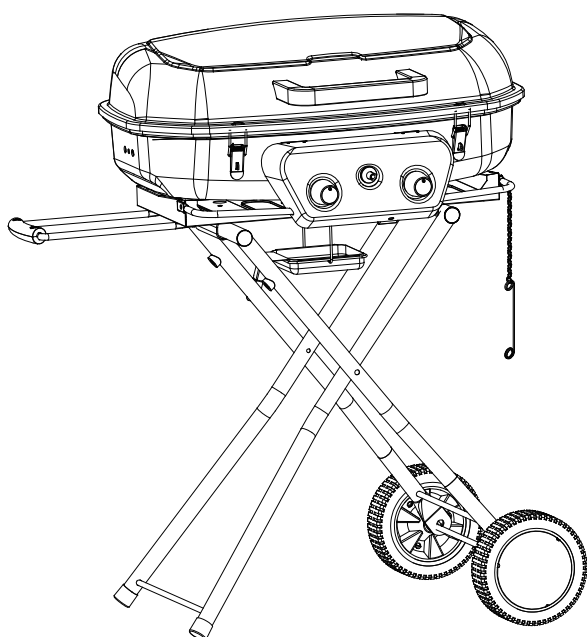


## 2 Burner Gas Grill



Model: BG2102B2



Important: Keep this Owner's Manual for convenient reference and for part replacement.

Read this Owner's manual carefully and be sure your gas grill is properly assembled, installed and maintained. Failure to follow these instructions could result in serious injury and/or property damage.

Please make sure the cylinder valve connection device shall properly and safely connected with the connection device attached to the inlet of the pressure regulator.

## For Outdoor Use Only

Captivate Brands USA, Inc.  
25541 Arctic Ocean Drive,  
Lake Forest, CA.92630

If you have any questions or problems, you can contact our customer service at 1-855-200-8445 ext 102 or [service@brandmangrill.com](mailto:service@brandmangrill.com) from 9:00 AM - 5:00 PM Monday to Friday. (Pacific). All emails and voice-mail calls will be answered within 24 hours.

## Safety Precautions

- Never leave this appliance unattended while operating it.
- Never operate this appliance within 10' (3m) of any structure, combustible material or other gas cylinder.
- Never operate this appliance within 25' (7.5m) of any flammable liquid.
- Do not fill the gas cylinder beyond the fill-line.
- Never allow oil or grease to get hotter than 400 °F (200°C). If the temperature exceeds 400 °F (200°C) or if oil begins to smoke, immediately turn the burner or gas supply off.
- Heated liquids remain at scalding temperature long after the cooking process. Never touch cooking appliance until liquids have cooled to 115°F (45°C) or less.
- If a fire should occur, keep away from the appliance and call your fire department. Do not attempt to extinguish an oil or grease fire with water.

**Failure to follow the instructions above could result in fire, explosion or burn hazard which could cause property damage, personal injury or death.**

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.

Always keep this instruction manual in a convenient location for future reference.

### DANGER

DO NOT use gas barbecue for indoor cooking or heating. TOXIC fumes can accumulate and cause asphyxiation. DO NOT use in or on boats or recreational vehicles.

### DANGER

Chemicals known to cause cancer, birth defects or other reproductive harm are created by the combustion of propane



#### WARNING

1. Do not store or use gasoline or other flammable liquids or vapors in the vicinity of this or any other appliance.
2. An LP gas cylinder not connected for use shall not be stored in the vicinity of this or any other appliance.



#### DANGER

If you smell gas:

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



#### WARNING

##### CALIFORNIA PROPOSITION 65 WARNING:

This product can expose you to chemicals, including carbon monoxide, which are 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](http://www.P65Warnings.ca.gov)**

## Safety Precautions



### WARNING

- Cylinders must be stored outdoors out of the reach of children and must not be stored in a building, garage or any other enclosed area.
- The use of alcohol, prescription or non-prescription drugs may impair an individual's ability to properly assemble or safely operate this appliance.
- Always open the barbecue lid carefully and slowly as heat and steam trapped within the barbecue could cause severe burns.
- Always place your barbecue on a hard and level surface far away from combustible materials and structures. An asphalt or blacktop surface may not be acceptable for this purpose.
- Do not leave a lit barbecue unattended.
- Keep children and pets away from the barbecue at all times.
- Do not use the barbecue in high winds.
- This barbecue must be used with propane gas only (propane gas cylinder not included).
- Do not attempt to attach this barbecue to the self-contained propane system of a camper, trailer, motor home or house.
- Do not use charcoal or lighter fluid.
- Do not use gasoline, kerosene or alcohol for lighting. The LP-gas supply cylinder must be constructed and marked in accordance with the specifications for LP-gas cylinders of the US Department of Transportation (DOT) or the Standard for Cylinders, Spheres and Tubes for the Transportation of Dangerous Goods, CAN/CSA-B339.
- This outdoor gas appliance is not intended to be installed in or on recreation vehicles and/or boats.
- Do not attempt to move the barbecue while it is lit.
- Do not use the barbecue unless it is COMPLETELY assembled and all parts are securely fastened and tightened.
- Keep combustible items and surfaces at least 21" (53 cm) away from the barbecue at all times. DO NOT use this gas barbecue or any gas product under any overhead enclosure or near any unprotected combustible constructions.
- Do not use in an explosive atmosphere. Keep barbecue area clear and free from combustible materials, gasoline and other flammable vapours and liquids.
- Do not attempt to use or assemble with missing or damaged parts. Contact customer service for replacement parts.
- Storage of an appliance indoors is permissible only if the cylinder is disconnected and removed from the appliance.
- This appliance is not intended for and should never be used as a heater.
- Do not place empty cooking vessel on the appliance while in operation. Use caution when placing anything in cooking vessel while the appliance is in operation.

This appliance shall not be used in a building, garage, or any other enclosed area.

this appliance is not intended to be installed in or on a boat.

- When cooking with oil or grease, have a type BC or ABC fire extinguisher readily available.
- In the event of an oil or grease fire do not attempt to extinguish with water. Immediately call the fire department. A Type BC or ABC fire extinguisher may in some circumstances contain the fire.
- In the event of rain, snow, hail, sleet, or other forms of precipitation while cooking with oil or grease, cover the cooking vessel immediately and turn off the appliance burners and gas supply. Do not attempt to move the appliance or cooking vessel.

## Safety Precautions

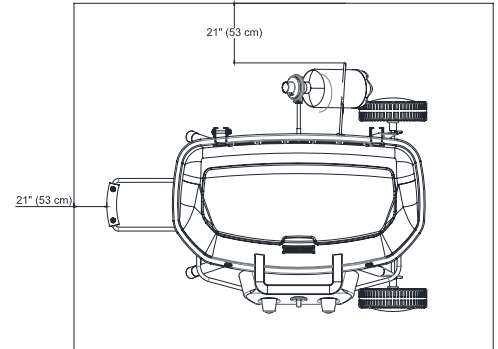
### **WARNING**

Do not use this appliance under overhead combustible surface or covered area (e.g., awnings, umbrellas, porches or gazebos) Always confirm that this barbecue is not positioned under the overhang of a house, a garage or other structure before lighting it. An overhang will serve to deflect flare-ups and radiated heat into the structure itself, which could result in a fire.

Always confirm that this barbecue is positioned more than 21" (53 cm) away from any combustible materials or surface before lighting it, and that no gasoline or other volatile substances are stored in the vicinity of this barbecue (see diagram to right).

The temperature of a grease fire or of the radiated heat might be sufficient to ignite nearby combustible or volatile substances.

Always locate this barbecue where there will be ample combustion and ventilation air. Do not obstruct the flow of combustion and ventilation air but never position it in the direct path of a strong wind. Never allow the barbecue to operate while unattended to prevent uncontrolled grease fires from erupting. Never attempt to move this barbecue while it is in operation or while it is still hot to prevent possible personal injury. Never store or use gasoline or other flammable or volatile substances in the vicinity of this barbecue or in the vicinity of any other heat-generating appliance because of the danger of starting a fire. Always confirm that the installation of this barbecue conforms with the requirements of all local codes or, in the absence of applicable local codes, with either the National Fuel Gas Code, ANSI Z223.1/NFPA 54, Storage and Handling of Liquefied Petroleum Gases, ANSI/NFPA 58, Natural Gas and Propane Installation Code, CSA B149.1, Propane Storage and Handling, CSA B149.2, or the Standard for Recreational Vehicles, ANSI A 119.2/NFPA 1192, and the Recreational Vehicle Code, CSA Z240 RV series, as applicable.



