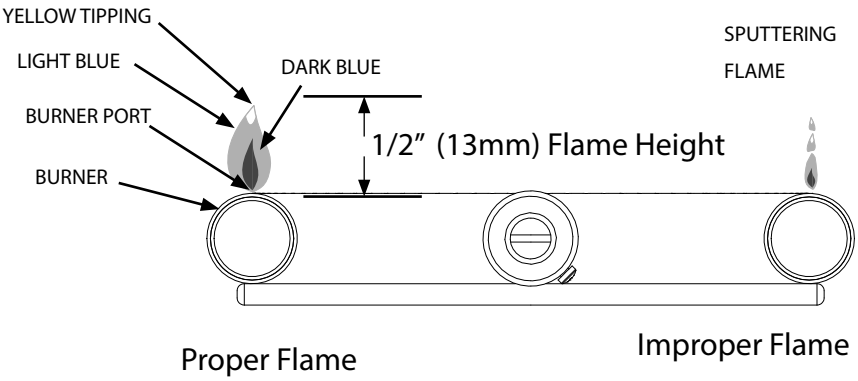
Proper Burner Position and Operation

⚠ CAUTION

Proper placement of each burner is critical after cleaning they must be centered on the brass orifice, resting level without any rocking. Failure to meet these conditions may cause a very dangerous condition that can cause personal injury and property damage.

Gas control knobs should be in the 'OFF" position, and fuel line should be disconnected from gas valve manifold. To reduce the chance of FLASHBACK, the procedure below should be followed at least once a month or when your grill has not been used for an extended period of time.





1. Check burner installation by insuring that the valve orifice body is securely inserted into the end opening of the burner tube. (see Image 1)

2. To check for proper flame. Turn burner on high and compare to (Image 2) for proper flame consistency.

⚠ CAUTION

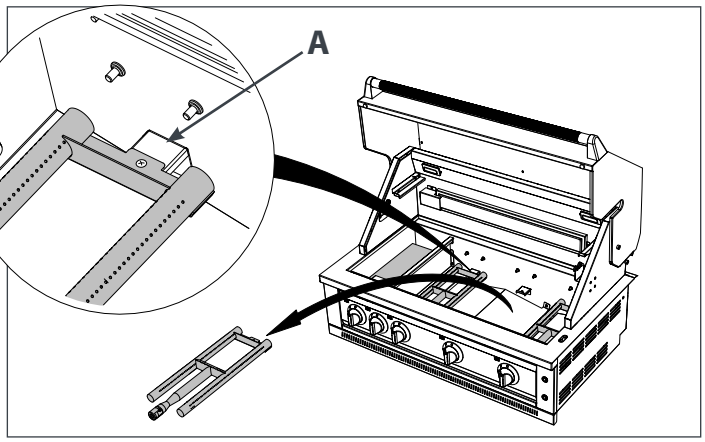
Turn off gas at source and disconnect the unit before servicing. To avoid the possibility of burns, maintenance should be done only when the grill is cool. A leak test must be performed annually and whenever any component of the gas train is replaced or gas smell is present.

Proper Burner Position and Operation

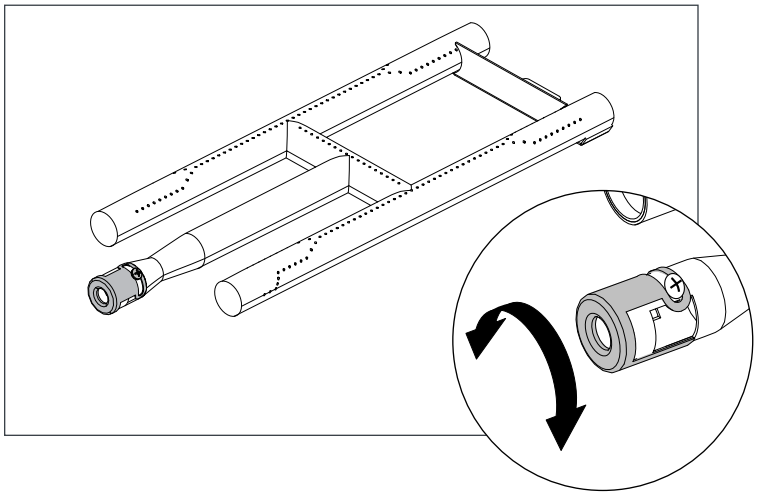
Adjusting the Airshutter valve

To adjust the flame properly the air shutter valve needs to be adjusted to achieve an optimum gas and oxygen mixture for burning. The burner has to be removed for adjusting the air shutter valve.

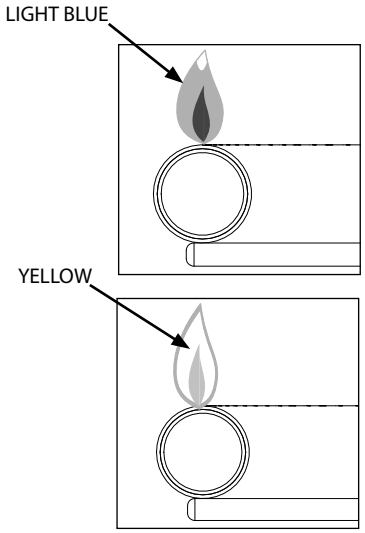
1 Loosen the bolts(A) and remove burner from the grill.



2 Loosen the screw on the air shutter valve and turn the air shutter valve to change the air opening.

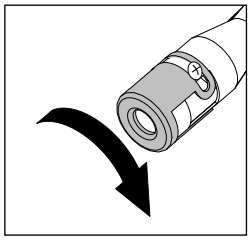


Improper Flame



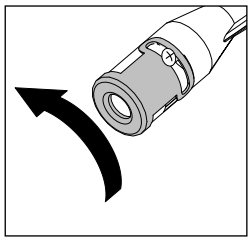
Too much Oxygen

If the flame is not touching the burner, more oxygen is supplied to the fuel than required. Turn the air shutter valve clockwise to reduce the opening.

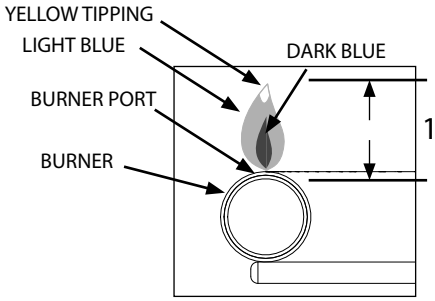


No Oxygen

If the flame color is yellow, less oxygen is supplied to the fuel than required. Turn the air shutter valve counter clockwise to increase the opening.



Proper Flame



1/2" (13mm) Flame Height

General Grill Operation and Cooking Procedures

⚠ WARNING

- **Never leave children unsupervised around the NewAge grill.**
- **Pre-heating for more than 15 minutes may overheat and cause damage to the grill.**
- **Never cover slots, holes, or passages in the grill fire box or cover an entire rack with material such as aluminum foil. Doing so blocks air flow through the oven and may cause carbon monoxide poisoning. Aluminum foil linings may trap heat causing a fire hazard.**
- **Do not leave the grill unattended.**

Preheating

It is necessary to preheat the grill for a short time before cooking certain foods, depending on the type of food and the cooking temperature. Pre-heating allows the briquettes to properly heat up, providing more even and more consistent cooking results. Allow the grill to pre-heat on "HI" until desired temperature is reached. Use the hood thermometer to achieve required preheating temperature. There is no need to preheat for casseroles or other foods that require slow cooking.

