

| Emergencies  | Possible cause   | Prevention/Solution  |
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| Gas leaking from cracked/cut/burned hose                 | Damaged hose   | Turn off gas at LP cylinder, if hose is cut or cracked, replace hose. Conduct LP cylinder leak test and check regulator connection to the LP cylinder.   |
| Gas leaking from LP cylinder                             | Mechanical failure due to aging or mishandling                     | Turn off LP cylinder valve. Contact your LP dealer or call 911.  |
| Gas leaking from LP cylinder valve                       | Failure of cylinder valve due to mishandling or mechanical failure | Turn off LP cylinder valve. Return LP cylinder to gas supplier.  |
| Gas leaking between LP cylinder and regulator connection | Improper installation, loose connection, failure of rubber seal    | Turn off LP cylinder valve, remove regulator from cylinder and visually inspect the rubber seal for damage. Conduct LP cylinder leak test and check regulator connection to the LP cylinder.               |
| Fire coming through control panel                        | Fire in burner tube section of the burner due to partial blockage  | Turn off control knobs and LP cylinder valve. After the fire is out and grill is cold, remove the burner and inspect for spider nests or rust. See natural hazards and cleaning the burner assembly pages. |

| Troubleshooting: Problem  | Possible cause  | Prevention/Solution  |
|---|---|--|
| Grease fire or continuous excessive flame above cooking surface | Too much grease buildup in burner area  | Turn off LP cylinder. Leave lid open to allow the flames to die down. After cooling, clean food particles and excess grease from inside the firebox area, grease cup/pan/tray, and other surfaces.   |
| Burner will not light when using the ignitor                    | <p>Gas issues:</p> <ol style="list-style-type: none"> <li>Trying to light wrong burner</li> <li>Burner not engaged with control valve</li> <li>Obstruction in burner</li> <li>No gas flow</li> <li>Vapor lock at coupling nut to LP cylinder</li> <li>Coupling nut and LP cylinder valve not fully connected</li> </ol>   | <ol style="list-style-type: none"> <li>See instructions on control panel.</li> <li>Make sure valve are positioned inside the burner tubes.</li> <li>Ensure burner tubes are not obstructed with spider webs or other material; see cleaning section in Cleaning and Maintenance.</li> <li>Make sure LP cylinder is not empty. If LP cylinder is not empty, check sudden drop in gas flow.</li> <li>Turn off knobs and disconnect coupling nut from LP cylinder. Reconnect and retry.</li> <li>Turn the coupling nut approximately one-half to three-quarters.</li> </ol> |
|   | <p>Electrical issues:</p> <ol style="list-style-type: none"> <li>Electrode cracked or broken; sparks at crack</li> <li>Electrode tip not in proper position</li> <li>Wire and/or electrode covered with cooking residue</li> <li>Wires are loose or disconnected</li> <li>Wires are short-circuited between ignitor and electrode.</li> <li>Push button sticks at bottom sparking between ignitor and electrode.</li> </ol> | <ol style="list-style-type: none"> <li>Replace electrode.</li> <li>Tip of electrode should be pointing toward the port hole in the burner. The distance should be 1/8" to 3/16". Adjust if necessary.</li> <li>Clean wire and or electrode with rubbing alcohol and clean swab.</li> <li>Reconnect wires or replace electrode/wire assembly.</li> <li>Replace ignitor wire.</li> <li>Replace ignitor.</li> <li>Inspect wire insulation and proper connection. Replace wires if insulation is broken.</li> </ol>  |
|   | <p>Ignitor issues:</p> <ol style="list-style-type: none"> <li>Dead ignitor battery</li> <li>Battery/ignitor cap not installed correctly</li> </ol> <p><b>NOTE:</b> Try manually lighting burner with a match. If burner lights successfully, it is an ignitor issue.</p>  | <ol style="list-style-type: none"> <li>Replace battery.</li> <li>Make sure 2 ends of the battery are oriented properly. The "+" end should be toward the ignitor cap. Rescrew the ignitor cap and make sure threads are aligned fully.</li> </ol>  |

| Troubleshooting: Problem                       | Possible cause   | Prevention/Solution   |
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| Burner will not light with matchstick          | 1. See "gas issues" on previous page.<br>2. Improper method of lighting using a matchstick | See "MANUALLY LIGHTING THE BURNERS WITH MATCH STICK" section in Operation Instructions.   |
| Sudden drop in gas flow or low flame           | 1. Grease buildup<br>2. Excessive fat in meat<br>3. Excessive cooking temperature          | 1. Clean burners and inside of grill/firebox.<br>2. Trim fat from meat before grilling.   |
| Flame blows out                                | High or gusting winds/Low LP gas/Excess flow valve tripped                                 | Turn front of grill to face wind or increase flame height.<br>Refill LP cylinder.   |
| Persistent grease fire                         | Grease trapped by food buildup around the burner system                                    | Turn knobs to OFF. Turn gas off at the LP cylinder. Leave lid in position and let the fire burn out. After the grill cools, remove and clean all parts. |
| Flashback...<br>(fire in burner tube(s))       | Burner and burner tubes are blocked.   | Turn knobs to OFF. Clean burner and/or burner tubes. See burner cleaning section in Cleaning and Maintenance.   |
| Flare-up                                       | 1. Grease buildup<br>2. Excessive fat in meat<br>3. Excessive cooking temperature          | 1. Clean burners and inside of grill/firebox.<br>2. Trim fat from meat before grilling.<br>3. Adjust (lower) temperature.                               |
| Unable to fill LP cylinder                     | Some dealers have older fill nozzles with worn threads.                                    | When turning worn nozzles, they don't have enough "bite" to engage the valve. Try a different LP dealer.  |
| One burner does not light from other burner(s) | Grease buildup or food particles in end of carryover tube                                  | Clean carry-over tube with wire brush.  |

**If your problem is not resolved using the troubleshooting information above, please contact your local gas dealer.**

**CAUTION:** If the burners go out during use, close the gas supply at cylinder, and turn off all gas valves. Wait for five minutes before attempting to re-light (this allows accumulated gas fumes to clear).

**CAUTION:** In case of a grease fire, close the gas supply at cylinder, turn off all burners until the fire is out.

**CAUTION:** DO NOT attempt to disconnect any gas fitting while the grill is being used. As with all appliances, proper care and maintenance will ensure your grill is in top operating condition and will prolong its life.