### **DANGER-Gas Safety**

Liquid propane (LP) gas is flammable and hazardous if handled improperly. Become aware of its characteristics before using any propane product.

- Propane Characteristics: flammable, explosive under pressure, heavier than air and pools in low areas
- In its natural state, propane has no odour. For your safety, an odourant has been added.
- Contact with propane could cause freeze burns to the skin.
- This barbecue is shipped from the factory for propane gas use only.
- Never use a propane cylinder with a damaged body, valve, collar or footing.
- Dented or rusted propane cylinders may be hazardous and should be checked by your propane gas supplier

### **CAUTION**

It is essential to keep the barbecue's valve compartment, burners and circulating air passages clean. Inspect the barbecue before each use.

1. Inspect all connections and make certain they are secure.
2. Check and clean the burner tubes for insects and insect nests by removing the burner and inserting a bottle brush cleaner into each tube to make sure the passage is clear. A clogged tube can lead to a fire beneath the barbecue.
3. Ensure that the valve nozzle is pointing straight and completely inserted into the tube.











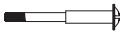




### **GENERAL INFORMATION**

1. A propane gas cylinder is required for operation.
2. This gas barbecue is NOT intended for commercial use.

# Table of Contents

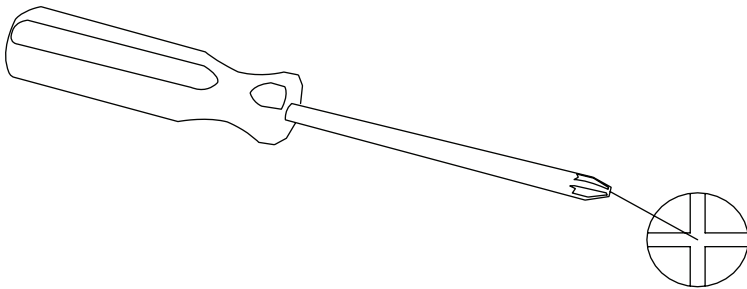
Safety Precautions -----	2-4
Table of Contents -----	5
Hardware -----	6
Tools Required for Assembly-----	6
Parts Diagram-----	7
Parts List-----	7
Assembly Steps -----	8-16
Installing Gas cylinder -----	17
Operating Instructions -----	17-19
Cleaning and Care -----	20
Warranty -----	21
Customer Service-----	21
Troubleshooting-----	22

## Hardware

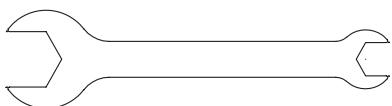
Part#	Description	Picture	QTY
A	M5X12 Bolt		7
B	M6X20 Bolt		10
C	M10 Nut		2
D	M6 Wing Nut		10
E	Ø6.2xØ16 Flat Washer		18
F	Ø6.4xØ18 Washer		8
G	Ø6.4 Spring Washer		12
H	Spacer		2
I	M6X47 Bolt		2
J	M6 Nut		2
K	M5X62 Step Screw		2
L	M5 Nut		2
M	M4 Nut		1
N	M4X10 Bolt		2
P	Ø7x25x25 Washer		2

## Tools Required for Assembly

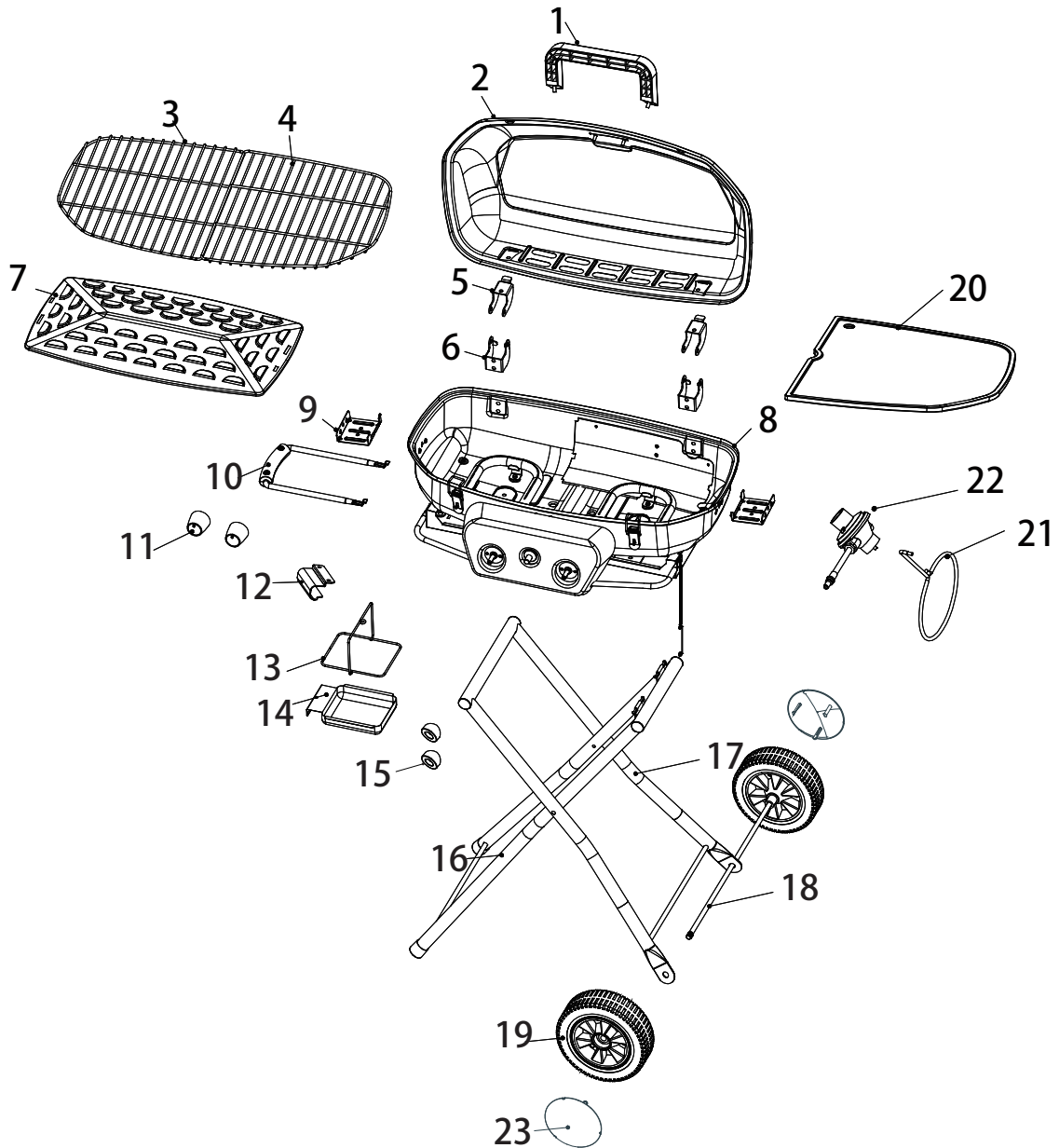
Philips Head Screwdriver (not included)



M10-M6 Wrench (not included)