Cooking Temperatures

HIGH Setting - Use this setting only for fast warm-up, for searing steaks and chops, and for burning food residue from the cooking grids after the cookout is over.
MEDIUM Setting - Use this setting for most grilling, roasting or baking, and for cooking hamburgers and vegetables.
LOW Setting - Use this setting for all smoke cooking, rotisserie cooking, and when cooking very lean cuts such as fish.

These temperatures vary with the outside temperature and the amount of wind.

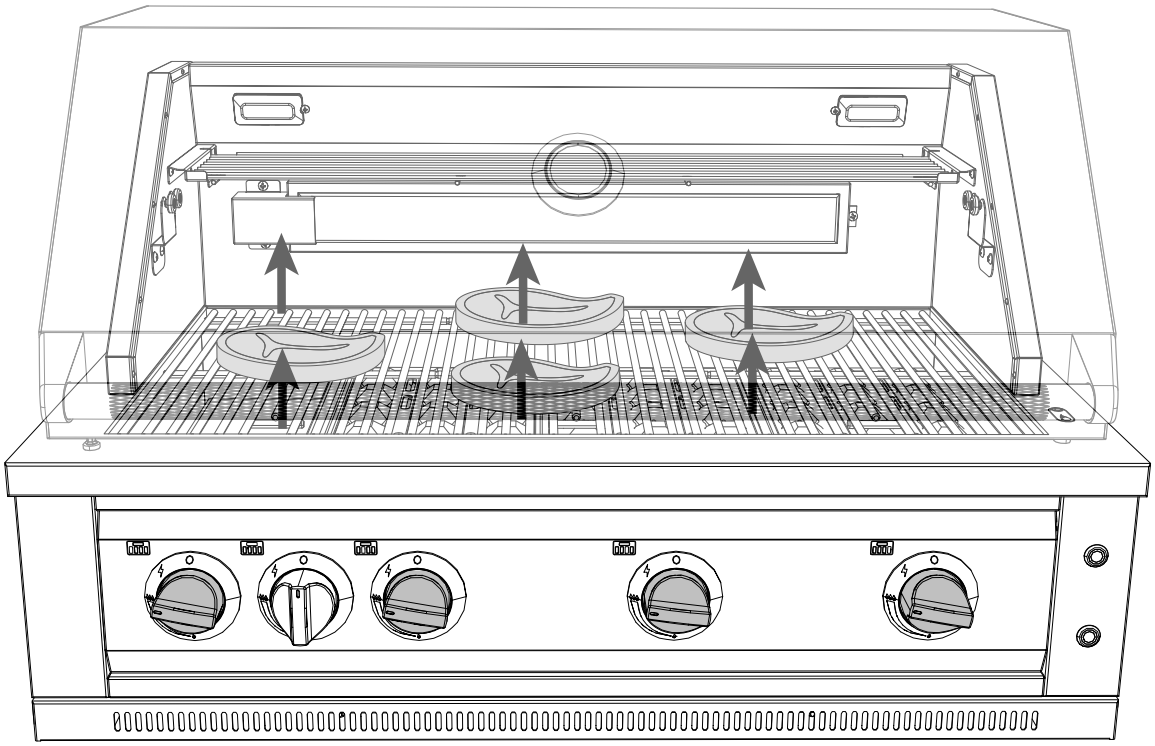
⚠ WARNING

Do not use the grill for cooking excessively fatty meats or products, which promote flare-ups. To Control flare-ups, adjust the controls to lower the temperature. If your grill flare-up is out-of-control, turn off the burners. Don't use water to put out flare-ups. Spraying water on a flare-up can cause grease to explode.

General Grill Operation and Cooking Procedures

Direct Cooking

This method involves placing the food directly over the lighted burners. This is a common way to cook foods that take less than 20 minutes or to sear larger foods at the beginning of the cooking process. Turning too soon and too often is one of the most common grilling mistakes. Never spray water on the grill or into grease. Use a meat thermometer to achieve desired doneness and remove items one degree below how you would like to enjoy them, as the resting period before carving or consuming will raise the temperature.



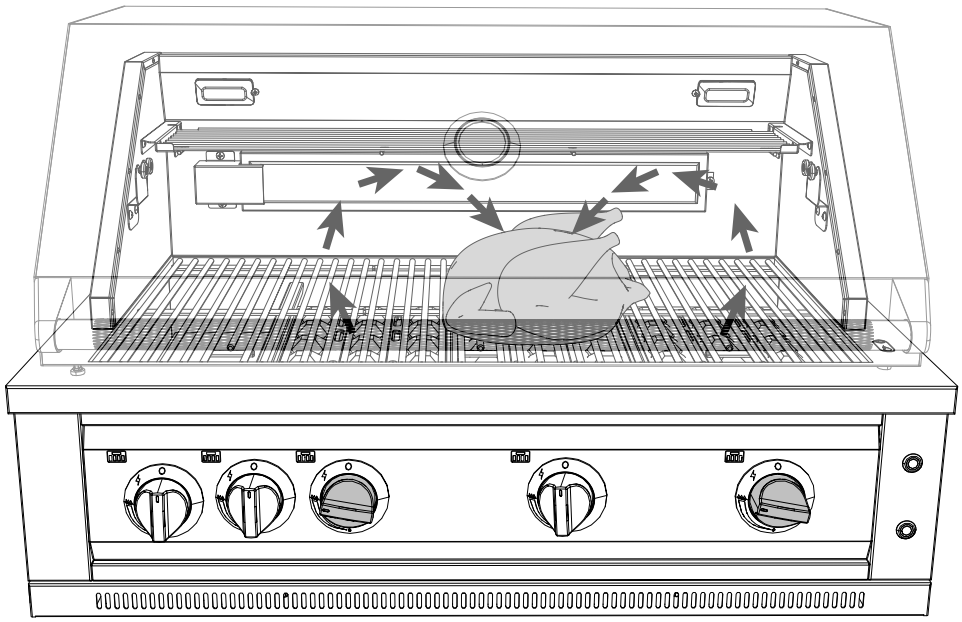
General Grill Operation and Cooking Procedures

Indirect Cooking

You can cook larger foods slowly to perfection on one side of the grill by using indirect heating technique. This can be achieved by leaving the burners directly below the food "OFF" and igniting the burners to the side of the food. The heat from the lighted burner circulates gently throughout the grill, cooking the food without any direct flame touching it. This method greatly reduces flare-ups when cooking extra fatty cuts, because there is no direct flame to ignite the fats and juices that drip down during cooking. Place a drip pan slightly smaller than the cut of meat on the cooking grids or ceramic briquettes under the meat being cooked. This will allow you to catch meat juices for making gravy. Flare-Ups: The fats and juices that drip from the meat cause flare-ups. Since flare-ups impart the distinctive taste and color for food cooked over an open flame, they should be expected and encouraged within reason. Nevertheless, uncontrolled flaring can result in a ruined meal. To control excessive flare- ups caused by too high a heat setting, turn the heat control knob to a lower setting.