# Parts Diagram



# Parts List

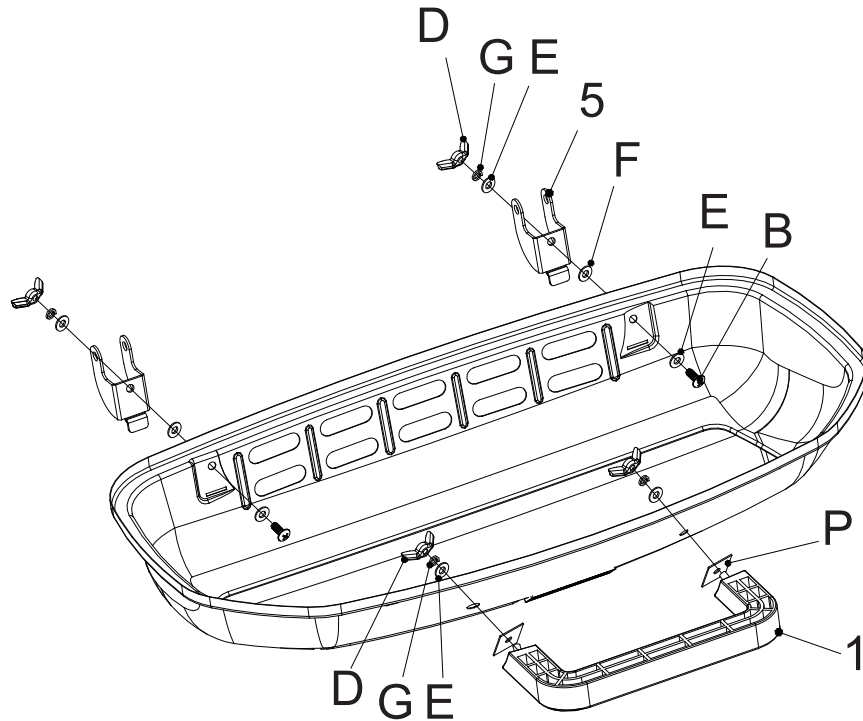
Part	Description	QTY
1	Lid Handle	1PC
2	Lid	1PC
3	Left Cooking Grid	1PC
4	Right Cooking Grid	1PC
5	Top Hinge	2PCS
6	Bottom Hinge	2PCS
7	Flame Tamer	1PC
8	Firebox	1PC

Part	Description	QTY
9	Flame Tamer Support	2PCS
10	Side Handle	1PC
11	Control Knob	2PCS
12	Leg Hook	1PC
13	Grease Cup Support	1PC
14	Grease Cup	1PC
15	Cushion	2PCS
16	Left Leg	1PC

Part	Description	QTY
17	Right Leg	1PC
18	Axle	1PC
19	Wheel	2PCS
20	Hotplate	1PC
21	Gas Cylinder Support	1PC
22	Regulator	1PC
23	Wheel cap	2PCS

## Step 1

Attach lid handle (#1) and top hinges (#5) in the order as shown below.

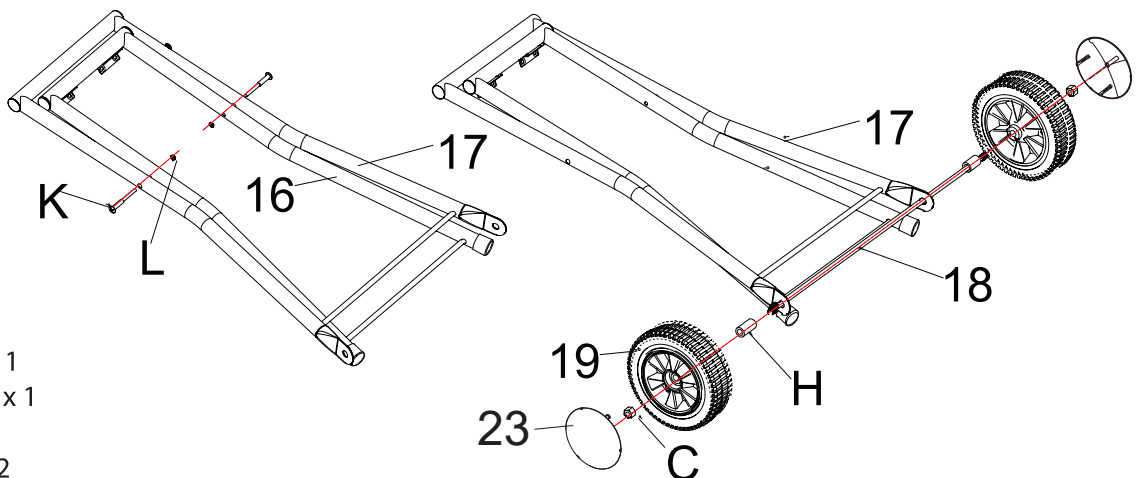


### Parts Required:

- Lid Handle (#1) x 1
- Top Hinges (#5) x 2
- M6X20 Bolt (#B) x 2
- M6 Wing Nut (#D) x 4
- Flat Washer (#E) x 6
- Washer (#F) x 2
- Spring Washer (#G) x 4
- Washer (#P) x 2

## Step 2

Connect the legs (#16, #17), and attach leg axle (#18), wheels (#19) onto the right leg (#17), wheel caps (#23).

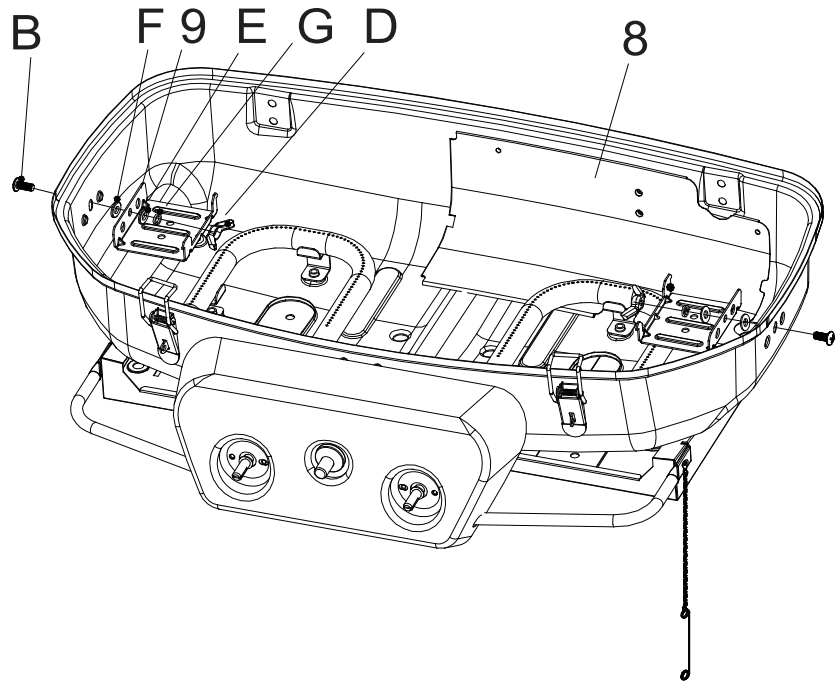


### Parts Required:

- Left Leg (#16) x 1
- Right Leg (#17) x 1
- Axle (#18) x 1
- Wheels (#19) x 2
- M10 Nut (#C) x 2
- Spacer (#H) x 2
- M5X62 Step Screw (#K) x 2
- M5 Nut (#L) x 2
- Wheel caps (#23) x 2

## Step 3

Attach flame tamer supports (#9) onto the firebox (#8) in the order as shown below.

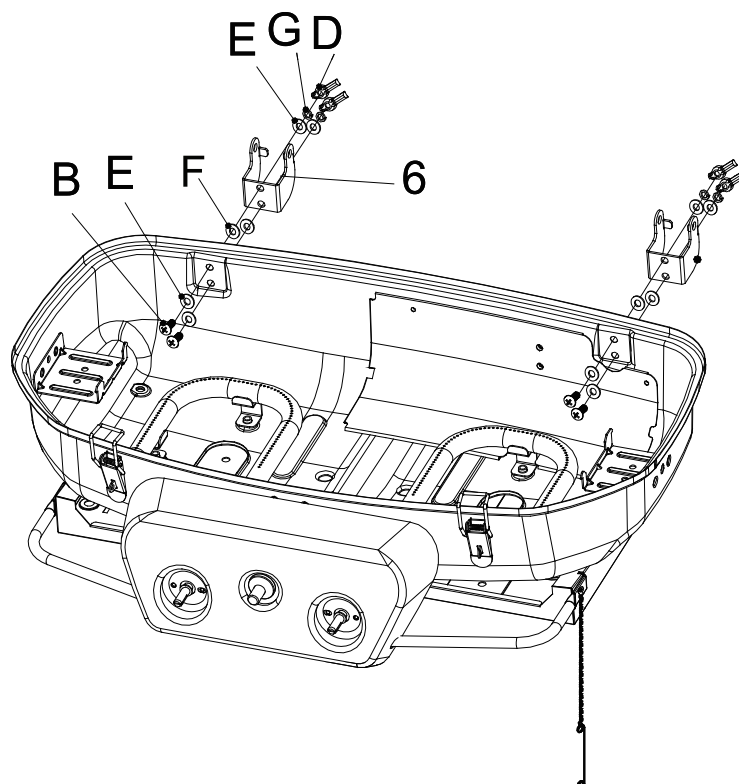


### Parts Required:

- Firebox (#8) x 1
- Flame Tamer Support (#9) x 2
- M6X20 Bolt (#B) x 2
- M6 Wing Nut (#D) x 2
- Flat Washer (#E) x 2
- Washer (#F) x 2
- Spring Washer (#G) x 2

## Step 4

Attach bottom hinges (#6) in the order as shown below.