⚠ CAUTION

- **If burners go out during operation, close gas supply at source, and turn all gas valves off. Open lid and wait five minutes before attempting to re-light (this allows accumulated gas fumes to clear).**
- **Should a grease fire occur, close gas supply at source, turn off all burners and leave lid closed until fire is out.**
- **Do not attempt to disconnect any gas fitting while your barbecue is in operation.**



General Grill Operation and Cooking Procedures

Searing

Even for an experienced chef, infrared cooking can, at first, present a bit of a challenge. By following these simple tips, you will soon be producing juicier, more flavorful foods than you have ever experienced before. As a general rule, foods will cook in less time than they would take on an ordinary grill. By turning food frequently (approximately every 2 minutes), excessive charring is simply avoided.

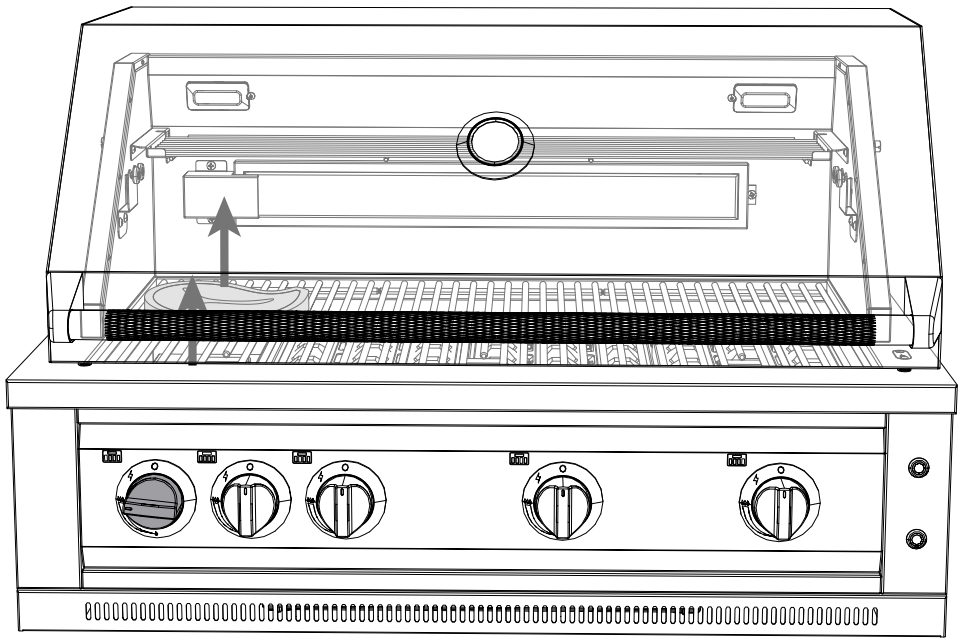
A sear burner works by producing intense heat which quickly sears meats. Searing locks in flavor and juices while allowing the outer surface to absorb smoke and food aroma that is produced as grease and drippings are vaporized by the burner. The result is a crisp, flavorful outside with a tender, juicy inside. Just the result you want with most grilled foods.

How to grill with sear burner

Properly pre-heat the grill by following the lighting instructions on page 39. Place food on grill grids and turn every 2 to 2 1/2 minutes until food is cooked to desired taste. Do not let food cook more than 2 1/2 minutes without turning. Perfect cross sear marks can be made by rotating food 90° at each turn.

Note

It is recommended to turn food being grilled on a sear burner every two minutes during the cooking period. Never allow food to cook more than 2 1/2 minutes without turning.



General Grill Operation and Cooking Procedures

Rotisserie Cooking

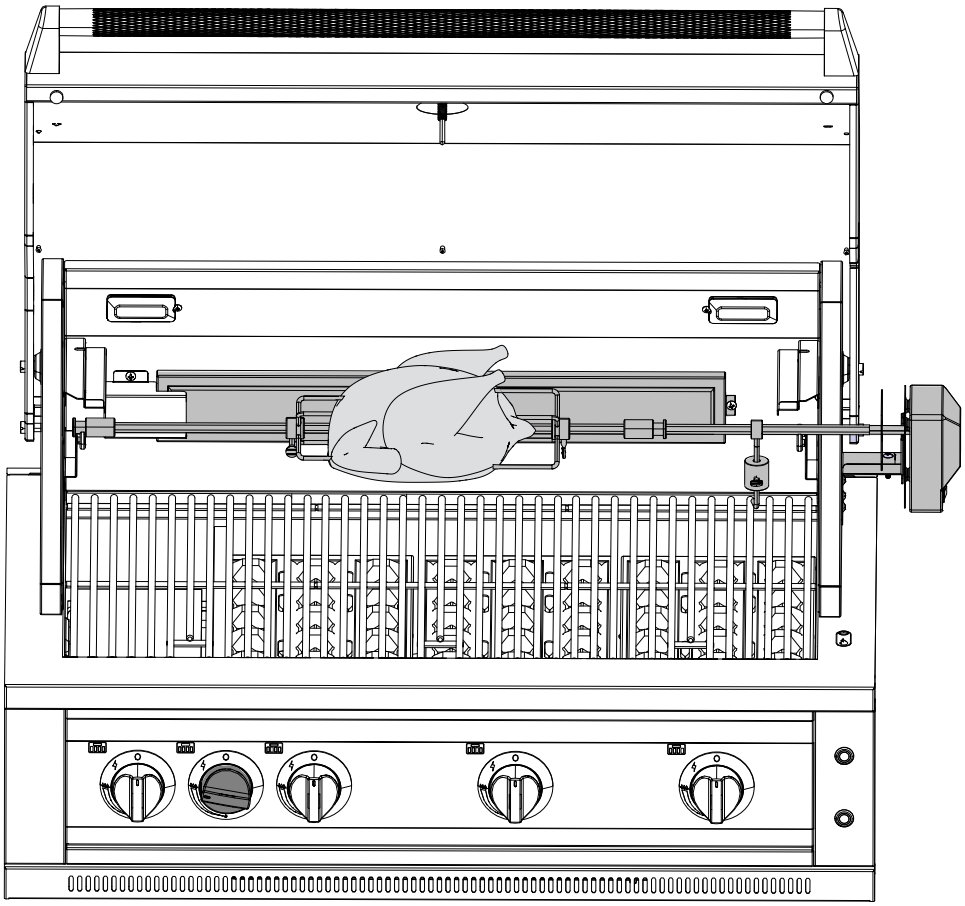
Rotisserie is mostly used to cook large pieces of meat and poultry to assure slow, even cooking. The constant turning provides a self-basting action, making food cooked on a rotisserie exceptionally moist and juicy. Rotisserie cooking generally requires 1 ½ to 4½ hrs to cook depending on the size and type of meat being cooked. You can have rotisserie cooking with indirect heat as shown or with infrared rotisserie burner.