### Parts Required:

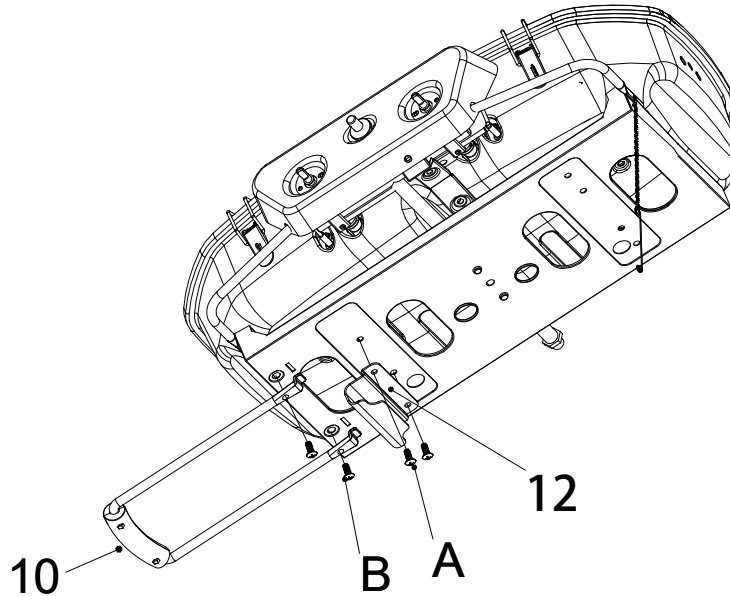
- Bottom Hinges (#6) x 2
- M6X20 Bolt (#B) x 4
- M6 Wing Nut (#D) x 4
- Flat Washer (#E) x 8
- Washer (#F) x 4
- Spring Washer (#G) x 4

## Step 5

Attach side handle (#10) and leg hook (#12).

Parts Required:

- Side Handle (#10) x 1
- Leg Hook (#12) x 1
- M5X12 Bolt (#A) x 2
- M6X20 Bolt (#B) x 2

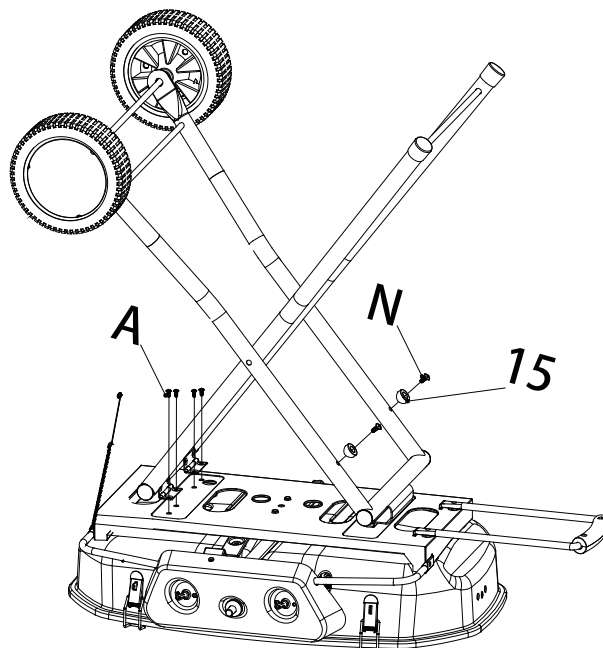


## Step 6

Attach legs prepared in step 2 to the barbecue assembly prepared in step 5.

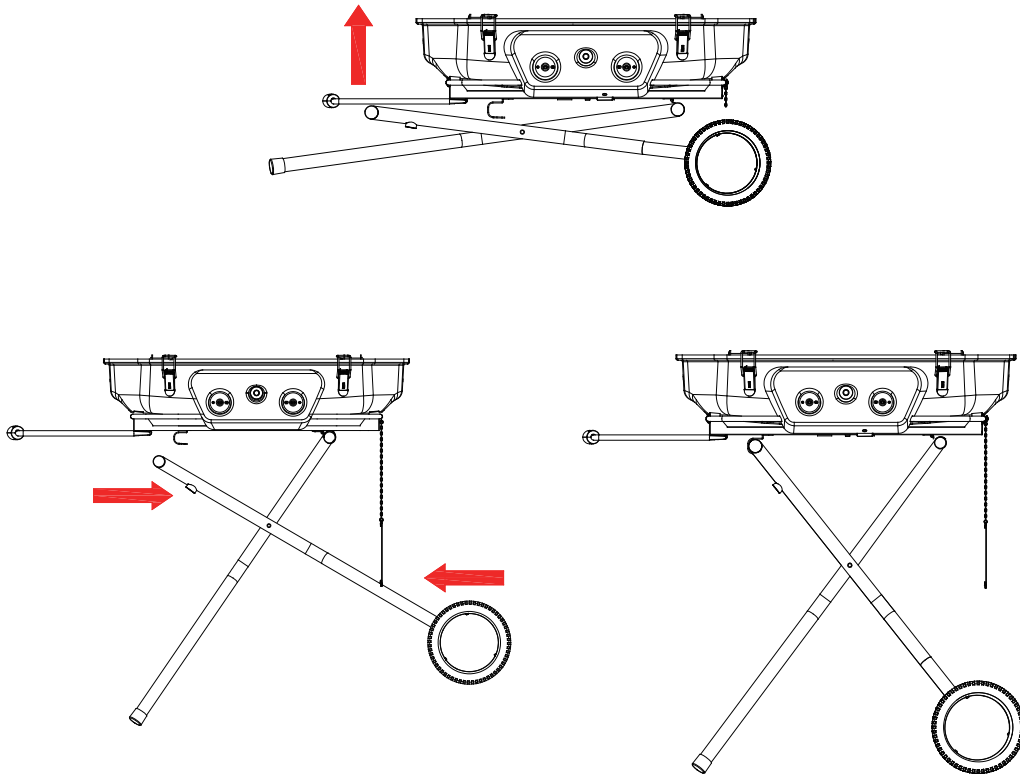
Parts Required:

- Cushion (#15) x 2
- M5X12 Bolt (#A) x 4
- M4X10 Bolt (#N) x 2



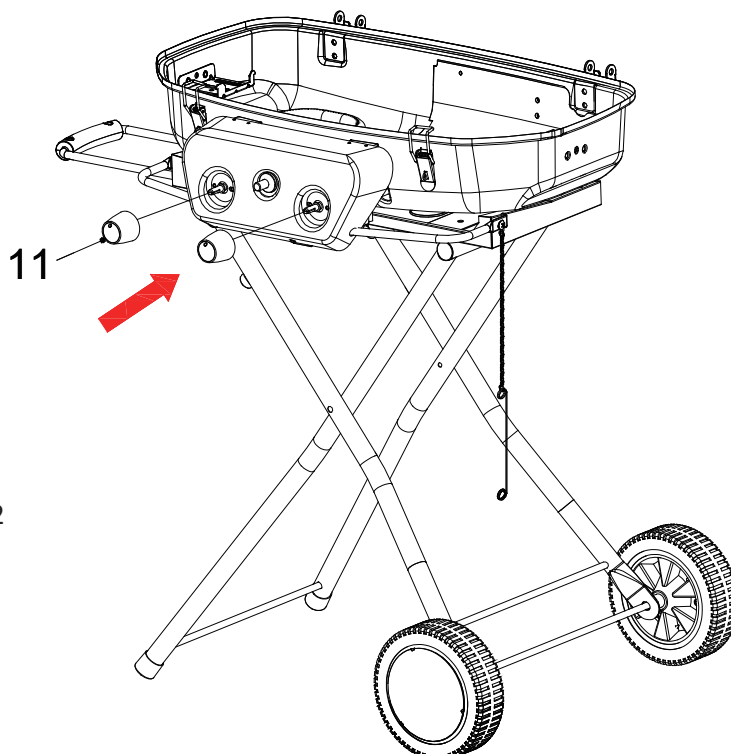
## Step 7

Unfold the leg assembly.



## Step 8

Attach control knobs (#11).

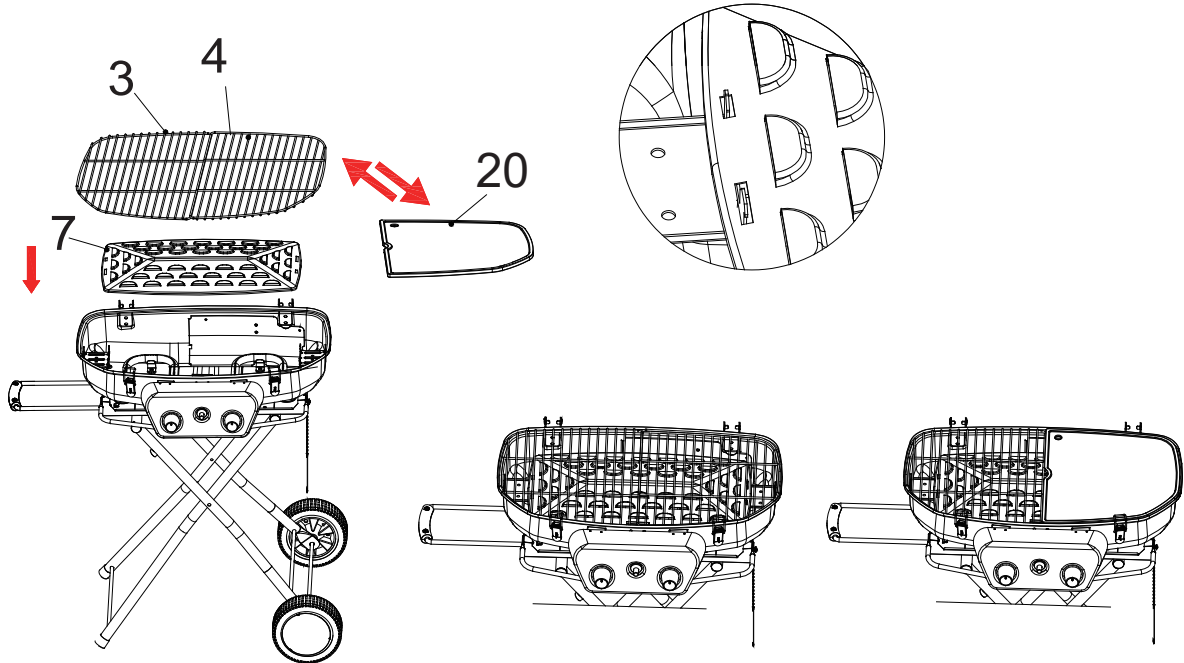


Parts Required:

- Control Knob (#11) x 2

## Step 9

Insert flame tamer (#7) and cooking grids (#3, #4) or one cooking grid can be replaced with the hotplate (#20).

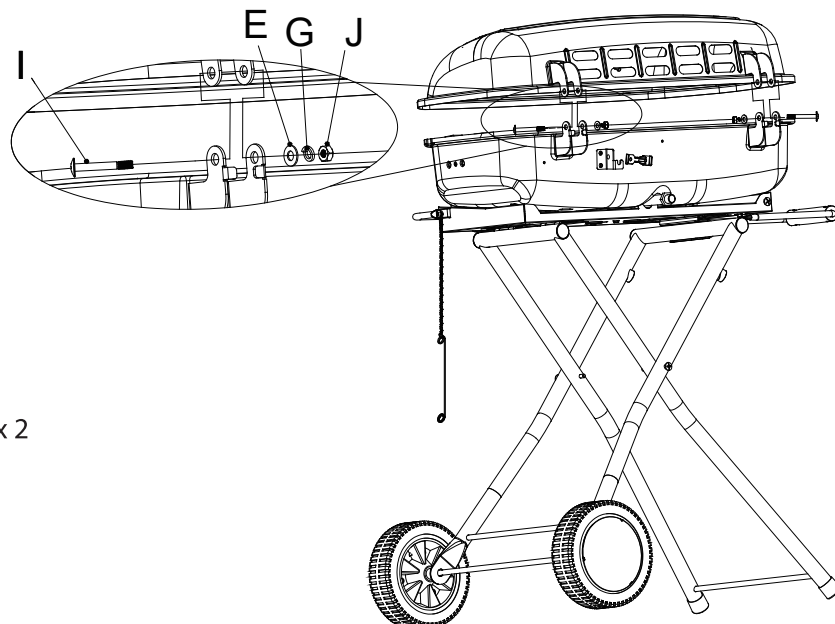


Parts Required:

- Left Cooking Grid (#3) x 1
- Right Cooking Grid (#4) x1
- Flame Tamer (#7) x1
- Hotplate (#20) x1

## Step 10

Attach lid (#2) to the firebox. Then secure the top hinge (#5) and bottom hinge (#6) with bolt (#I), washer (#E), spring washer (#G) and nut (#J).

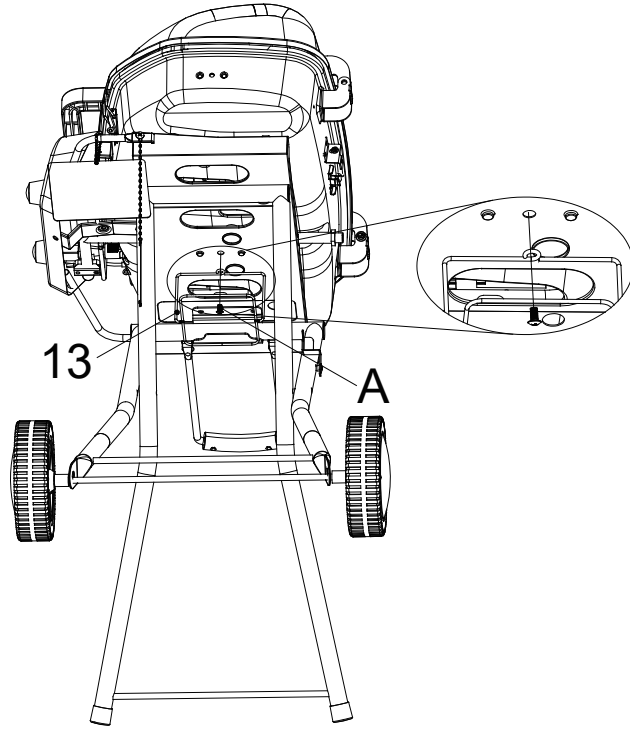


Parts Required:

- Lid (#2) x 1
- M6X47 Bolt (I) x 2
- Flat Washer (#E) x2
- Spring Washer (#G) x 2
- M6 Nut (#J) x 2

## Step 11

Secure the grease cup support (#13).

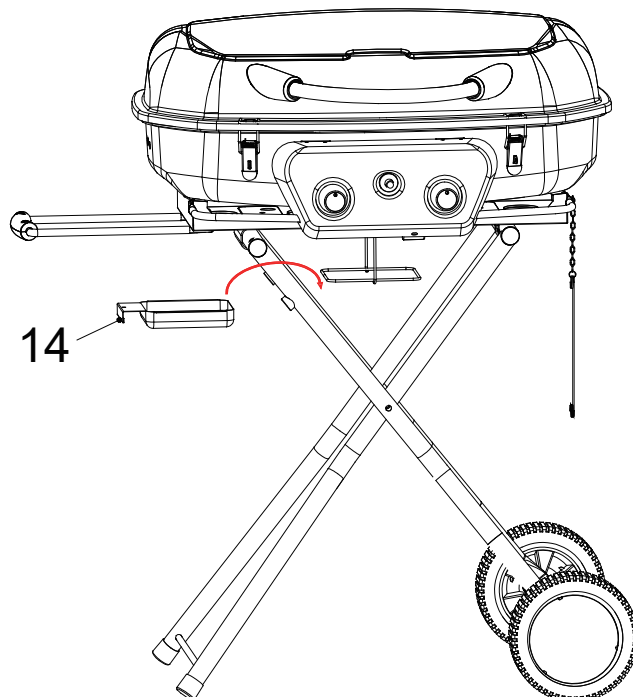


Parts Required:

- Grease Cup Support (#13) x 1
- M5X12 Bolt (#A) x 1

## Step 12

Insert grease cup (#14)