For successful rotissering, the meat should be centered and balanced as evenly as possible on the spit rod to avoid overworking the rotisserie motor.

Since indirect heat is often used in cooking on a rotisserie, a foil or aluminum drip pan is advisable to prevent excessive flare-ups. Generally, the cooking grills are removed to allow for the swing of the rotisserie. A basting pan is placed under the rotisserie area on top of the ceramic briquettes to catch the drippings.

⚠ CAUTION

Warming Rack must be tilted back or removed when Rotisserie Burner is being used.



Grill Maintenance and Cleaning

Regular Maintenance

Wash regularly with clean fresh water, mild detergent and a micro fiber cloth. After washing rinse in clean water and wipe the surface dry with your cloth remembering to go with the grain on brushed stainless steel. Generally you should wash your stainless steel every three months. Coastal areas or next to a chlorine pool more frequently every 2 weeks. Do not use abrasive cleaners or a scouring pad of any type as they will cause excessive wear and dull the finish. Stainless steel finishes in coastal environments may show tea staining if not washed regularly. For better protection use a thin coating of protectant on the surface.

List of common conditions that cause corrosion or discoloration of stainless steel and should be avoided:

1. Chloride containing cleansers – this includes bleach and any cleaners containing bleach
2. Muriatic acid (hydrochloric acid) – commonly used to clean up after tile/concrete installation
3. Concentrated soap residue – chemical additives will cause discoloration and some dried soaps actually look like rust
4. Water with high iron content – can leave a rusty residue, especially if allowed to drip continuously
5. Contact with iron materials – including steel wool, iron residue/dust from installation or cleaning of other steel products
6. Don't allow trapped moisture between the product and cover – rubber mats, metal cans or cleaning products trapped moisture - allow cabinets to completely dry before covering.
7. Salts – contain chlorides
8. Extreme Heat by Flame
9. Do not permit citrus or tomato juice to remain on stainless steel surfaces.
10. No abrasive cleaners, steel wool pads, or abrasive cloths as they will scratch the finish.

OXIDIZATION Removal

If you have oxidation there are a few steps to take to bring your stainless steel cabinets back to "as new" condition. Apply clean water with a cleaning sponge and rub gently in the direction of the grain. If the mark won't shift, it may be necessary to use a stainless steel cleaner, in which case apply the cleaner and rub gently. After cleaning it is important to rinse the stainless steel with clean fresh water and buff with a soft cloth. Remember to always rub with the grain, NEVER across as you will ruin the finish, and the stainless can lose its shine.

Grill Maintenance and Cleaning

Cleaning the cooking grids:

After cooking, turn control knobs to "OFF" and let grill cool before attempting to clean your cooking grates. Before first use and periodically it is suggested that you wash the cooking grids in a mild soap and warm water solution. You can use a washcloth or a vegetable brush to clean your cooking grates.

Remove the Burners:

1. Remove the grill racks and briquette trays.
2. Unscrew the fasteners securing the burners to the tray.
3. Lift the burner up.
4. Then pull to the rear of the grill so the burner head comes off the brass orifice at the front.

Cleaning the Burner:

- To maximize grill performance, clean the exterior of the burner with a abrasive scouring pad. Remove stubborn scale with a metal scraper.
- Clear any clogged ports with a straightened paper clip. Never use a wooden toothpick as it may break off and clog the port.
- Shake out any debris through the air shutter.
- Use a flashlight to inspect the burner inlet to ensure it is not blocked. If obstructions can be seen, clean it with a paper clip or a pipe cleaner.

⚠ CAUTION

Do not allow excess grease or liquids to accumulate in the drip tray as they may create a fire hazard.
Never use the grill without the drip tray installed.

Cleaning the drip trays:

The drip tray should be cleaned after each use. After the grill is completely cool, remove the drip tray by pulling it out until it comes free.

Clean it with hot soapy water or an oven-style cleaning product and re-install. When using an oven-style cleaning product be sure to carefully follow the manufacturer's instructions. Many of these cleaners are toxic and can damage the stainless steel finish if not used properly. Test on a non-visible area of stainless steel before using on full area.

Also, check the tray after rain. If you've left the grill uncovered, you may need to remove the drip tray to drain the water from the tray.

Grill Maintenance and Cleaning

Ceramic Briquettes:

The ceramic briquettes normally burn off any accumulated food drippings. But you may occasionally experience larger spills that don't burn off under normal use.

When this happens:

1. Let the grill cool completely. Remove the racks and then the briquette trays by lifting the front edge and lifting them upward.
2. Flip the trays over and put them back in place over the burner.
3. Light the burners and set them to "MAX" for 5 - 10 minutes to burn the briquettes clean. Be sure the trays have completely cooled before reinstalling them. Any remaining food items can be brushed off using a soft brush.

Stainless Steel:

1. After each use wipe down the exterior of the grill to remove grease, black soot and splatters.
2. Be sure to follow the cleaning instructions for keeping the grates and burners clean and ready for use.
3. Use a commercially available Stainless Steel cleaner to clean and polish the exterior surfaces.

Part of the appeal of the NewAge Grill is the fine grain finish. Always clean with the grain direction.

When removing stubborn stains:

- Do not use metallic abrasives and always rub in the direction of the grain.
- Some household cleaning products are not suitable for stainless steel; be sure to read the label before using on your NewAge Grill.
- Always use the mildest cleaning solution first, scrubbing in the direction of the grain. Specks of grease may gather in the grain of the stainless steel and bake on to the surface, giving the appearance of rust.

To remove these baked-on foods use a fine to medium grit non-metallic abrasive pad (Scotch Brite is good) in conjunction with a stainless steel cleaner. Always be sure to clean and polish with the direction of the grain.

Grill Maintenance and Cleaning

SPECIAL NOTE FOR LOCATIONS NEAR POOLS AND COASTAL AREAS:

The 304 stainless steel material used in the construction of a NewAge Grill is highly rust resistant, however, chlorine in the air from swimming pools or the salt from sea air may cause surface rust to appear and even create some pitting if left on the product.

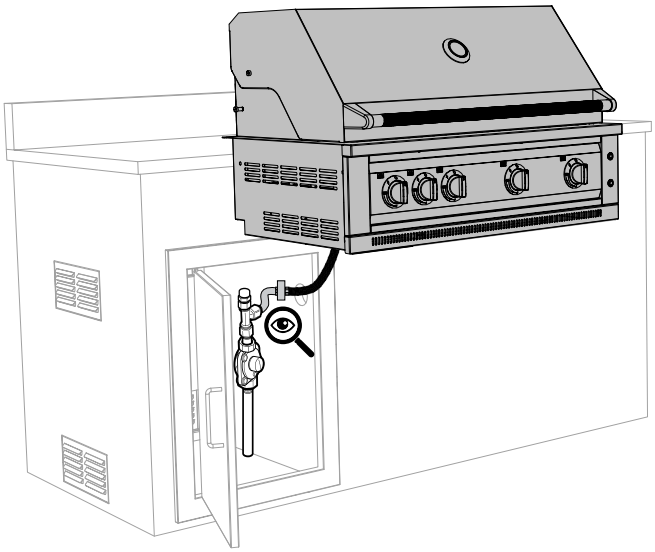
Here are a few tips to avoid this:

- Regularly wipe down the exterior surfaces with a damp cloth. Micro fiber cloths perform very well.
- Allow the surfaces to dry before installing the cover. Do not cover a damp grill.
- In extreme environments apply a rust inhibitor which leaves a microscopic protective layer on the grill. Products that provide a layer of vapor corrosion inhibitors (VpCI™) protect the surface very well.
- For seasonal storage use the product referred to above, ensure the grill is dry and then cover and secure the cover to minimize the amount of damp air getting to the surfaces.

THE NEWAGE WARRANTY DOES NOT COVER OCCASIONAL SURFACE RUST OR STAINING DUE TO ENVIRONMENTAL CONDITIONS.

ACCESSING AND INSPECTING THE CONDITION OF THE SUPPLY HOSE

STEP 1 OPEN DOOR
STEP 2 INSPECT THE CONDITION OF THE HOSE



HOSE SHOULD HAVE A SMOOTH SNAKED PATH TO PREVENT KINKS AND PREMATURE FAILURE. PLEASE EXAMINE HOSE AND FITTINGS FOR CRACKS, TEARS, OR WEAR MARKS FROM RUBBING ETC.

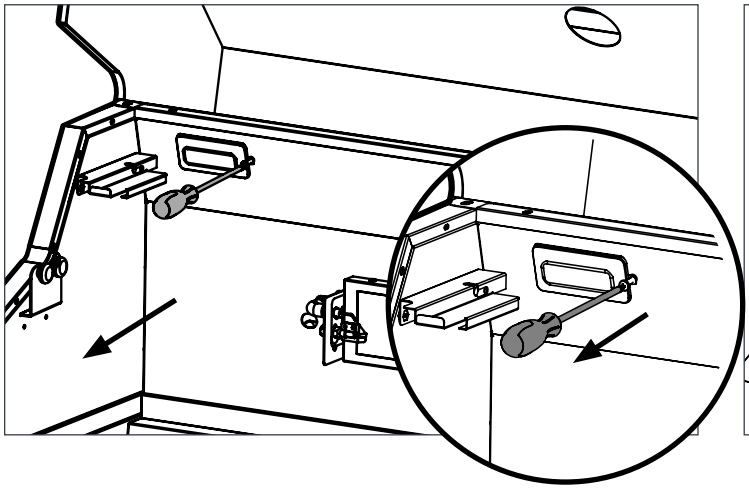
Replacing Halogen Lightbulbs

⚠ NOTE

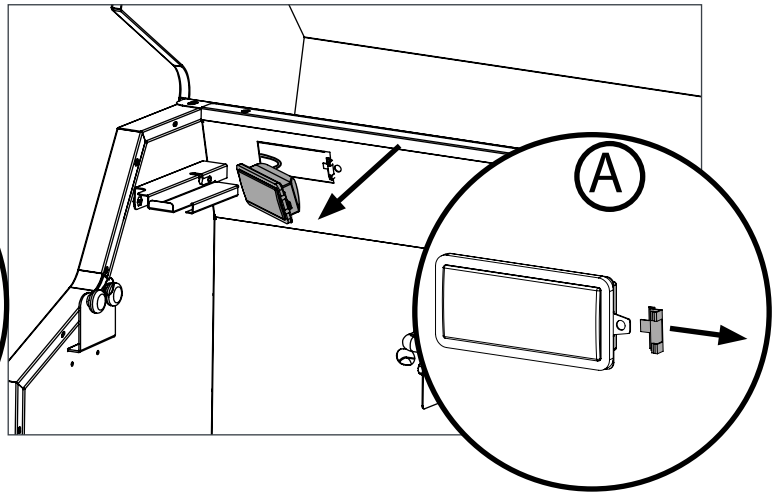
- Disconnect grill at power source before replacing lightbulbs
- The oil from your fingertips will reduce the life of the bulb. It is recommended to touch the bulb as little as possible and to wipe the bulb with a cloth after handling with bare fingers.

To replace the halogen bulb in your grill you must first remove the lens from the light housing. To remove the lens from the housing, remove the Philips screw securing the housing in place. Snap the lens out of the housing (including the metal bracket). Reach in using your fingers only, grip the two outside edges of the light bulb, do not grip the top or bottom of the bulb, as it might break. Insert the new bulb using your clean cloth and gently snap it into position.

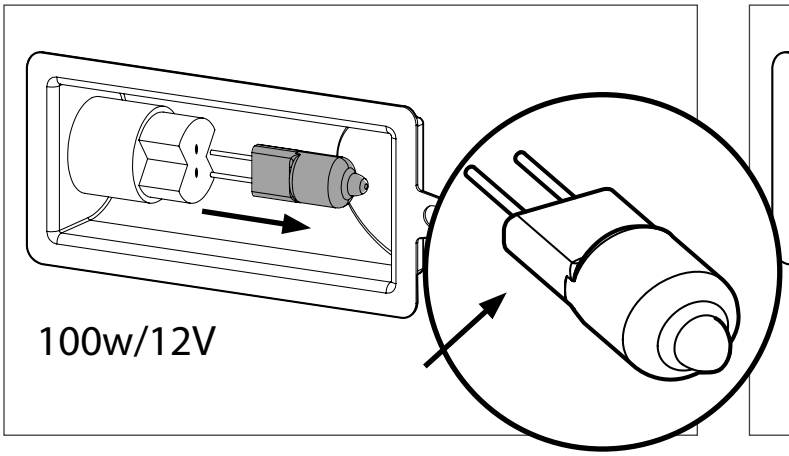
1 Begin by unplugging the grill from the power supply. Remove the screw holding the light housing to the grill using a #2 Phillips screwdriver.



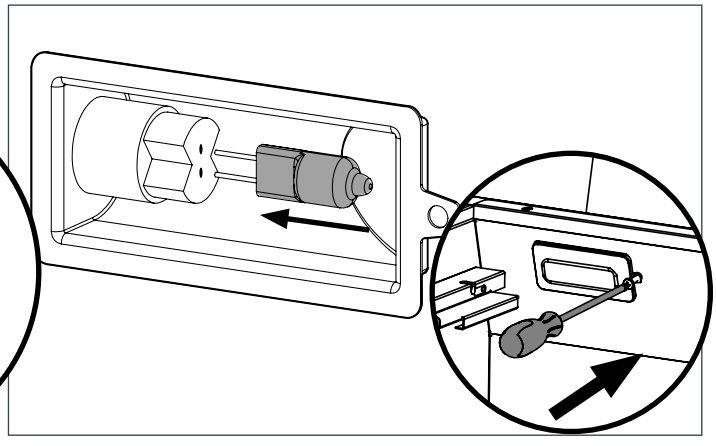
2 Carefully pull the housing out from grill, it will be attached by electrical wire so do not pull hard. Remove the clip holding the light cover to the main light housing.