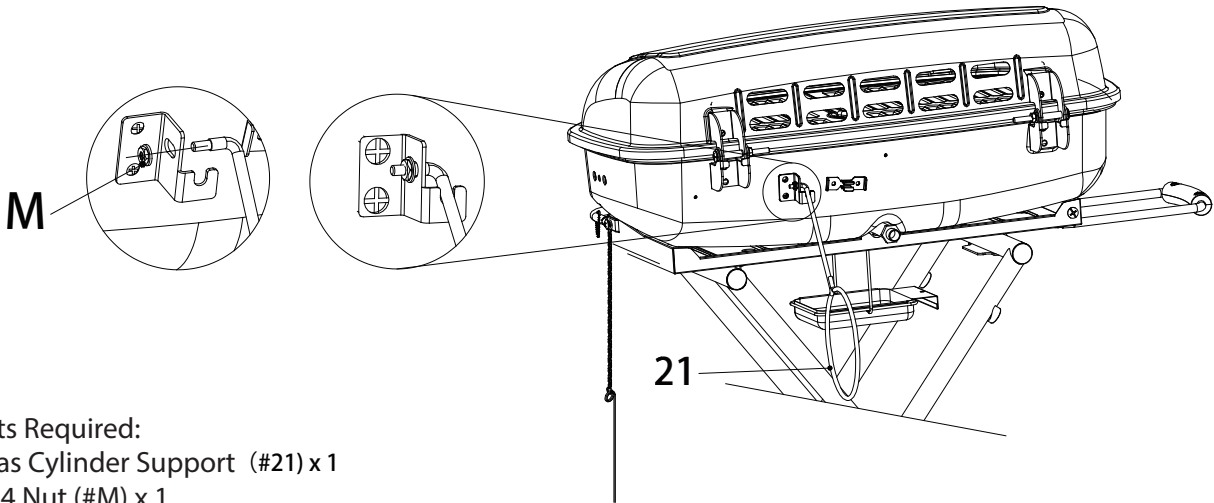


Parts Required:

- Grease Cup (#14) x 1

## Step 13

Attach gas cylinder support (#1).

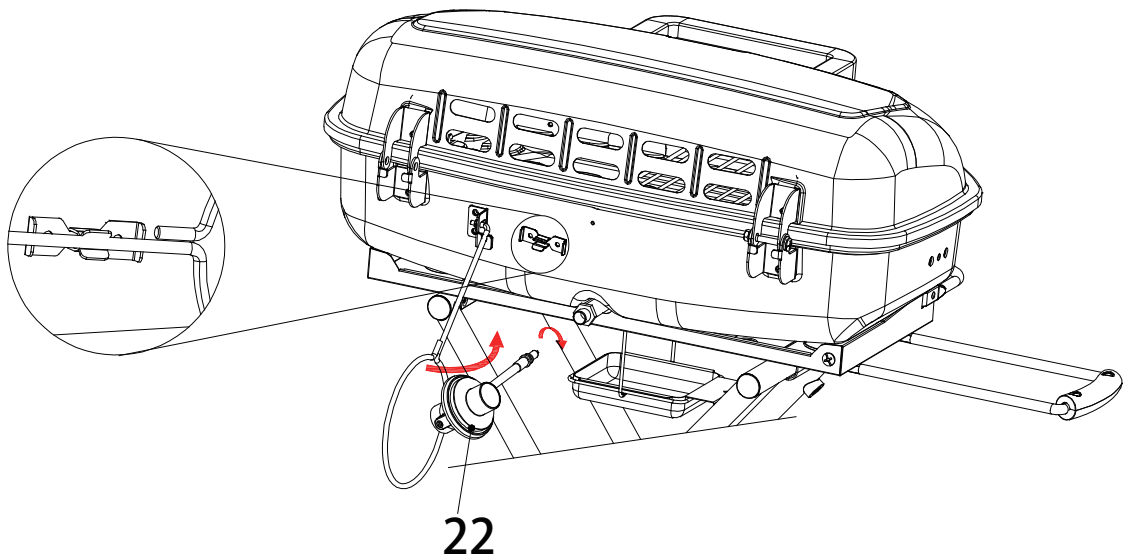


Parts Required:

- Gas Cylinder Support (#21) x 1
- M4 Nut (#M) x 1

## Step 14

Lock gas cylinder support (#1), and secure the regulator (#22) clockwise.



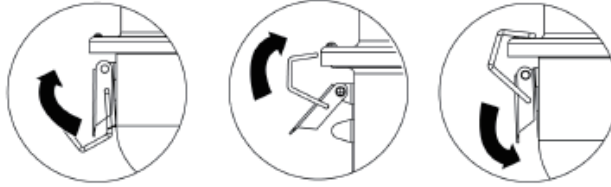
Parts Required:

- Regulator (#22) x 1

## Step 15

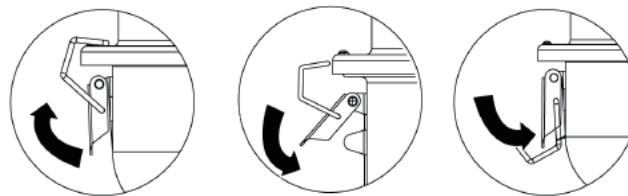
Lock Lid

Note: Lid must be locked before transporting



Unlock Lid

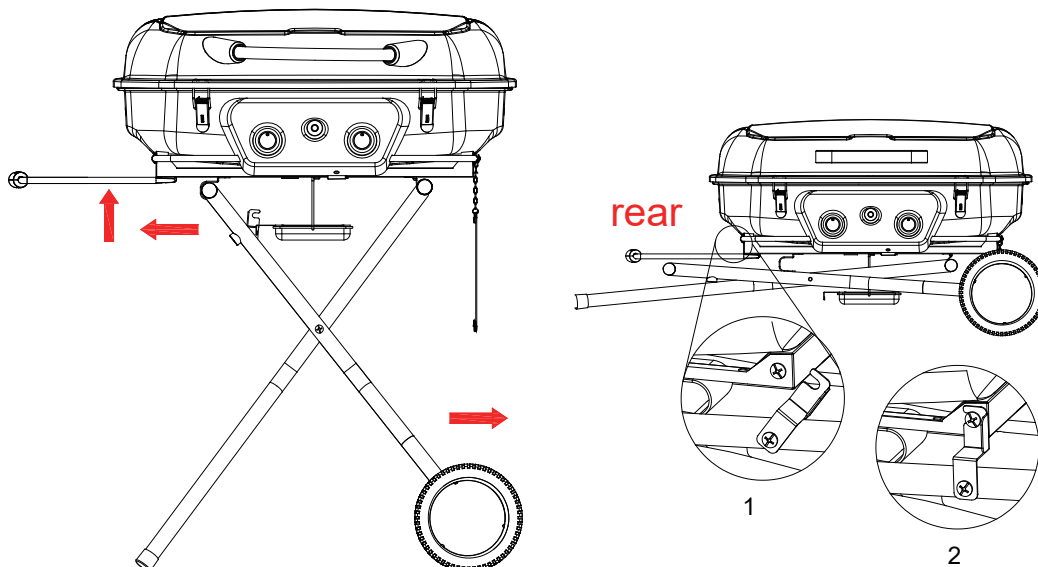
Note: Always unlock and open lid before lighting



## Step 16

Folding the Grill

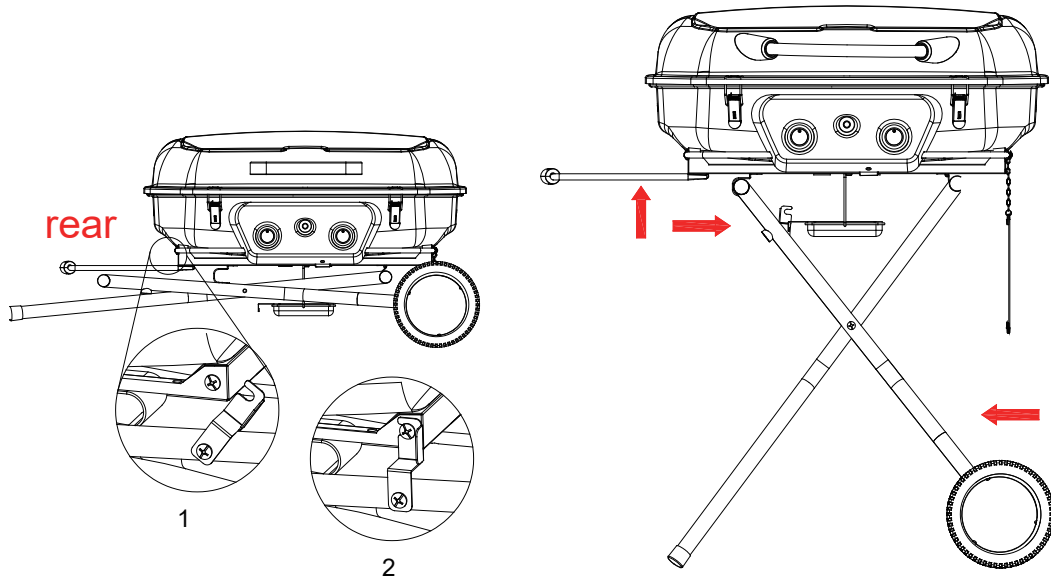
Note: Always lock lid before folding cart.