3 With the light cover removed pull the halogen bulb out from light socket.



4 Replace bulb by pushing straight into light socket. Re-attach light cover, and re-install housing repeating steps 2. and 3. in reverse order.

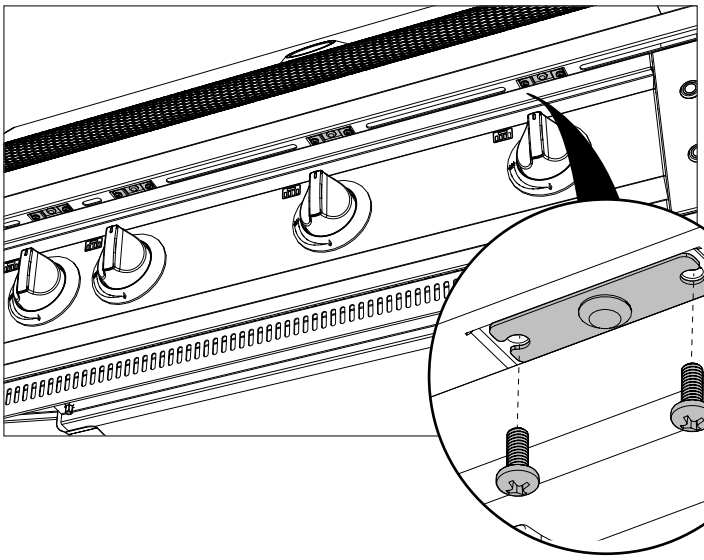


Replacing LED Lights

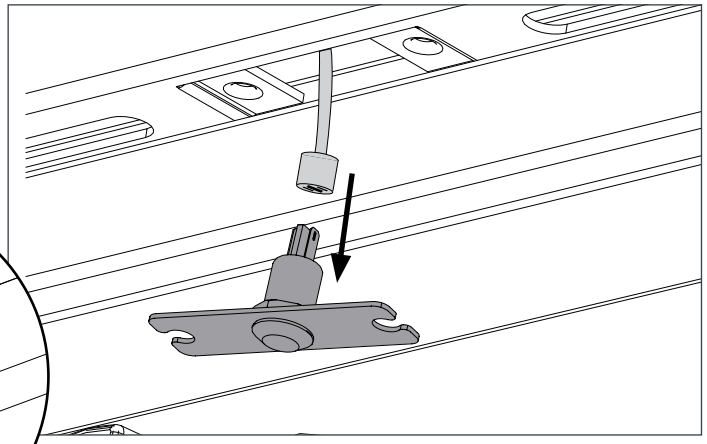
⚠ NOTE

- Disconnect grill at power source before replacing light bulbs.
- The oil from your fingertips will reduce the life of the bulb. It is recommended to touch the bulb as little as possible and to wipe the bulb with a cloth after handling with bare fingers.

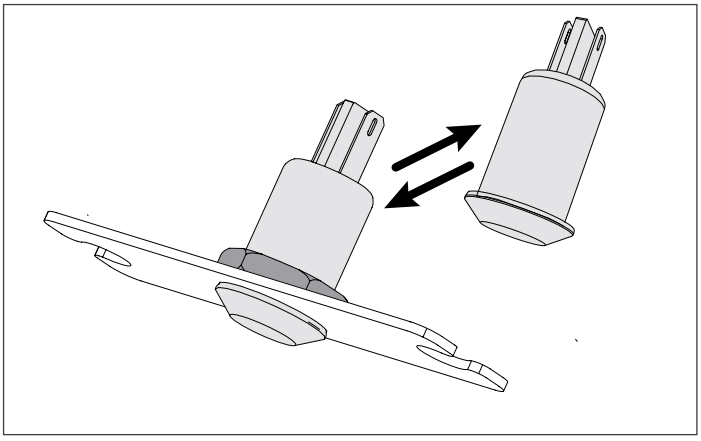
1 Remove the screws holding the LED light holder using Phillips head screw driver.



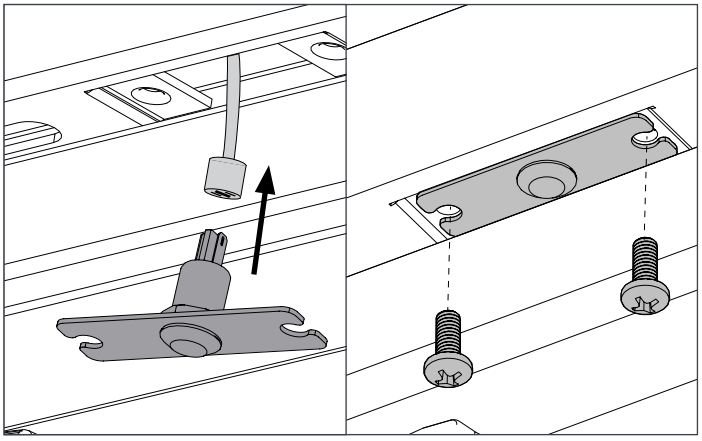
2 Remove the LED light assembly and disconnect it from the power connector.



3 Loosen the lock nut and replace the LED Bulb.



4 Connect the LED light assembly to the power connector and secure it to the grill with the two screws using Phillips head screw driver.



Troubleshooting

Please check and confirm the following points before calling Customer Service.

1. Is there fuel supplied to the grill?
2. Is the main shut-off valve open?
3. Are you using the correct type of fuel for the grill? (Propane gas grill or Natural Gas grill)
4. Is the grill plugged in to a live electric circuit?
5. Attempt to match light the burner (see page 40). Check to see that other burners on the unit operate. Clean electrode tip of any debr**is.**

PROBLEM	POSSIBLE CAUSES
1. Low heat/ Low flame when control knob turned to "High"	**For natural gas - undersized supply line.** Supply pipe diameter must be sized according to installation code.
2. Uneven heat	**Ceramic briquette trays installed incorrectly.** Ensure briquette trays are installed with the hole patterns running front to back. See assembly instructions. Pre-heat grill with main burners on high for 10minutes. **Excessive grease and ash build on Ceramic briquette trays and in drip pan.** Clean Ceramic briquette trays and drip pan regularly. Do not line pan with aluminum foil. Refer to cleaning instructions.
3. Burners burn with yellow flame, accompanied by the smell of gas.	**Possible spider web or other debris, or improper air shutter adjustment.** Thoroughly clean burner by removing. See general maintenance instructions. Open air shutter slightly according to combustion air adjustment instructions. (This must be done by a licensed gas fitter.)

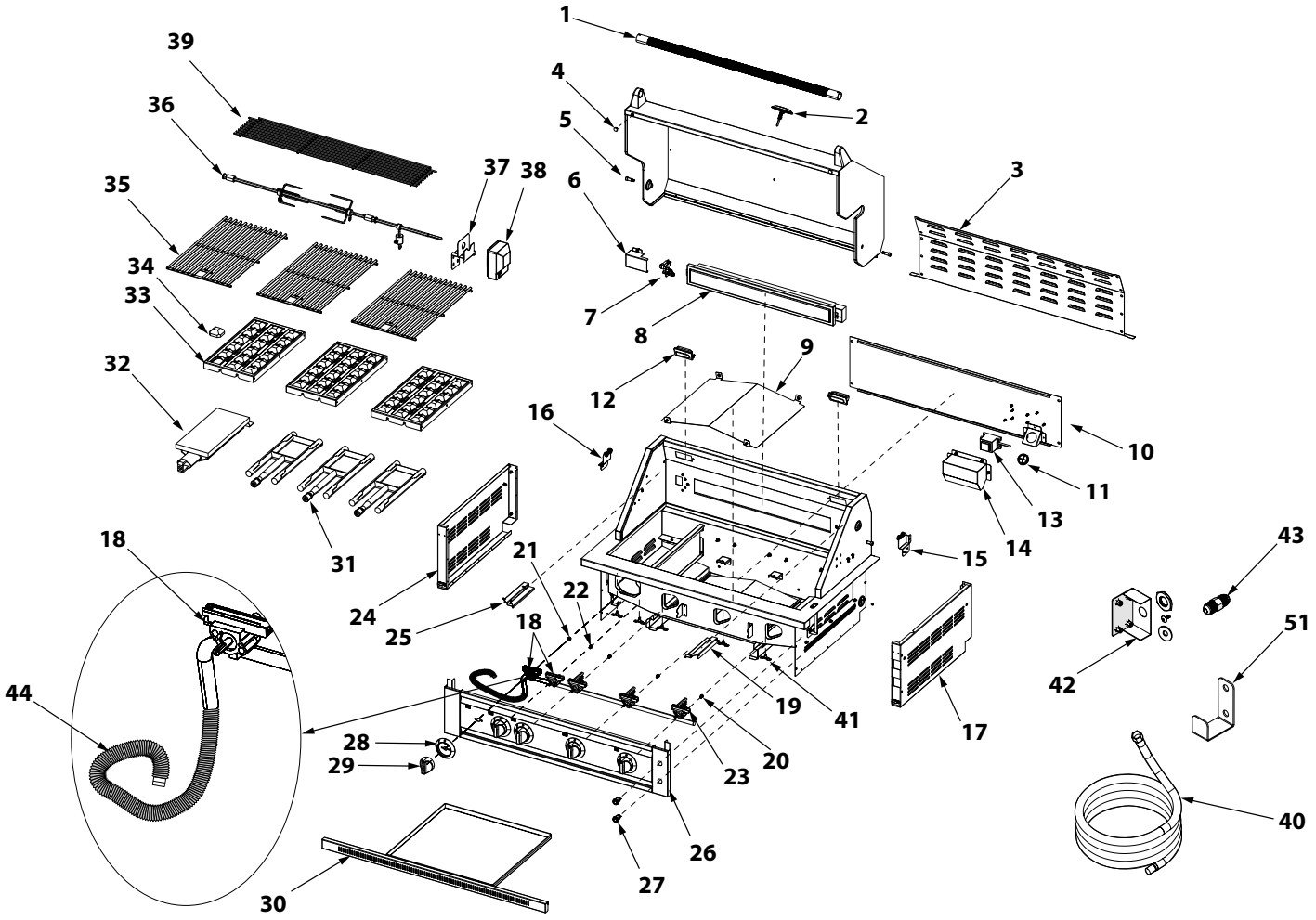
Troubleshooting

PROBLEM	POSSIBLE CAUSES
4. Main burner will not light with the igniter, but will light with a match	**electrode is covered by cooking residue** Clean wire or electrode using a cloth and rubbing alcohol. **Electrode and burners are wet** Wipe with dry cloth. **Ignition electrode cracked or broken; sparking where cracked** Replace the valve. This must be done by a licensed gas fitter. **Flame thrower orifice is blocked** Clean the orifice or replace the valve as required. **Faulty igniter.** Replace the valve. This must be done by a licensed gas fitter.
5. Humming regulator.	This is not a defect. It is caused by internal vibrations in the regulator and does not affect the performance or safety of the gas grill. Humming regulators will not be replaced.
6. Burners will not cross light each other.	**Grease, Food material, or Dirt build up.** Clean the fire-bridge channels. Make sure the burner's side ports are clean.
7. Burner output on "high" setting is too low. (Rumbling noise and fluttering blue flame at burner surface.)	**Supply hose is pinched.** Reposition supply hose as necessary. **Dirty or clogged orifice. Spider webs or other matter in venturi tube.** Clean burner orifice . Clean out venturi tube. refer to page 9.
8. Infrared burner (if equipped) flashes back (during operation the burner abruptly makes a loud "whoosh" sound, followed by a continuous blow-torch type sound and grows dim.)	**Ceramic tiles overloaded with grease drippings and build-up. Ports are clogged.** Turn burner off and allow to cool for at least two minutes. Relight burner and burn on high for at least five minutes or until the ceramic tiles are evenly glowing red. **Burner overheated due to inadequate ventilation (too much grill surface covered by griddle or pan.)** Ensure that no more than 75% of the grill surface is covered by objects or accessories. Turn burner off and allow to cool for at least two minutes, then relight. **Cracked ceramic tile.** Allow burner to cool and inspect very closely for cracks. If any cracks are found, contact NewAge customer service for replacement option. **Leaking gasket surrounding the ceramic tile, or a weld failure in the burner housing.**

Troubleshooting

PROBLEM	POSSIBLE CAUSES
9. Grill and control panel lights not working	**Unit not connected to power.** Plug transformer cord into power box (from working GFI protected outlet). **Faulty transformer.** Check transformer output – should be 12VAC. Replace if required. **Terminals on switch or circuit board are corroded or loose.** Clean connections and ensure connectors are pushed together firmly. Access to circuit board is under electrical cover on left side of cabinet.
10. Burner goes out	**Location of grill** High wind and wind directly on the back of the grill can cause blow-outs. Locate the grill towards the prevailing wind. **Check flame** Follow steps outlined in Step 8. of troubleshooting **Burners installed incorrectly** Correctly-installed burners should be seated firmly and level with no side-to-side movement.
11. Burner goes out when set to low	**Supply hose is pinched.** Reposition supply hose as necessary. **Dirty or clogged orifice. Spider webs or other matter in venturi tube.** Clean burner orifice . Clean out venturi tube.
12. Rotisserie won't light	**No power to ignition** See Step 10. **Burner won't light** Refer to steps outlined in Step 12 & 13. of troubleshooting
13. Rotisserie lights and goes out immediately upon control knob release.	Continue holding safety valve button in depressed position until burner remains lit when released. Continue holding safety valve button in depressed position until burner remains lit when released.