# Step 17

Unfolding the Grill

Note: Always lock lid before unfolding cart.



## Installing Gas Cylinder

**CAUTION:** Use only the regulator provided. If a replacement is necessary, call our customer service center. The use of unauthorized parts can create an unsafe condition and environment.

### Connecting Gas Cylinder

1. Screw the gas cylinder anti-clockwise into the thread underneath the regulator valve until it's in place.
2. Make certain the connection is secure and conduct the leak test on page 18.

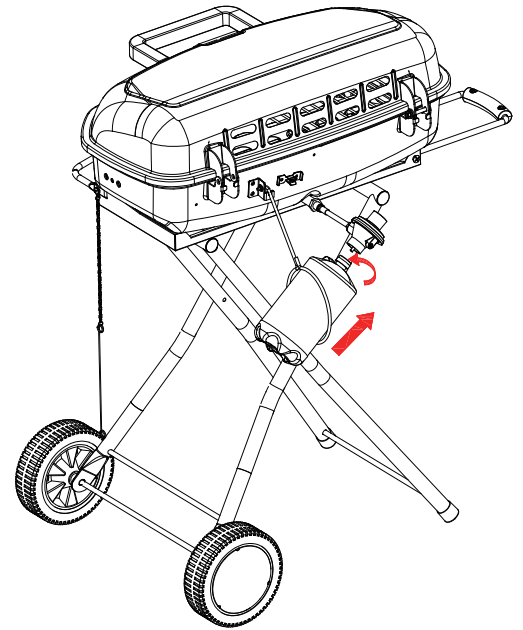
The propane gas supply cylinder to be used must be constructed and marked in accordance with the specification for LP-gas cylinders of the U.S. Department of Transportation (DOT). Only cylinders marked "propane" must be used. Use only 16.4 oz (465g) cylinders equipped with a cylinder connection device compatible with the connection for outdoor cooking appliances. The propane cylinder must be arranged for vapour withdrawal. If the appliance is not in use, the gas cylinder must be disconnected.

Storage of an appliance indoors is permissible **ONLY** if the cylinder is disconnected and removed from the appliance. Cylinders must be stored outdoors out of the reach of children and must not be stored in a building, garage, or any other enclosed area. Your cylinder must never be stored where temperatures can be reach over 52 °C (125 °F). Before connection, be sure that there is no debris caught in the head of the gas cylinder, head of the regulator valve, or in the head of the burner and burner ports. Connect regulator valve and hand-tighten firmly. Disconnect the propane cylinder from the regulator valve when the barbecue is not in use. **DO NOT** obstruct the flow of combustion air and ventilation air to the barbecue.

#### **⚠ DANGER:**

**A fire causing death or serious injury may occur if the following is not followed exactly:**

- Never store or use gasoline or other volatile substances in the vicinity of this barbecue.
- Never store a spare propane cylinder in the vicinity of this barbecue, or in the vicinity of another potential heat source.
- Never refill a disposable cylinder.



## Operating Instructions

#### **⚠ DANGER:**

To prevent fire or explosion hazard when testing for a leak:

1. Always perform the leak test on page 18 before lighting the barbecue and each time the cylinder is connected for use.
2. Do not smoke or allow other sources of ignition in the area while conducting a leak test.
3. Conduct the leak test outdoors in a well-ventilated area.
4. Do not use matches, lighters or a flame to check for leaks.
5. Do not use barbecue until all leaks have been stopped. If you are unable to stop a leak, disconnect the propane supply, call for gas appliance service or your local propane gas supplier.

# Operating Instructions (Continue)

## Checking for leaks


1. Make two to three oz. of leak solution by mixing one part liquid dishwashing soap with three parts water.
2. Make sure control knobs are in the "OFF" position.
3. Spray some solution on the tank valve up to the regulator connection.
4. Inspect the solution at the connections for bubbles. If no bubbles appear, the connection is secure.
5. If bubbles appear, you have a leak. Go to step 6.
6. Disconnect the regulator from the tank and reconnect. Make sure the connection is secured.
7. Retest with solution.
8. If you continue to see bubbles, replace the cylinder.

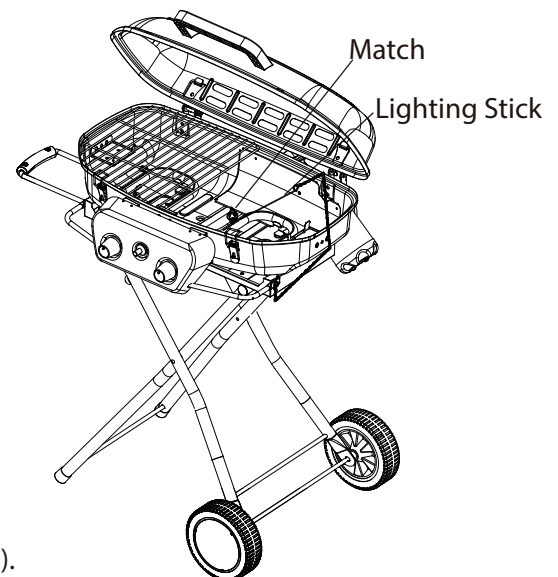
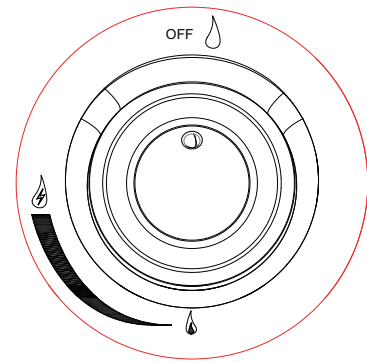
## Lighting Your Barbecue

**⚠ DANGER:** Failure to open lid while igniting the barbecue's burners or not waiting five minutes to allow gas to clear if the barbecue does not light, may result in an explosion, which could cause serious bodily injury or death.


**⚠ WARNING:** To prevent possible bodily injury, never stand with your head directly over the barbecue when preparing to light the main burners.

## Main Burners

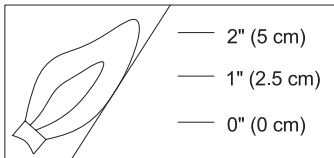
1. Open lid while lighting the burners.  
WARNING: Attempting to light the burners with the lid closed may cause an explosion.  
Make sure there are no obstruction of airflow to the gas unit. Spiders and insects can nest and clog the burner/venturi tube at the orifice. A clogged burner tube can lead to a fire beneath the appliance.
2. Make sure the control knobs are in the "OFF" position.
3. Connect a propane cylinder per the "Connecting Gas Cylinder" section on page 17.
4. Push and turn the control knob to  (HIGH) then press the igniter button immediately.  
After lighting observe the burner flame, make sure all burner ports are lit - a blue/yellow flame of 1 to 2" (2.5 to 5cm) from the burner ports should appear.
  - (1) If ignition does not take place, press the igniter button two to three times.
  - (2) If ignition still does not take place, turn the burner control knob to the "OFF" position. Wait five minutes with lid open for the gas to clear and repeat the lighting procedure.
  - (3) Each burner lights independently, repeat step 4 for the other burner.
5. Adjust the control knob to desired cooking temperature.



## Using the lighting stick to light the burners

1. Insert a match into the end of the lighting stick and light it.
2. Place the lit match right next to the burner ports (see the above diagram).
3. Push and turn control knob to  (HIGH) setting. After lighting observe the burner flame, make sure all burner ports are lit - a blue/yellow flame of 1 to 2" (2.5 to 5cm) from the burner ports should appear.
  - (1) If ignition does not take place, press the igniter button two to three times.
  - (2) If ignition still does not take place, turn the burner control knob to the "OFF" position. Wait five minutes with lid open for the gas to clear and repeat the lighting procedure.
4. Adjust valve knob to desired cooking temperature.  
Confirm that the burner is properly lit by agreeing with description below. If the flame patten appears abnormal, consult the troubleshooting guide on page 22 for corrective action.