Exploded View and Spare Parts



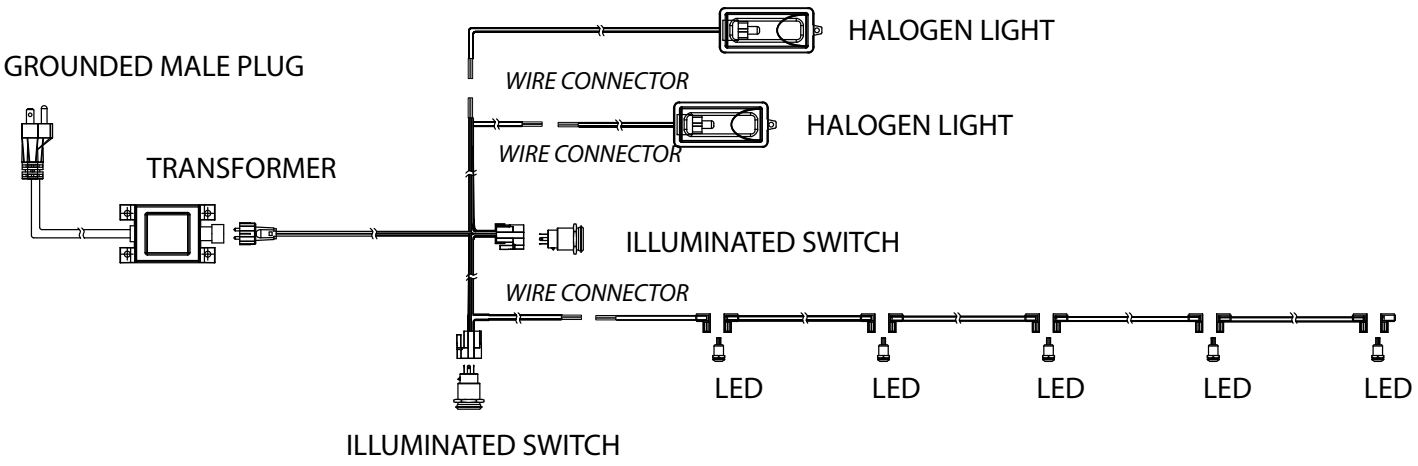
Exploded View and Spare Parts

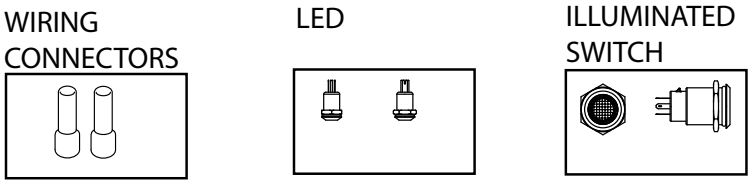
Item No.	Eng. Part No.	Description	QTY	Spare Part SKU	Spare Part QTY
1	GL2-01.023.04A-01	Lid Handle	1	-	-
2	GL2-01.023.06A-01	Thermometer	1	66931	1
3	GL2-01.019A-01-XX	Top Back Panel	1	-	-
4	GL2-01.023.05A-01	Lid Bumper	2	-	-
5	H00362A-01	Slotted Shoulder Screw - Dia10x16, M8x1.25	2	-	-
6	GL2-01.018.02A-01	Burner Ignition Cover	1	-	-
7	GL2-01.018.03A-01	Rotisserie Ignition Assy	1	66925	1
8	GL2-01.018.05A-01	Rotisserie Burner	1	66924	1
9	GL2-01.001.05A-01-XX	Fire Box Heat Deflector Assy	1	-	-
10	GL2-01.010.01A-01	Outer Back Panel	1	-	-
11	GL2-01.001.03.04A-01	Power Plug Cable Grommet	1	-	-
12	GL2-01.018.04A-01	Halogen Light Assy	2	65932	1
13	GL2-01.010.03A-01	Transformer	1	65963	1
14	GL2-01.010.04A-01	Transformer Cover	1	-	-
15	GL2-01.017.02A-01	Rotisserie Rod Rest Assy RH	1	65927	1 Pair
16	GL2-01.016.02A-01	Rotisserie Rod Rest Assy LH	1		
17	GL2-01.004.01A-01	Outer Side Panel RH	1	-	-
18	GL2-01.006.01.03A-01	Rotisserie Burner Valve	2	66920	1
19	GL2-01.017.03A-01	Top Rack Support RH	1	66933	1
20	GL2-01.036A-02	Main Burner Natural Gas Orifice	3	66824	1
21	GL2-01.040.01A-02	Sear Burner Natural Gas Orifice	1	66827	1
22	GL2-01.038.01A-02	Rotisserie Burner Natural Gas Orifice	1	66938	1
23	GL2-01.006.01.02A-01	Main Burner Valve	3	65920	1
24	GL2-01.003.01A-01	Outer Side Panel LH	1	-	-
25	GL2-01.016.03A-01	Top Rack Support LH	1	66932	1
26	GL2-01.009A-01-XX	Control Panel Assy	1	-	-
27	H00361A-01	LED Switch	2	65924	1
28	GL2-01.021A-01-XX	Main Burner Bazel	5	66942	1
29	GL2-01.022A-01-XX	Burner Knob	5	65956	1
30	GL2-01.013A-01-XX	Grease Tray Assy	1	66944	1
31	GL2-01.007A-01-XX	Burner Assy	3	66922	1
32	GL2-01.008A-01-XX	Sear Burner Assy	1	66844	1
33	GL2-01.011A-01-XX	Briquette Tray Assy	3	66930	1
34	GL2-01.011.03A-01	Briquette	54	66929	1
35	GL2-01.012A-01-XX	Cook Grid	3	65954	1
36	GL2-01.026A-01-XX	Rotisserie Kit Assy	1	65939	1
37	GL2-01.024A-01-XX	Rotisserie Motor Support Bracket Assy	1	65930	1
38	GL2-01.025A-01-XX	Rotisserie Motor With Support Plate	1	65929	1
39	GL2-01.020A-01-XX	Warm Rack	1	66928	1
40	GLE-04.011A-01	Natural gas Hose	1	64971	1
41	GL2-01.002.02A-01-XX	LED	5	65967	1
42	GL2-23A-01	Mounting Bracket and Hardware Kit	1	65918	1

Item No.	Eng. Part No.	Description	QTY	Spare Part SKU	Spare Part QTY
43	GL2-22A-01	Male Adaptor	1	65917	1
44	GL2-16A-01	Metal Corrugated Hose	1	66949	1
45	GL2-01.018.04.002A-01	Halogen Light Glass Cover	2	65931	1
46	GL2-01.006.01.04A-01	Sear Burner Valve	1	66921	1
47	GL2-01.023.07A-01	Thermometer Bazel	1	66830	1
48	GL2-01.001.09A-01	Sear burner ignition Assy	1	66926	1
49	GL2-01.034A-01	LED Wire Harness Kit	1	65915	1
50	GL2-01.023.02A-01	1x Pair Handle Base LH & RH with 4x M6 screws	1 Set	67751	1
51	GL2-24A-01	L-Bracket	2	65919	1

Wiring Diagram

40"INSERT GRILL WIRING HARNESS





NewAge Customer Service

Please gather and have the following information available when contacting NewAge customer service:

- Model number
- Date of purchase
- Proof of purchase by the original owner
- Production code

The production code can be located on the back of the grill.

For fastest service, contact NewAge Products at 1-877-306-8930; or support@newageproducts.com.