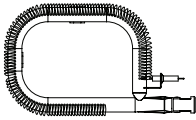
## Operating Instructions (Continue)



**Observe flame height when lit:**

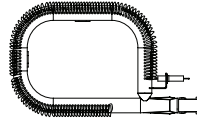
**Flame should be a blue/yellow colour between 1 to 2" (2.5 to 5 cm) high.**

**Fig. a**



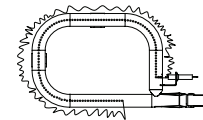
**Normal: Soft blue flames with yellow tips between 1 to 2" (2.5 to 5 cm) high.**

**Fig. b**



**Out of adjustment: Noisy hard blue flames — too much air.**

**Fig. c**



**Poor combustion: Wavy, yellow flame — too little air.**

### Flare-ups:

"Flare-ups" sometimes occur when food drippings fall onto the hot flame tamer or burners and ignite. Some flaring is normal and desirable as it helps impart the unique flavours associated with barbecued foods. Controlling the intensity of the flare-ups is necessary, however, in order to avoid burned or unevenly cooked foods and to prevent possibility of accidental fire.

**⚠ WARNING:** Always monitor the barbecue closely when cooking and turn the flame level down or OFF if flare-ups intensify.


### Shutting off the burners

1. Always turn the control knobs to the "OFF" position.
2. Promptly disconnect the propane cylinder from the regulator valve.

### Excess flow safety valve reset procedure

A sudden shut off of the gas flow typically occurs if you open the LP cylinder valve rapidly. This procedure is effective with all LP cylinder sizes.

To ensure the procedure is performed safely and effectively, please carefully follow the instructions below.

1. Turn the control knobs to the "OFF" position.
2. Disconnect the LP cylinder from the regulator valve.
3. Open the lid of the barbecue.
4. Turn the control knobs to  (HIGH).
5. Wait at least one minute.
6. Turn the control knobs to the "OFF" position.
7. Wait for at least five minutes.
8. Re-connect the LP cylinder to the regulator valve.
9. With the lid open, turn the control knob to the high position and light the barbecue.
10. If the barbecue does not light, turn the control knob to the "OFF" position and disconnect the LP cylinder. Then contact the customer service center for further assistance.

# Cleaning and Care

## IMPORTANT

To prevent corrosion from condensation, always cool barbecue completely before covering.

### First Use

Before cooking on the grill for the first time, you will want to "burn off" the grill to eliminate any odor or foreign matter. Just ignite the burner, lower the hood, and operate grill on max setting for 3 to 5 minutes.

### Before Barbecuing

- Keep your barbecue a safe distance away from buildings, fences and structures on your property.\*
- Always perform a leak test on all connections.\*
- Keep children away from the barbecue.

**During Barbecuing** (To avoid tripping safety valves, please follow these instructions carefully.)

- This appliance will be hot during and after use. Use insulated oven mitts or gloves for protection from hot surface or splatter from cooking liquids.

### After Barbecuing

- Always burn barbecue for 10-15 minutes to burn off food residues after use.
- Wait until the barbecue is completely cooled before closing lid
- Clean up grease build-up to avoid grease fire, and cover your barbecue to prevent rust

**⚠ Caution:** All cleaning and maintenance should be done when the barbecue is cool, with the fuel supply turned off at the control dial and the propane cylinder disconnected.

### Cleaning the Burner Assembly

Turning off the barbecue after every use (approx. 15 minutes) will keep excessive food residue from building up.

#### Recommended cleaning materials -

Mild liquid dishwashing detergent/ hot water

Nylon cleaning pad/ heat-resistant acrylic brush

Paper clip/ putty knife/ scraper

Compressed air

DO NOT use cleaners that contain acid, mineral spirits or xylene.

### Outside surfaces

Use a mild dishwashing detergent and hot water solution to clean. Rinse thoroughly with water.

### Inside surfaces

If the inside surface of the barbecue lid has the appearance of peeling paint, baked-on grease has turned to carbon and is flaking off. Clean thoroughly with a strong solution of detergent and hot water. Rinse with water and allow it to completely dry.

### Interior of barbecue bottom

Remove residue using brush, scraper and/or cleaning pad. Wash with a dishwashing detergent and hot water solution. Rinse with water and let dry.

### Cooking Grid and Hotplate

The porcelain coated cooking grid and hotplate have a glass-like composition that should be handled with care. Use a mild dishwashing detergent or baking soda and hot water solution. Non-abrasive scouring powder can be used on stubborn stains. Rinse with water.

### Flame Tamer

Clean residue with wire brush and wash with soapy water. Rinse with water.

## Warranty

### Two-Year Limited Warranty

This warranty is non-transferable and does not cover failures due to misuse of improper installation or maintenance.

This warranty is for replacement of defective parts only. We are not responsible for incidental or consequential damage.

This warranty does not cover corrosion or discoloration after the grill is used, or lack of maintenance, hostile environment, accidents, alterations, abuse or neglect.

This warranty does not cover damage caused by heat, abrasive and chemical cleaners, or any damage to other components used in the installation or operation of the grill. And paint is not warranted and may require touch-up.

This warranty is void if this grill is ever used for commercial or rental purposes.

All warranty coverage applies only if this grill is used in the United States.

Some states do not allow the limitation or exclusion of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

## Customer Service

Please do not return the grill to store.

If you have any questions or if you need replacement parts, please contact our customer service:

1-855-200-8445

[service@brandmangrill.com](mailto:service@brandmangrill.com)

We are pleased to help you with any question concerning replacement parts or your warranty.

Proof of purchase in the form of an original receipt with date of purchase is required.

DO NOT ship parts or units without a return authorization number. Upon receipt of an authorization number, the product must be shipped prepaid.

# Troubleshooting

Problem	Possible Cause	Prevention/Resolution
Burner will not light using a match.	No gas flow.  Obstruction of gas flow. Disengagement of burner to valve. Spider webs or insect nest in venturi tube. Burner ports clogged or blocked.	Check if propane cylinder is empty. If empty, replace. If propane cylinder is not empty, refer to "Excess flow safety valve reset procedure". Clean burner tube. Reengage burner and valve. Clean venturi.  Clean burner ports.
Irregular flame pattern.	Burner ports are clogged or blocked. New burner may have residual manufacturing oils. Spider webs or insect nest in venturi tube. Residue, grease or marinating oils on burner. Poor alignment of valve to burner venturi.	Clean burner ports. Burn barbecue for 15 minutes with the lid closed.  Clean venturi.  Clean burner.  Ensure burner venturi is properly engaged with valve.
Sudden drop in gas flow or heat.	High or gusting winds.  Low on propane gas. Excess flow valve tripped.	Turn front of barbecue to face wind or increase flame height. Replace or refill propane cylinder. Refer to "Excess flow safety valve reset procedure".
Flare-up.	Grease buildup. Excess fat in meat. Excessive cooking temperature.	Clean barbecue. Trim fat from meat before barbecuing. Adjust (lower) temperature accordingly.
Persistent grease fire.	Grease trapped by food buildup around burner system.	Turn knob off. Disconnect propane cylinder. Leave lid in closed position and let fire burn out. After barbecue cools, remove and clean all grill parts per "Cleaning and Care" section.
Flashback (fire in burner tubes).	Burner and/or burner tubes are blocked.	Turn knob off. Clean burner and/or burner tube.
Inside of lid is peeling - appearance of paint peeling.	Carbon buildup.	Baked on grease buildup has turned to carbon and is flaking off. Clean thoroughly.
Burner accidentally extinguished.	Tank empty.  Obstruction of gas flow.	Check if propane cylinder is empty. If empty, replace. If propane cylinder is not empty, refer to "Excess flow safety valve reset procedure".  Clean burner tube.

Captivate Brands USA, Inc.  
25541 Arctic Ocean Drive,  
Lake Forest, CA.92630

If you have any questions or problems,  
you can contact our customer service at  
1-855-200-8445 ext 102 or  
[service@brandmangrill.com](mailto:service@brandmangrill.com)  
from 9:00 AM - 5:00 PM Monday to Friday.  
(Pacific). All emails and voice-mail calls  
will be answered within 24 hours.